

**ORIGINAL ARTICLE****OVERVIEW OF NURSE THERAPEUTIC COMMUNICATION IN HOSPITAL WARD PKU MUHAMMADIYAH GAMPING**

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\*Corresponding author: [inasiti184@gmail.com](mailto:inasiti184@gmail.com)**ARTICLE INFO***Article history:**Received: 12 January 2026**Revised: 4 February 2026**Accepted: 6 February 2026**Keywords:**Communication;**Nurse;**Therapeutic.***ABSTRACT**

**Background:** Therapeutic communication has become the main key to delivering nursing care. Therapeutic communication plays an important role in raising trust, increasing comfort, and helping patients express their needs and complaints during treatment. However, nurses do not practice therapeutic communication well and do not pay attention to the quality of the communication they implement. **Objective:** This study aims to describe the quality of nurses' therapeutic communication in PKU Muhammadiyah Gamping Hospital. **Methods:** This study adopted a descriptive design, involving 96 respondents selected using purposive sampling. Data were collected using structured questionnaires to assess therapeutic communication. Data analysis was performed using a univariate test. **Result:** Respondent majority female (36.5%) and domination by 40-50 years old (57.3%). Most nurses had good therapeutic communication with their patients (66.7%). **Conclusion:** The quality of therapeutic communication helps improve nursing care delivery. The average therapeutic communication skills in this study were classified as good.

## BACKGROUND

Nursing services are a key component of the hospital service system, and play a major role in determining the quality of care and patient satisfaction levels. The quality of nursing services is greatly influenced by nurses' ability to provide professional care, one of which is through the application of therapeutic. Therapeutic communication is a process of talking and interacting with patients in a planned and focused manner, with the aim of helping to accelerate the healing process. This communication is not just an ordinary conversation, but involves empathy, attention, and special skills so that patients feel heard, understood, and comfortable during their treatment (Agil et al., 2022). Therapeutic communication conducted by nurses consists of four main stages: the Pre-Interaction Phase, the Orientation Phase, the Work Phase, and the Termination Phase. These stages are interrelated and form the foundation for building an effective relationship between nurses and patients. Each stage has a specific role, ranging from preparation before meeting the patient, building trust, implementing nursing interventions, to ending the communication professionally (Mersha et al., 2023).

Quality nursing care depends not only on the accuracy of actions but also on the ability to establish communication that facilitates patient healing (Lestari et al., 2022). Research on therapeutic communication and nurses' workload has been conducted extensively and generally highlights its impact on patient satisfaction, nurse performance, and the quality of nursing services. International studies show that the implementation of therapeutic communication by nurses is still not optimal, with a low proportion of nurses having high therapeutic communication skills (Nurwahyuni et al., 2024). Research also shows weaknesses in several stages of therapeutic communication, such as a lack of explanation of the purpose of the action, suboptimal two-way communication, and the absence of a follow-up plan in the termination phase (Ahmad & Dahlia, 2023).

However, most previous studies have focused on general hospitals and have not specifically examined an overview of the implementation of therapeutic communication based on the stages of therapeutic communication, especially in inpatient rooms. In addition, research on Islamic-based hospitals is still very limited, even though health institutions with religious values have different organizational culture characteristics and service approaches, which have the potential to influence the patterns of communication between nurses and patients. This condition indicates a research gap, coupled with field findings that show differences in perception between nurses and patients regarding the influence of therapeutic communication. Based on this, the novelty of this study lies in examining the overview of therapeutic communication specifically in the inpatient ward of an Islamic-based hospital, in PKU Muhammadiyah Gamping Hospital.

## OBJECTIVE

This study aims to describe the quality of nurses' therapeutic communication as perceived by patients.

## METHOD

### Design, Population and Sample

This study used a quantitative approach with descriptive analysis. This study was done in *Ar Royan*, *Az Zahra*, *At Tin*, and *Al Kausar* wards at PKU Muhammadiyah Gamping Hospital. The study population consisted of 147 nurses and 1,333 patients in PKU Muhammadiyah Gamping Hospital. Purposive sampling was used; a total of 96 patients were selected independently and were not paired. The inclusion criteria: patients who had been hospitalized for 2 days, patients aged 18 to 50 years, and patients who were able to communicate well.

### Instrument and Data Analysis

This study used a therapeutic communication questionnaire for patients. The nurse therapeutic communication instrument was measured using a questionnaire developed by the researcher based on the concept of therapeutic communication, which includes the pre-interaction, orientation, work, and termination (Prihatini et al., 2023). The questionnaire consisted of 22 items with a 4-point Likert scale (SS = 4, S = 3, TS = 2, STS = 1) with a score range of 22-88. Therapeutic communication was categorized as good (67-88), adequate (45-66), and poor (22-44). The validity test results showed a correlation coefficient (r) value of 0.381-0.708, and the reliability test showed a Cronbach's Alpha value of 0.735, which is classified as high reliability. The processed data were then analyzed univariately.

## RESULTS

Based on the data collected from 96 respondents, the following characteristic data were obtained:

**Table 1.** Respondent Characteristics (n=96)

Characteristics	F	%
<b>Age (years)</b>		
18-19	22	33.3
30-39	27	30.2
40-50	35	36.5
<b>Gender</b>		
Male	41	42.7
Female	55	57.3
Total	96	100

Based on Table 1, the majority of the sample were aged 40-50 years, about 35 people (36.5%). Females were dominant, with 55 patients (57.3%).

**Table 2.** Nurses Therapeutic Communication (n=96)

Therapeutic Communication	F	%
Insufficient	0	0
Sufficient	32	33.3
Good	64	66.7
Total	96	100

Based on Table 2, most nurses' therapeutic communication was in the adequate category, namely 32 nurses (33.35%), while 64 nurses (66.7%) were in the good category. There were no nurses with therapeutic communication in the poor category. It means that nurses' therapeutic communication skills are generally good.

## DISCUSSION

The findings of this study indicate that most patients perceived nurses' therapeutic communication positively. These results suggest that nurses generally demonstrated effective communication skills in their interactions with patients, contributing to the delivery of quality nursing care. Therapeutic communication is a fundamental component of nursing practice, as it facilitates the establishment of trust, mutual understanding, and collaboration between nurses and patients. According to Peplau's Interpersonal Relations Theory, effective communication serves as the foundation of the nurse-patient relationship and supports patients throughout the healing process (Hagerty et al., 2017). When nurses communicate clearly, respectfully, and empathetically, patients are more likely to feel valued, understood, and involved in decisions regarding their care.

The predominance of positive assessments in this study may be attributed to nurses' ability to provide clear explanations, demonstrate empathy, and actively listen to patients' concerns. Active listening and empathetic responses have been recognized as essential elements of therapeutic communication that enhance patient satisfaction and improve the quality of care (Arnold & Boggs, 2019). Patients who receive adequate information about their treatment and nursing procedures often experience reduced anxiety and greater confidence in healthcare providers, which may contribute to more favorable perceptions of communication practices. These findings are consistent with previous studies demonstrating that effective nurse-patient communication is associated with higher levels of patient satisfaction. A study reported that communication is one of the most important factors influencing patient satisfaction and the quality of healthcare services (Kourkouta & Papathanasiou, 2014). Similarly, previous research found that effective communication skills among healthcare professionals enhance patient trust, improve treatment adherence, and promote positive healthcare experiences (Norouzinia et al., 2016).

The absence of negative evaluations in the present study may also reflect the quality of interpersonal interactions within the inpatient setting. Hospitalized patients typically interact with nurses more frequently than with other healthcare professionals, making communication a critical aspect of their overall care experience. Regular contact allows nurses to build rapport, assess patient needs more effectively, and provide emotional support, all of which contribute to positive patient perceptions. This finding supports the argument that therapeutic communication extends beyond information exchange and includes emotional, psychological, and social support (Videbeck, 2023). Furthermore, patient perceptions of therapeutic communication may be influenced by individual experiences during hospitalization. Patients who perceive that nurses are attentive, responsive, and respectful tend to report higher satisfaction levels with nursing care. Previous research emphasized that patient-centered communication strengthens therapeutic relationships and improves healthcare outcomes by promoting patient engagement and participation in care decisions (Kwame & Petrucka, 2021).

Despite the positive findings, it is important to acknowledge that more than one-third of respondents rated therapeutic communication as only adequate. This suggests that there is still room for improvement in communication practices. Factors such as workload, staffing levels, time constraints, and variations in communication skills among nurses may affect the consistency of therapeutic communication. Previous research has shown that heavy workloads and workplace stress can reduce opportunities for meaningful nurse-patient interactions and negatively affect communication quality (Norouzinia et al., 2016). Therefore, healthcare institutions should continue to support the development of nurses' communication competencies through regular training, workshops, and professional development programs. Strengthening therapeutic communication skills can enhance patient satisfaction, improve patient outcomes, and reinforce the quality of nursing services. Future studies may explore additional factors influencing patients' perceptions of therapeutic communication, including nurses' educational backgrounds, years of clinical experience, and organizational support systems.

## CONCLUSION

The results showed that most nurses in PKU Muhammadiyah Gamping Hospital had their therapeutic communication rated as good. This indicates that nurses are still able to carry out therapeutic communication optimally in providing nursing services.

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