

RESEARCH ARTICLE

The Relationship Between Work Motivation and The Application of Therapeutic Communication of Nurses in The Emergency Room of PHC Hospital Surabaya

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Introduction: The emergency room aims to achieve fast and precise service to avoid death. Work motivation affects performance according to SPO including therapeutic communication. Low motivation is seen as lack of responsibility, apathy, hesitation to make decisions, and lack of enthusiasm. The problem faced by patients is poor nursing communication. Therapeutic communication in the emergency room is rarely applied because it focuses on action. The purpose of the study was to determine the relationship between work motivation and the application of therapeutic communication of nurses in the Emergency Room of PHC Surabaya Hospital. **Methods:** Correlation research design with a cross-sectional approach. The population was 46 nurses. The sampling technique used stratified random sampling. The sample was 17 emergency room nurses and 24 ICU nurses. Work motivation variables using the Work Extrinsic Intrinsic Motivation Scale questionnaire and therapeutic communication variables using questionnaires that have been tested for validity and reliability. Research analysis using the Spearman Rho Test. **Results:** The results showed that the majority of nurses had high work motivation as many as 32 people (78.0%) and the application of therapeutic communication was good as many as 39 people (78.0%). The results showed that there was a moderate relationship between work motivation and the application of therapeutic communication with a value of $r = 0.427$ with a value of $p = 0.001$. **Conclusions and Recommendations:** Work motivation has a relationship with the application of therapeutic communication of nurses in the emergency room. Hospital agencies must continue to monitor work motivation and the application of therapeutic communication of nurses to patients.

Keywords: Work Motivation, Therapeutic Communication, Emergency Room and ICU Nurses.

INTRODUCTION

Hospitals, especially emergency departments, have the aim of achieving health services quickly and precisely in emergency actions to avoid death or disability (Aprillia, 2021). Motivation is encouragement to do something. Low motivation can be seen from lack of responsibility, work not according to plan, apathy, hesitation in making decisions and lack of enthusiasm (Wirati et al., 2020). Work motivation plays a role in the implementation of nursing care which includes the application of therapeutic communication (Sahputri et al., 2024). Therapeutic communication in the emergency room is rarely applied because it focuses more on action (Safitri & Ediyono, 2024). During the orientation phase, nurses do not introduce themselves, do not ask for consent and time contracts and in the termination, phase lack interaction and do not make contracts for follow-up meetings (Dora et al., 2019). Research in the emergency room of PHC Surabaya Hospital found that nurses with low motivation seemed less enthusiastic about performing actions and did not know the nurse's job description, as well as nurses with poor implementation of therapeutic communication seen from nurses lacking smiles, rarely making contracts before action, and not greeting patients before leaving the room. This is important but the relationship between work motivation and the application of therapeutic communication in nurses still requires further study.

The World Health Organization (2020) shows that Indonesia is among the 5 countries with the lowest motivation of health workers, apart from Vietnam, Argentina, Nigeria and India. This is due to the fulfillment of welfare and there are 175,000 employees, of which 98,512 people or 56% complain of low insertion from the institution where they work. Mersha et al (2023) stated that the application of therapeutic communication in the Gamo Zone general hospital of Southern Ethiopia found that 40.4% of nurses had a high level of therapeutic communication, 25.0% medium level, and 34.6% low level. Somba et al (2022) revealed that nurses in East Kolaka Hospital, Southeast Sulawesi, found 33 people (56.9%) had good motivation, 22 people (34.5%) had good therapeutic communication and 13 people (22.4%) had less therapeutic communication while out of 25 people (43.1%) who had less motivation, 5 people (8.6%) had good therapeutic communication and 20 people (34.5%) had less therapeutic communication. Rakhmawati & Suhartini, (2023) revealed that nurses in the emergency room of Dr. Haryono Lumajang Hospital had high work motivation as many as 20 people (91%) and 2 people (9%) had moderate motivation. Maria et al (2023) revealed that out of 40 nurses in the Pulmonary Poly room of Dr. Saiful Anwar Malang Hospital had effective therapeutic communication as many as 11 people (27.5%) and ineffective 29 people (72.5%). Researchers conducted a preliminary study on November 20, 2024 at the Emergency Room of PHC Surabaya Hospital to 5 nurses using a work motivation questionnaire and the application of therapeutic communication distributed via G-Form. The results of the preliminary study found 2 nurses (40%) had poor work motivation, 3 nurses (60%) had moderate work motivation and the level of communication application found 2 nurses (40%) applied poor therapeutic communication and 3 nurses (60%) applied communication in the sufficient category.

Work motivation is a state when a person is able to influence thoughts to generate, maintain, and direct attitudes related to the work environment (Rakhmawati & Suhartini, 2023). High motivation is influenced by internal factors which include self-esteem and achievement, needs, expectations, responsibilities, and satisfaction as well as external factors which include the type and nature of work, groups, conditions, work safety and interpersonal relationships (Zulkifli, 2022). High motivation can increase the ability to communicate more effectively (Emilia & Alpih, 2024). Therapeutic communication is communication that aims at healing patients (Sahputri et al., 2024). The level of success in communicating with patients is influenced by perceptions, values, emotions, socio-cultural background, knowledge, roles and relationships and environmental conditions (Donsu, 2019). Nurses who have good therapeutic communication skills are able to build trust, prevent ethical legality, provide nursing service satisfaction, improve the image of the nursing profession and the image of the hospital in providing services (Dora et al., 2019). Handayani & Hidayat (2019) revealed that communication is one of the factors determining the quality of hospital services and patient satisfaction as an indicator of quality service.

Patient satisfaction with hospital services carried out by nurses is one of the parameters for measuring the quality of health services (Suwarni & Mariyana, 2023). Efforts are needed to maintain nurses' motivation to remain at a high level so that it will have a positive impact on the future development of the hospital (Mudayana, 2020). Efforts that can be given to increase work motivation include providing decent salaries, health insurance, benefits, conducive working conditions, promotions and development opportunities for outstanding employees and providing awards (Hairudin & Octaria, 2022). Handayani & Hidayat (2019) revealed the importance of implementing useful communication to improve patient safety, task clarity and service quality indicators, so it is necessary to improve nurses' communication skills by attending communication training to improve the quality of hospital services. Based on the background description, the researcher is interested in examining the relationship between work motivation and the application of nurse therapeutic communication in the emergency room of PHC Surabaya Hospital.

MATERIALS AND METHODS

This research design is a correlation analytic with a cross sectional approach. This type of research emphasizes the measurement or observation of independent and dependent variable data carried out simultaneously from a group of subjects and only once at a time.

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The population in this study were nurses who served in the emergency room of PHC Surabaya Hospital. The sample used was nurses who served in the emergency room and ICU of PHC Surabaya Hospital, totaling 41 people. The inclusion criteria used in sampling were nurses on duty in the emergency room and ICU of PHC Surabaya Hospital and the exclusion criteria used were nurses who were not in the room or on leave. The sampling technique used was *stratified random sampling* technique. In this study, the identification of population strata is based on work units, namely the emergency room and ICU at PHC Surabaya Hospital.

In the independent variable, namely work motivation using the WEIMS (Work Extrinsic and Intrinsic Motivation Scale) questionnaire which consists of 18 statements. For the assessment is a value of 1 if you strongly disagree, 2 if you disagree, 3 if you are neutral, 4 if you agree and 5 if you strongly agree. In the dependent variable, the application of therapeutic communication uses an instrument that has been tested for validity and reliability consisting of 25 statements. For the assessment is the value of 1 if never, 2 if rarely, 3 if sometimes, 4 if usually and 5 if always.

The analysis used to measure the strength and direction of the relationship between work motivation and the application of therapeutic communication of nurses in the emergency room of PHC Surabaya Hospital using the Spearment Rho test. The significant level if the p value <0.05 means that H_0 is rejected H_1 is accepted which means there is a significant relationship.

EXPERIMENTAL

Repeated information should not be reported in the text of an article. A calculation section must include experimental data, facts and practical development from a theoretical perspective.

RESULTS

Table 1. Demographic Data Characteristics of Nurses in the Emergency Room of PHC Surabaya Hospital 2025 (n=41).

Characteristics	Frequency (f = 41)	
	f	%
Age		
26-35 years old	8	19,5
36-45 years old	31	75,6
46-55 years	2	4,9
Last education as a nurse		
D3 Nursing	26	63,4
D4 Nursing	1	2,4
S1 Nursing	14	34,1
Length of service at PHC Surabaya Hospital		
4-10 years (<i>Advanced Beginner</i>)	4	9,8
11-13 years (<i>Competent</i>)	2	4,9
>13 years (<i>Proficient</i>)	35	85,4
Work Unit		
ICU	24	58,5
EMERGENCY ROOM	17	41,5
Marriage Status		
Married	39	95,1

DISCUSSION

A. Level of Work Motivation in Nurses in the Emergency Room of PHC Surabaya Hospital

The results of research on work motivation as a nurse show that out of 41 respondents based on work motivation with details of nurses who are motivated to work as a nurse. 9 nurses (22%) served in the emergency room and ICU with sufficient work motivation, and have high work motivation as many as 32 nurses (78%).

The majority of nurses assigned to the emergency room and ICU have high work motivation. This can be seen from 32 nurses (78%) who are happy when learning new things, making work as a nurse a basic thing in life, being able to manage tasks related to the work delegated to them, feeling satisfied to get interesting challenges, optimistic about becoming a winner, feeling that working as a nurse can provide security and a decent income. Motivation can make a nurse more enthusiastic in carrying out the tasks assigned to him, raising the level of persistence and enthusiasm in activities (Iswanto et al., 2020). Researchers assume that high work motivation of nurses greatly affects the work results that will be given to patients. High work motivation can encourage nurses to work professionally to carry out their duties according to SPO so as to provide optimal service and satisfaction to patients

There are 9 nurses who have sufficient work motivation (22%). This can be seen from nurses who do not make the job a career goal, lack of competitive power, feel that the working conditions provided are unrealistic and too much is expected. Low nurse motivation will be seen in several ways, such as a lack of sense of responsibility, doing work not in accordance with plans and goals, apathy, lack of confidence, uncertainty when making decisions and lack of enthusiasm when working (Wirati et al., 2020). Researchers assume that nurses who have sufficient work motivation can be known from nurses who carry out their duties less optimally such as lack of enthusiasm to compete to be the best, feel the workload given is too much and do not make nursing work a life goal. Moderate work motivation possessed by nurses will have a negative impact on carrying out their duties such as nurses will feel lazy, lack of enthusiasm and the work done will be less than optimal.

The first factor that can affect high work motivation is self-esteem and achievement. From the results of the study, 32 nurses (78.0%) had a length of service of more than 5 years including 3 nurses (7.3%) had a length of service of 4-10 years (advanced beginner), 1 nurse (2.4%) had a length of service of 11-13 years (competent) and 28 nurses (68.3%) had a length of service of >13 years (proficient). The study by Smith et al. (2023) found that nurses with more than 5 years of experience showed 35% higher levels of self-esteem than junior nurses, mainly due to mastery of complex clinical skills and recognition from colleagues. This mechanism is reinforced by the findings of Lee & Johanson (2023) who stated that senior nurses develop a stronger professional self-concept through mentoring roles and greater clinical responsibility. Accumulated achievements, such as special certifications, also strengthen work motivation through fulfilling self-actualization needs (Maslow, 1943). We assume that nurses who have more than 5 years of service have high work motivation due to higher levels of self-esteem and achievement compared to novice nurses. They feel more empowered in making clinical decisions and mentoring junior colleagues so that they have high work motivation through the fulfillment of self-actualization.

Another factor that influences high work motivation is the existence of needs that must be met. From the results of the study, 30 nurses (73.2%) with married marital status had high work motivation. This is in line with the findings of Lambrou et al. (2015) in the journal "Motivation and job satisfaction among medical and nursing staff in a Cyprus public general hospital" which found that family stability contributes to job satisfaction positive on nurses' work motivation. Research conducted by Arif et al (2021) revealed that married nurses have greater responsibilities towards their families in terms of financial and caring for children or spouses. The advantage of marriage is as a support system from the family which has an impact on increasing work motivation. The researcher assumed that marital status could be a motivating factor for nurses to increase their work motivation. The need for economic stability and family security often increases after marriage. In addition, emotional support from spouses and families can provide additional encouragement to increase nurses' motivation to work.

From the results of the study, 32 nurses (78.0%) had high work motivation. In 31 nurses (75.6%) of them were aged 36 - 45 years. This is in line with research conducted by Hadi (2020) which revealed that nurses over 35 years old have a higher level of work motivation compared to other age groups. The study revealed that maturity and work experience at that age can increase commitment and dedication in carrying out the duties of the nursing profession. The researcher assumed that over the age of 35, nurses tend to have reached a level of emotional and professional stability that allows them to be more focused and motivated at work. Years of experience in the workforce can also increase their sense of responsibility and satisfaction with work, which in turn increases their motivation.

Another factor that affects nurses' work motivation is that the job can generate a decent income. From the research results, 30 nurses (73.2%) agreed that this job was able to provide a decent income. Remuneration or rewards obtained by nurses is in the form of salaries given every month and the amount of salary is differentiated based on the length of service and position of the nurse. Leave assistance is also provided to nurses such as maternity leave, umrah and other leave which is given for 3 days and in one year there are 12 leaves. In addition, the hospital also provides monthly consumption allowances, health insurance and educational assistance to nurses who want to develop their potential. According to Nurhayati and Supardi (2020) remuneration is something that employees receive in return for contributions that have been made including money and goods, such as salaries / wages, allowances, leave and so on. This is in line with the research research of Apriliani and Hidayah (2020) which reveals that the provision of reward management provided by the hospital has a real influence on the formation of nurses' work motivation, if the rewards provided are in accordance with expectations, the nurses' work motivation will increase and vice versa. Researchers assume that providing decent and fair compensation according to workload will affect work motivation so that nurses are able to achieve the goals of optimal and quality hospital services.

From the results of the study, 9 nurses (22.0%) were included in the sufficient category of work motivation. In 5 nurses (19.2%) of whom the last education as a nurse included D3 nursing graduates. This is in line with research conducted by Sari (2021) which reveals that nurses with the last education D3 nursing tend to have sufficient motivation, especially if they feel there is no room to develop themselves professionally. Nurses who have lower levels of education such as D3 nursing often have lower motivation when compared to those with higher education, although this can change along with training opportunities or recognition of performance (Lu, 2019). We assume that although nurses with a diploma in nursing have sufficient motivation, they may feel limited in terms of career opportunities or professional development. If there are opportunities for advanced training, the work motivation of nurses with a D3 nursing education may increase.

B. Level of Therapeutic Communication in Nurses in the Emergency Room of PHC Surabaya Hospital

The results of research on the application of therapeutic communication in nurses showed that of the 41 respondents, the application of therapeutic communication was sufficient as many as 2 people (4.9%), and the application of therapeutic communication was good as many as 39 people (95.1%). The implementation of therapeutic communication in this study is divided into 4 phases, namely the pre-interaction phase, the orientation phase, the work phase and the termination phase.

The majority of emergency room and ICU nurses are able to apply therapeutic communication well. Nurses are able to carry out the 4 phases of therapeutic communication. This can be seen in 39 nurses (95.1%) who implement the pre-interaction phase such as digging up all the patient's medical history before interacting with the patient and planning the actions to be taken to the patient, when the orientation phase nurses greet and smile at the patient, introduce themselves and ask the patient's name when first interacting with the patient or the patient's family, are able to foster a trusting relationship with the patient, and listen to the patient's complaints, when the work phase the nurse starts the action according to the plan and when the termination phase the nurse says greetings before leaving the patient and the patient's family. nurses are able to apply therapeutic communication optimally because they carry out the orientation phase, work phase and termination phase (Dora et al., 2019).

From the results of the study obtained 2 nurses (4.9%) who applied therapeutic communication moderately. Nurses with sufficient application of therapeutic communication can be seen from the lack of implementation of the orientation phase and termination phase but in the pre-interaction phase and the work phase are well implemented. During the orientation phase nurses rarely explore the feelings, thoughts and actions of patients and rarely explain the purpose of interaction with patients. During the termination phase, nurses rarely summarize the results of activities or evaluate outcomes and processes. The orientation phase and termination phase are important stages and it is unfortunate if they are rarely implemented because in the orientation phase the nurse must explore the patient's feelings, thoughts, actions and explain the purpose of the interaction to build a trusting relationship and in the termination phase the nurse must conclude the actions that have been given to the patient. Nurses must implement the orientation phase to create a trusting relationship between patients and nurses while using open communication (Lestari et al., 2021).

The application of therapeutic communication is influenced by various factors such as knowledge which includes therapeutic communication training received by nurses. From the results of the study, 39

nurses (95.1%) were included in the category of good therapeutic communication. In 37 nurses (72.7%) of them attended therapeutic communication training. Nurses who have adequate knowledge and communication skills tend to be more able to interact effectively with patients, create empathic relationships, and support the patient's healing process. In addition, with effective therapeutic communication, nurses can help patients feel more valued, reduce patient anxiety, improve adherence to treatment, and ultimately, support the patient's overall healing process. This is in line with the research of Lu et al. (2019) in their research revealed that nurses who attended therapeutic communication training tended to have better abilities in communicating with patients. The training helps nurses to improve their communication skills, which ultimately improves relationships with patients and supports the healing process. The researcher assumes that therapeutic communication training plays an important role in improving nurses' implementation of therapeutic communication. Nurses who receive training tend to be more skilled in interacting with patients, which improves the quality of their communication and strengthens the nurse-patient relationship.

The application of therapeutic communication is also influenced by perceptions which include age. From the results of the study, 39 nurses (95.1%) applied good therapeutic communication including 29 nurses (74.4%) aged 36-45 years. This is in line with Benner's (1982) theory of professional development in "From Novice to Expert" which describes nurses at that age are generally in the "proficient" to "expert" stage. At this stage, nurses have developed clinical intuition and a holistic understanding of patients that enhances their therapeutic communication skills. Research by Krogstad et al (2022) showed that nurses with mature age (35-50 years) have a better ability to handle complex communication situations due to the optimal development of emotional intelligence and resilience in this age range. Researchers assume that a nurse's perception can be influenced by past events. Nurses aged 36-45 years have experiences that have occurred in the past so that they are adept at implementing therapeutic communication.

From the results of the study, 2 nurses (4.9%) were in the category of enough towards the application of therapeutic communication. Nurses with sufficient application of therapeutic communication have a length of service of more than 13 years. This is in line with the theory of Maslach and Leiter (2016) which reveals a syndrome characterized by emotional exhaustion, depressional and decreased personal achievement often occurs in individuals who work in professions that demand intense interaction with others, such as nurses. Nurses with longer work experience have experienced repetitive stress, high workloads, and continuous exposure to stressful situations, which can reduce their ability to maintain effective therapeutic communication. Therapeutic communication requires empathy, patience, and active listening skills, which may decrease with the onset of emotional exhaustion. Research by Alharbi et al. (2020) also showed that nurses with longer work experience tend to experience decreased emotional involvement in interactions with patients, which impacts the quality of therapeutic communication. The researcher assumes that nurses with more than 13 years of work in the emergency room are more at risk of experiencing emotional exhaustion so that the application of therapeutic communication becomes sufficient and is not implemented optimally.

From the results of the study, 2 nurses (4.9%) did not attend therapeutic communication training but were still able to apply therapeutic communication well. Nurses who do not attend therapeutic communication training can still apply it well because these abilities can develop through clinical experience, empathy, and observational learning from colleagues. In addition, an organizational culture that focuses on patient-centered care may encourage nurses to intuitively adopt the principles of therapeutic communication. According to Arnold & Boggs (2019), daily interaction with patients and reflection on practice experiences can improve nurses' communication competence naturally, even without specialized education. Researchers assume that nurses who do not attend therapeutic communication training but still apply good communication due to experience, learning from colleagues, a sense of caring and focusing on patients so that nurses are still able to carry out their duties well.

C. The Relationship between Work Motivation and the Application of Therapeutic Communication of Nurses in the Emergency Room of PHC Surabaya Hospital

The results of research on the relationship between work motivation and the application of therapeutic communication of nurses in the emergency room of PHC Surabaya Hospital, totaling 41 respondents, obtained the results of the Spearman's Rho statistical test showed a significance value or sig (2-tailed) of 0.001 so that H₀ was rejected H₁ was accepted, so there was a relationship between work motivation and the application of therapeutic communication of nurses in the emergency room of PHC Surabaya Hospital, with a correlation coefficient number obtained the result of 0.427, which means that the two variables show a fairly strong relationship, so the correlation of the two variables is unidirectional.

So it can be concluded that if work motivation is high, the role of therapeutic communication is good, otherwise if work motivation is low, the role of therapeutic communication is poor.

The results showed that the relationship between work motivation and the application of therapeutic communication of nurses in the emergency room of PHC Surabaya Hospital showed that 41 respondents and it was found that of the respondents with sufficient work motivation and sufficient therapeutic communication were 2 people (22.2%), with sufficient work motivation and good therapeutic communication were 7 people (77.8%), with high work motivation with sufficient therapeutic communication were 0 people (0.0%), high work motivation with good therapeutic communication were 32 people (100%).

The results of this study indicate that most respondents fall into the category of high work motivation with good therapeutic communication as many as 32 people (100%). This is in line with Aisyah's research (2020) which reveals that nurses with high levels of work motivation tend to have better quality therapeutic communication. This is because nurses who have high motivation will be more motivated to develop good relationships with patients and strive to understand their needs better, which affects the implementation of effective therapeutic communication.

Researchers assume that nurses with high work motivation tend to have better quality of therapeutic communication. High motivation encourages nurses to be more proactive, caring, and motivated in providing quality care, including in terms of communication with patients. Good therapeutic communication skills can improve nurse-patient relationships and accelerate patient recovery, which ultimately increases patient satisfaction with the services provided.

CONCLUSION

Based on the results of the study, it can be concluded that the majority of nurses in the emergency room of PHC Surabaya Hospital have high work motivation and are able to apply therapeutic communication well. Based on the findings and testing results, it is found that work motivation has a significant relationship with the application of therapeutic communication nurses in the emergency room of PHC Surabaya Hospital.

LIST OF ABBREVIATIONS

PHC: Primasatya Husada Citra

WHO: World Health Organization

ICU: Intensive Care Unit

ER: Emergency Room

WEIMS: Work Extrinsic and Intrinsic Motivation Scale

ETHICS APPROVAL AND CONSENT TO PARTICIPATE

The implementation procedure is carried out through 2 stages, namely administrative procedures and technical procedures. Administrative procedures are research conducted after obtaining permission to conduct research starting from the research supervisory commission, followed by a research permit from Stikes Hang Tuah Surabaya addressed to the Director of PHC Surabaya Hospital. Then the research permit went through the *ethical clearance* stage from PHC Surabaya Hospital as the research site. After this stage, proceed with technical procedures which include 1) the researcher provides *informed consent* which contains an explanation of the agreement to become a respondent to prospective respondents 2) After agreeing to become a respondent, the researcher will provide a questionnaire "Work Motivation and Nurse Therapeutic Communication" and the respondent is asked to access the google form link. 3) Then the researcher will check the data, process the data, analyze the data and make a report on the results of the research that has been obtained 4) The researcher thanked the respondents who were willing to become research respondents.

This research has been ethically tested by KEPK PHC Surabaya Hospital Surabaya to obtain ethical clearance 002/KEPK/RSPS-2025. In this study, respondents were given an explanation of the purpose, objectives and benefits of this research and respondents were given an agreement sheet to fully participate in the study and respondents also filled out a questionnaire sheet containing demographic data.

CONSENT FOR PUBLICATION

If the manuscript has an individuals' data, such as personal detail, audio-video material *etc.*, consent should be obtained from that individual. In case of children, consent should be obtained from the parent or the legal guardian.

A specific declaration of such approval and consent-to-disclose form must be made in the copyright letter and in a stand-alone paragraph at the end of the article especially in the case of human studies where inclusion of a statement regarding obtaining the written informed consent from each subject or subject's guardian is a must. The original should be retained by the guarantor or corresponding author. Editors may request to provide the original forms by fax or email.

AVAILABILITY OF DATA AND MATERIALS

CONFLICT OF INTEREST

There is no conflict of interest in this study.

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