



ARTICLE

THE EFFECT OF THERAPEUTIC COMMUNICATION ON THE LEVEL OF SELF-ESTEEM IN THE ELDERLY: A CASE STUDY OF THE LAUT DENDANG VILLAGE IN THE PERCUT SEI TUAN DISTRICT.

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ABSTRACT

Self-esteem is an individual self-evaluation that expresses agreement or disagreement and identifies the individual's level of belief in their ability, meaningfulness, success, and worth, whereas therapeutic communication plays an important role in helping patients solve problems and aims for the patient's healing, clarifying and reducing emotional and mental burdens, and helping to take effective action for the patient. The aim of this research is to determine the effect of therapeutic communication on the level of self-esteem in the elderly in the Laut Dendang Village in the Percut Sei Tuan District. This research uses a quasi-experimental method using the pre-test-post-test method. The population of this research is 62 people. The sample was taken using Purposive sampling, resulting in a sample of 17 respondents. The Paired T-test results showed an effect of therapeutic communication on the level of self-esteem in the elderly in the Laut Dendang Village in the Percut Sei Tuan District. The results of the data analysis show that the p-value is 0.000 with $p \leq 0.05$ and a mean value (2.100). There was an increase in self-esteem of 2.1% after the therapeutic communication intervention. The conclusion is that there is an effect of therapeutic communication on the level of self-esteem in the elderly in the Laut Dendang Village in the Percut Sei Tuan District. This communication greatly affects the values of self-confidence related to weak and powerless feelings.

Keywords: Self Esteem, Elderly, Therapeutic communication

АБСТРАКТ

Самооценка - это индивидуальная самооценка, выражающая согласие или несогласие и определяющая уровень веры человека в свои способности, значимость, успех и ценность, тогда как терапевтическая коммуникация играет важную роль в помощи пациентам в решении проблем и направлена на исцеление пациента, прояснение и уменьшение эмоционального и умственного бремени, а также помогает предпринять эффективные действия для пациента. Цель данного исследования - определить влияние терапевтической коммуникации на уровень самооценки у пожилых людей в деревне Лаут Денданг района Перкут Сей Туан. В данном исследовании используется квазиэкспериментальный метод с применением метода "пре-тест-пост-тест". Население данного исследования составляет 62 человека. Выборка была сделана методом целенаправленной выборки, в результате чего выборка составила 17 респондентов. Результаты парного Т-теста показали влияние терапевтической коммуникации на уровень самооценки у пожилых людей в деревне Лаут Денданг района Перкут Сей Туан. Результаты анализа данных показали, что р-значение равно 0,000 при $p \leq 0,05$ и среднем значении (2,100). После терапевтического коммуникативного вмешательства самооценка повысилась на 2,1%. Вывод заключается в том, что существует влияние терапевтической коммуникации на уровень самооценки пожилых людей в деревне Лаут Денданг района Перкут Сей Туан. Эта коммуникация значительно влияет на ценности уверенности в себе, связанные с чувствами слабости и бессилия.

Ключевые слова: Самооценка, пожилые люди, терапевтическое общение.

INTRODUCTION

The increase in the number of elderly population will have an impact on various aspects of life. The main impact of this increase in the elderly population is an increase in the dependency of the elderly, and the rate of elderly illness also increases. This condition can cause morbidity for the elderly if not handled properly. It can have a negative impact on the quality of life of the elderly, which leads to an increase in the rate of illness and death. Adaptation to the aging process is very necessary so that the elderly can maintain their quality of life. Many factors must be the focus of attention because in determining the quality of life of the elderly cannot stand alone (Wikananda, 2017).

Efforts that can be taken to improve the quality of life for the elderly include providing good care and attention so that the elderly can live in a healthy, active, and enjoyable state during their old age (Azwan, Herlina, & Karim, 2015). One of the ways to do this includes:

- a. Regular health check-ups: Regular health check-ups can help identify and prevent illnesses and manage existing conditions.
- b. Physical activity: Regular physical activity can help to maintain physical strength, flexibility, and balance and reduce the risk of falls.
- c. Social engagement: Encouraging social engagement and maintaining social connections can help to improve the emotional well-being of the elderly and prevent feelings of isolation.
- d. Proper nutrition: Proper nutrition can help to maintain physical health, energy levels, and cognitive function.
- e. Mental stimulation: Keeping the mind active through activities such as reading, puzzles, or learning new skills can help to improve cognitive function and reduce the risk of dementia.
- f. Access to healthcare: Making sure the elderly have access to healthcare can help to ensure that they receive the medical care they need.
- g. Access to community services: Making sure the elderly have access to community services such as transportation, meals, and home-care services can help to improve their quality of life.
- h. Emotional support: providing emotional support to the elderly can help to improve their overall well-being, including reducing the risk of depression.
- i. Proper medication management: Properly managing medication can help to ensure the elderly are receiving the correct medication, avoiding medication interactions and reducing the risk of medication errors.
- j. Palliative care: providing palliative care can help to improve the quality of life for elderly with serious illnesses by managing symptoms and providing emotional support.

According to Eva Fitriana (Eva Fitriana, Sari, & Wibisono, 2021), the problems of old age are not only health issues but also social interactions, stress, spirituality, and family support. In addition to physical and psychological disorders, the elderly often experience spiritual disorders that will affect their psychology. One of the problems often faced by the elderly is low self-esteem. Low self-esteem is a self-concept disorder that is associated with negative thoughts and feelings about oneself. Low self-esteem is often associated with unhealthy coping mechanisms, both from oneself and from family members (Nur, 2012).

In Indonesia, the proportion of the elderly population is increasing. Indonesia is one of the top five countries with the largest number of elderly population in the world, reaching 18.1 million people in 2010 or 9.6% of the population. This elderly population is projected to reach 28.8 million (11.34%) of the total population of Indonesia in 2020. According to Bappenas projections, the number of elderly population aged 60 years will double (36 million) in 2025. Every year, the number of elderly increases by an average of 450,000 people, so it is estimated that by 2050 there will be 60 million elderly. Meanwhile, the Life Expectancy (LE) of the

Indonesian population (male and female) increased from 70.1 years in 2010-2015 to 72.2 years in the period 2020-2035(BPS, 2015).

Like what happens in countries around the world, Indonesia is also experiencing an aging population. In 2019, the number of elderly in Indonesia is projected to increase to 27.5 million or 10.3%, and 57.0 million people or 17.9% in 2045. In 2018, the percentage of elderly in Indonesia reached 9.27% or about 24.49 million people. The proportion of elderly in Indonesia is dominated by young elderly (age group 60-69 years) which reached 63.39%. The rest is middle-aged elderly (age group 70-79 years) at 27.92%, and old elderly (age group 80+) at 8.69%. In 2018, every 100 people of working age must support the 15 elderly population(BPS, 2018).

An initial survey conducted by researchers in the Laut Dendang village in the Percut Seytuan district found that many elderly people have problems with the effectiveness of therapeutic communication on the self-esteem status of the elderly, with a total of 62 elderly people within a period of 3 months. From the results of the interviews, many elderly people experience withdrawal, feeling inferior and unvalued, refusing to gather together, misunderstandings in communication, and causing low self-esteem problems. The action of independent nurses is to provide counseling on therapeutic communication to families of the elderly who have low self-esteem.

MATERIAL AND METHODS

The type of research in this study is Quasi-experimental, where this activity conducts experiments that aim to find out the influence that arises as a result of a certain treatment. This research also looks at whether there is an effect of therapeutic communication on the self-esteem level of the elderly. The research design used in this study is the One Group Pre-Test-Post-Test Design. In this design, the researcher uses one experimental group, with a pre-test given to the group first, then

treatment is given by dividing into two groups.

This research used a purposive sampling technique to select the sample, which is taking a total number of the population that meets the inclusion and exclusion criteria. The researcher analyzed the data using a statistical program. Univariate data were analyzed to obtain a description of each variable and the characteristics of the respondents through the frequency distribution of various variables, both dependent and independent variables. While Bivariate data were analyzed to determine the comparison of independent variables with dependent variables before and after therapeutic communication was done using the Paired T Test. The data analysis is purposes of determining whether there is a comparison of the level of self-esteem of the elderly before and after given therapeutic communication with a significance level of 0.05.

RESULT

Health professionals who have therapeutic communication skills will not only easily build a trusting relationship with clients, whether individuals, families or communities, but also prevent legal and ethical problems. Furthermore, it can provide professional satisfaction for health professionals in providing care and treatment and improve the image of the service location where the health professional is working.

Communication between patients and healthcare professionals is a major part of healthcare service. Effective communication is essential, so that healthcare professionals can understand the problems faced by patients and also understand the patient's perception of those problems. Giving patients explanations on how long-term effects of a disease and how to handle the current disease also requires effective communication.

This research depicts how therapeutic communication and self-esteem of the elderly in Laut Dendang village, Percut Seituan district. Based on the analysis of data from 17

elderly respondents in Laut Dendang village, Percut Seituan district, the distribution of frequency and percentage of respondent characteristics, therapeutic communication,

and level of self-esteem of the elderly can be seen as follows:

Table 1. Frequency distribution of demographic data of respondents who engage in therapeutic communication in Laut Dendang village, Percut Seituan district.

No	Demographic data of respondents.	Frequency	Percentage(%)
1	Sex		
	Male	6	35,3
	Female	11	64,7
	Total	17	100
2	Age		
	40-50	3	17,6
	51-60	11	64,7
	61-70	3	17,6
	Total	17	100
3	Education		
	D3/Undergraduate	2	11,8
	SMA	8	47,1
	SMP	4	23,5
	SD	3	17,6
	Total	17	100
4	Religion		
	Moslem	12	70,6
	Christian	4	23,5
	Catholic	1	5,9
	Total	17	100

Based on the data above, it is obtained that the Respondents in this study were 17 respondents with the majority of female gender as many as 11 respondents (64.7%) males 6 respondents (35.3%), and age 40-50 as many as 3 respondents (17.6), age 51-60 years as many as 11 respondents (64.7%), age 61-70 years as many as 3 respondents (17.6) and education D3 / Sarjana as many as 2

respondents (11.8), SMA as many as 8 respondents (47.1), SMP as many as 4 respondents (23.5), SD as many as 3 respondents (17.6) and religion Islam as many as 12 respondents (70.6), Christian as many as 4 respondents (23.5) and Catholic as many as 1 respondent (5.9).

Table 2. Therapeutic Communication

NO	Description	Frequency	%
1	Good	12	70,6
2	Enough	4	23,5
3	Less	1	5,9
Total		17	100

Based on table 2, it can be seen that therapeutic communication with good results is 12 respondents (70.6%) and enough results are 4 respondents (23.5%) and poor results are 1 respondent (5.9%). This shows that the

therapeutic communication of respondents is good according to the research results obtained.

Table 3. Self-esteem

NO	Description	Frequency	%
1	High	7	41,1
2	Enough	9	53
3	Less	1	5,9
Total		17	100

The above statement talks about the results of a research study on the self-esteem of 17 older adults in a certain village. The table shows that 7 participants had high self-esteem, 9 had moderate self-esteem, and 1 had low self-esteem. This is demonstrated by the average values of the research results.

Based on the explanation above, it shows that therapeutic communication is in the category of respondents with high self-esteem, while low self-esteem is in the category of satisfactory therapeutic communication. Therefore, it can be concluded that the elderly in Laut Dendang village, Percut Seituan district, on average, only a few experience low self-esteem, indicating that therapeutic communication has an impact on the level of self-esteem of the elderly.

1.1 Bivariate analysis

Therapeutic communication is extremely important for patients to receive the maximum results from the actions taken. Communication with healthcare professionals is crucial in providing accurate treatment to

patients. Nurses effectively communicate with patients because they use communication skills to explain upcoming actions, provide health education and counseling, strengthen the support system for patients, and help improve coping.

Individuals with self-concept disorders, such as low self-esteem, usually find it difficult to adapt to their environment and others, resulting in communication damage in their social relationships. Early prevention of low self-esteem disorder is crucial, and this can be done by developing therapeutic communication techniques to establish realistic and trustful relationships between nurses and clients.

In this research, the researcher wants to see the effect of providing therapeutic communication on the level of self-esteem in the elderly. To determine the comparison of the level of self-esteem of the elderly before and after therapeutic communication is carried out, a Paired T Test can be seen in the following table:

Table 4. The effect of therapeutic Paired Samples Test

	Paired Differences						t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference					
				Lower	Upper				
Pretest – Posttest	2.100	.316	.100	1.874	2.326	21.000	9	.000	

According to the above table, it shows that there is a difference in self-esteem in the elderly before and after therapeutic communication is carried out with a Sig. value of 0.000. Based on the comparison results in table 4 above, the mean rank before and after therapeutic communication is 2.100, which means there is an increase in self-esteem in the elderly after therapeutic communication is carried out.

DISCUSSION

According to the results of the survey of the responses to the nurse questionnaire, it shows that the elderly who are in the village of Laud Dendang Kab Percut Seituan have carried out every phase of therapeutic communication optimally. Of the 17 nurses surveyed, 12 respondents, with a percentage of (70.6) have good therapeutic communication. The majority of nurses have therapeutic communication based on the method of implementing patient safety, one of which is improving effective communication because each nurse has implanted and has awareness in applying good communication with patients and families to build trust, honesty, listening to patient complaints with full attention and providing the right solution. Nursalam (2017) states that communication is a complex process that involves behavior and allows individuals to interact with others and the surrounding world. Communication is also the art of composing and conveying a message in a simple way so that others can understand and accept the purpose and intent of the message sender.

This research shows that there is an effect of therapeutic communication on the self-esteem level of the elderly in Laud Dendang village. This means that if therapeutic communication is optimally applied in the daily lives of the elderly, it can improve their self-esteem level. This can positively impact their health, self-worth, and ability to communicate with their surroundings. The results of this research suggest that nurses

have an important role in implementing therapeutic communication effectively, particularly for the elderly who have low self-esteem, as it can help in the healing process by increasing their self-confidence and building trust between the nurse and the elderly person.

The results of research that supports conducted by (Fakhr-Movahedi, Salsali, Negharandeh, & Rahnavard, 2011) in Iran, states that nurses with good communication skills have a major role in reducing the stress of inpatient families and patients. This research also shows that the therapeutic communication skills of nurses can improve the quality of nursing care. Similarly, the results of research conducted by (Purnamasari, Istichomah, & Utami, 2020) states that there is a relationship between the therapeutic communication of nurses and patient satisfaction in inpatient rooms, showing that nurses can effectively apply therapeutic communication (100%) and patients are satisfied (84.6%). The statistical test Spearman Rank shows a correlation coefficient of 0.550, so there is an effectiveness of the application of therapeutic communication on the self-esteem status of the elderly.

This is a practical manifestation of the government's efforts to provide services to the elderly through various levels, from health centers to hospitals that have comprehensive, integrated, and cross-sectoral nursing services for the elderly (Suardiman, 2011). One effort to improve health services is by implementing therapeutic communication. This opinion is in line with Mohr in (Damayanti, 2008), who states that a nurse can help clients overcome their problems through therapeutic communication.

CONCLUSION

Based on the research conducted on the impact of therapeutic communication on the self-esteem level of the elderly in Laut Dendang village, Percut Seituan district in 2021, with a total of 17 patient respondents, it

can be concluded that the majority of the elderly in Laut Dendang village in 2021 have an adequate level of self-esteem and there is an effect of therapeutic communication on the self-esteem level of the elderly in Laut Dendang village in 2021.

Health professionals, especially nurses, are important in implementing therapeutic communication in every aspect of healthcare service to the elderly, especially in providing nursing care. Furthermore, it is necessary to have policies in place to ensure that every healthcare service always implements therapeutic communication in order to build the relationship between nurses and patients. For future research, it is necessary to consider other variables that can affect self-esteem by using random samples and a larger sample size.

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DECLARATIONS

The authors declare no conflict of interest.

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