

ABSTRAK

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GAMBARAN TERAPEUTIK VERBAL PERAWAT DI RUANG RAWAT INAP SILOAM HOSPITALS KEBON JERUK

(x + 34 halaman, 1 bagan, 7 lampiran)

Dalam keperawatan, komunikasi terapeutik sangat penting terutama dalam komunikasi verbal. Komunikasi verbal adalah komunikasi yang menggunakan kata-kata, baik lisan ataupun tertulis. Menurut Nugroho (2009), komunikasi verbal biasanya lebih akurat dan tepat waktu. Penelitian ini bertujuan untuk menganalisa komunikasi terapeutik verbal perawat. Penelitian ini menggunakan penelitian secara kuantitatif dengan desain penelitian deskriptif. Jenis sampel penelitian yang digunakan *non random sampling* sehingga jumlah sampel 58 orang perawat. Instrumen yang digunakan dalam penelitian ini adalah lembar observasi. Instrumen yang di gunakan yaitu lembar observasi dengan 14 pernyataan yang telah di modifikasi dan telah di lakukan uji validitas dan reliabilitas. Dari hasil penelitian ini menunjukkan bahwa teknik-teknik komunikasi terapeutik verbal perawat yaitu *offering self* ada 45(77,6%), *broad opennings* ada 53(91,4%), *open-ended comments* ada 42(72,4%), *reflection* 31(53,4%), *restating* ada 37(63,3%), *exploring* ada 35(60,3%), *recognition* ada 29(50%), *focusing* ada 35(60,3%), *directing* ada 49(84,5%), *verbalizing the implied* ada 39(67,2%), *making observations* ada 35(60,3%), *clarifying* ada 50(86,2%), *confronting* ada 46(79,3%) dan *limit setting* ada 48(82,8%) di Siloam Hospitals Kebon Jeruk.

Kata kunci: Komunikasi terapeutik verbal, Perawat

Referensi: 18 (2004-2017)

ABSTRACT

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THE DESCRIPTION OF THE NURSE'S VERBAL THERAPEUTIC COMMUNICATION IN SILOAM HOSPITALS KEBON JERUK

(x + 34 pages, 1 chart, 7 attachments)

In nursing, therapeutic communication is especially important in verbal communication. Verbal communication is a communication that uses words, both oral and written. According to Nugroho (2009), verbal communication is usually more accurate and timely. This study aim to analyze verbal therapeutic nurse communication. This research uses quantitative research with descriptive research design. The type of research sample use non random sampling so that the number of samples of 58 people nurses. The instrument used in this research is the observation sheet. The instrument that use is an observation sheet with 20 statements that have been modified and have been done validity and reliability test. From the results of this research are verbal therapeutic communication techniques that offer self there are 45 (77,6%), wide opennings there are 53 (91,4%), open comment there is 42 (72,4%), reflection 31 (53 , There were 37 (63,3%), there were 35 (60,3%), there were 29 (50%), there were 35 (60,3%), there were 49 84, 5%), implied verbalization is 39 (67,2%), obsestion make 35 (60,3%), clarification 50 (86,2%), confrontation 46 (79,3%) and setting limit 48 (82.8%) at Siloam Hospitals Kebon Jeruk.

Keywords: *Verbal therapeutic communication, Nurse*

Reference:18 (2004-2017)