

ABSTRAK

Komunikasi terapeutik merupakan kompetensi fundamental perawat dalam memberikan pelayanan kesehatan yang efektif dan berkualitas. Berbagai faktor internal dapat memengaruhi keberhasilan penerapan komunikasi terapeutik, termasuk pengetahuan, sikap, emosi, pendidikan, dan usia perawat. Penelitian ini dilakukan untuk mengetahui faktor-faktor yang berhubungan dengan penerapan komunikasi terapeutik perawat di UPT Puskesmas Teluk Lecah Kecamatan Rupat Kabupaten Bengkalis.

Tujuan: Mengetahui pengaruh faktor pengetahuan, sikap, emosi, pendidikan, dan usia terhadap penerapan komunikasi terapeutik perawat.

Metode: Penelitian ini menggunakan desain kuantitatif deskriptif analitik dengan pendekatan korelasional dan teknik total sampling. Sampel terdiri dari 13 perawat yang bekerja di UPT Puskesmas Teluk Lecah. Instrumen penelitian berupa kuesioner yang telah diuji validitas dan reliabilitas menggunakan uji Pearson Product Moment dan Cronbach's Alpha. Data dianalisis secara deskriptif untuk menggambarkan karakteristik responden dan distribusi jawaban pada masing-masing variabel.

Hasil: Seluruh item pernyataan pada variabel independen (pengetahuan, sikap, emosi, pendidikan, usia) dan variabel dependen (penerapan komunikasi terapeutik) dinyatakan valid ($r_{hitung} > r_{tabel}$ 0,5529). Hasil uji reliabilitas menunjukkan nilai Cronbach's Alpha berkisar antara 0,778–0,933, yang berarti reliabilitas mencukupi hingga sangat tinggi. Analisis deskriptif menunjukkan mayoritas responden memiliki tingkat pengetahuan, sikap, dan kendali emosi yang baik. Secara umum, semua faktor (pengetahuan, sikap, emosi, pendidikan, dan usia) menunjukkan hubungan positif terhadap penerapan komunikasi terapeutik perawat.

Kesimpulan: Penelitian ini menunjukkan bahwa faktor pengetahuan, sikap, emosi, pendidikan, dan usia memiliki pengaruh terhadap penerapan komunikasi terapeutik perawat di UPT Puskesmas Teluk Lecah. Upaya peningkatan kompetensi komunikasi terapeutik dapat dilakukan melalui program pelatihan, pengembangan profesional berkelanjutan, serta evaluasi rutin terhadap praktik komunikasi perawat.

Kata Kunci: komunikasi terapeutik, pengetahuan perawat, sikap perawat, emosi, pendidikan, usia.

ABSTRACT

Therapeutic communication is a fundamental competency required by nurses to deliver effective and high-quality healthcare services. Several internal factors may influence the success of therapeutic communication, including knowledge, attitude, emotional control, education, and age. This study aimed to identify the factors associated with the implementation of therapeutic communication among nurses at the Teluk Lecah Public Health Center, Rupert District, Bengkalis Regency.

Objective: To examine the influence of knowledge, attitude, emotion, education, and age on nurses' implementation of therapeutic communication.

Methods: This study employed a quantitative descriptive analytic design with a correlational approach and a total sampling technique. A total of 13 nurses participated as respondents. Data were collected using a validated and reliable questionnaire, with validity tested using the Pearson Product Moment and reliability tested using Cronbach's Alpha. Descriptive analysis was used to outline respondent characteristics and distribution of responses for each variable.

Results: All questionnaire items for both independent variables (knowledge, attitude, emotion, education, age) and the dependent variable (therapeutic communication) were declared valid (r value $>$ r table 0.5529). Reliability testing showed Cronbach's Alpha values ranging from 0.778 to 0.933, indicating acceptable to excellent reliability. Descriptive analysis revealed that most respondents had good levels of knowledge, positive attitudes, and adequate emotional control. Overall, all examined factors demonstrated a positive relationship with the implementation of therapeutic communication.

Conclusion: The study concludes that knowledge, attitude, emotional condition, educational background, and age influence the implementation of therapeutic communication among nurses at the Teluk Lecah Public Health Center. Efforts to enhance therapeutic communication skills may include training programs, continuous professional development, and periodic evaluation of communication practices.

Keywords: therapeutic communication, nurse knowledge, attitude, emotion, education, age.