
LITERATURE STUDY OF NURSING THERAPEUTIC COMMUNICATION IN PATIENTS WITH SELF-CONCEPT DISORDERS: (LOW SELF-ESTEEM)

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1. Introduction

According to data from the World Health Organization (WHO) or the World Health Organization (2018), mental disorders that occur in general are schizophrenia and depression. It is estimated that 7% who have schizophrenia, and people aged > 15 years, 6.1% experience depression, mental emotional disorders in people aged > 15 years 9.8%, confined schizophrenic mental disorders as much as 31.1% in urban areas and 31.1% also in rural areas. Patients who did not seek medication were 15.1%, while patients who did not regularly take medication were 51.1%. In patients with depression 91% of patients do not seek treatment and are not diligent in taking medication.

Meanwhile, based on Riskesdas (2018), the province with the largest mental disorder was Yogyakarta Yogyakarta with 0.27%, the second province was occupied by DI Aceh with 0.27%, the third was South Sulawesi with 0.26%, and the fourth position are Bali and Central Java as much as 0.23%. The increase in the proportion of mental disorders in the 2018 Riskesdas data was quite significant when compared to the 2013 Riskesdas, up from 1.7% to 7%. which includes serious mental disorders is mental dysfunction, namely disorders of thought processes, emotions, volition, and psychomotor behavior. The critical and basic aspect of individual behavior is self-concept. One of the components of self-concept is low self-esteem, which is a negative feeling towards oneself, loss of trust, and a feeling of failure to achieve their desires Muhith, A, (2016).

Therapeutic communication is communication that is planned and carried out to help the patient's healing or recovery. Nurses who have therapeutic communication skills will find it easier to establish trusting relationships with patients, so that they will be more effective in achieving the goals of nursing care and providing professional satisfaction in their services. Damiyanti, (2008: 1).

Communication is very suitable in nursing practice because it can be used as a tool to foster a therapeutic relationship, in therapeutic communication there is also the delivery of information, exchange of feelings and thoughts so that in the end the expected result is a change in behavior for the better Sitepu, (2012). good therapeutic is supported by the characteristics of nurses who are quite good and also because of the awareness of nurses in carrying out therapeutic communication. Quoted in the Health Journal of the Health Polytechnic of Ternate, (2018).

Therapeutic communication is very important when we interact with patients with low self-esteem. By applying therapeutic communication the patient feels valued and respected.

2. Discussion (Literature Review)

This type of research is a literature study. Literature study research is a percentage or activity of collecting data from various literatures such as books and journals to compare the results of one study with another Manzilati, (2017). In the research results that have been obtained from existing journal sources, the researcher focuses on the therapeutic communication of nurses in patients with self-concept disorders: Low self-esteem. Sources of data in research are subjects from which data can be obtained using secondary data or primary data that have been collected from existing sources including documentation. To equalize perceptions, an operational definition is made to provide the same understanding to every reader. Therapeutic communication is the main media used to apply the nursing process in a mental health environment. Therapeutic communication is a medium for mutual

Giving and receiving between nurse and patient takes place verbally and non verbally. The communication applied by the nurse to the client is a therapeutic communication which has the aim of reducing the burden on feelings and thoughts and can take action to change the existing situation. Low self-esteem is a negative self-evaluation, in the form of self-criticism, where someone has

negative thoughts and believes that they are destined to fail Windarwati, (2016). Low self-esteem is very prone to occur in someone with a situation full of stressors. Cognitive responses are shown in the form of thought distractions, confusion, affective patients feel inferior, feel afraid and embarrassed, behaviorally patients show passive and unresponsive, lose initiative and find it difficult to make decisions, Fausiah & Widury (2014). Quoted in Journal of Educational of Nursing (JEN), Septirina Rahayu¹, Mustikasari², Novy HC Daulima³, (2019).

Discussion of this literature study through a search from google scholar with vulnerable years (2010-2020), there are 3 journals that meet the criteria with screening years (2015-2020). Based on the results obtained in this literature study, identifying patients with self-concept disorders: Low self-esteem in nurse therapeutic communication obtained online is related to "Study of Nursing Therapeutic Communication Literature in Patients with Low Self-Esteem".

Tirtawati, Anak Agung Rai (2018). In this study, the researcher described the application of therapeutic communication in handling mental patients. This study uses a qualitative approach and object approach method. The selection of research subjects using purposive sampling totaling 13 nurses and in the data collection method using observation techniques, questionnaires, unstructured interviews and documentation. This research uses descriptive statistical analysis techniques that are used to assess the percentage size, which is then deepened with a qualitative study. The results of the research on the application of therapeutic attitudes of nurses in conducting therapeutic communication in mental patients were 88% and the communication techniques of nurses in applying therapeutic communication were 92%.

Lorantina (2018) Research conducted on patients with low self-esteem shows that with a strategy of implementing low self-esteem communication, it can help improve the patient's ability to control low self-esteem Carolina, (2011). The method in this study used a cross-sectional research design, namely The study conducted observations or measurement of variables at one time. The sample size in this study was 32 respondents who matched the inclusion criteria. In this data collection was carried out using observation techniques using a questionnaire. Where the number of questions for each questionnaire consists of 6 question items for the variable of the patient's healing process with low self-esteem.

Septirina Rahayu¹, Mustikasari², Novy HC Daulima³ (2019) Changes in Symptoms and Ability of Patients with Chronic Low Self-Esteem After Exercise Cognitive Therapy and Family Psychoeducation. The purpose of writing this scientific paper is to describe the results of the implementation of nursing care in patients with chronic low self-esteem after cognitive therapy exercises and family psychoeducation. The method used is

case study, patients were managed as many as 20 people with female patient characteristics, aged 25 to 60 years. Roy's adaptation theory approach is used by the author because the application of intervention in this theory focuses on changing the stimulus experienced by the patient and not the patient, so that it is the nurse who increases the interaction between humans and their environment, so that patients can improve their health and have the ability to adapt.

Table 4.1 Tracing results of 3 journals related to therapeutic communication attitudes in low self-esteem patients from 2018-2020.

No.	Research (Year) and Title	Research purposes	Research design	Data collection	Research result
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<p>1.</p>	<p>Application of Therapeutic Communication in Handling Mental Disorders at Bali Tirtawati Provincial Hospital, Anak Agung Rai (2018).</p>	<p>To create a relationship between nurses and patients so that they can fulfill their needs and create a good communication that fosters the patient's confidence in nurses that the patient will be cared for properly and hopefully the patient will get a cure (Atik, 2011: 24).</p>	<p>This study uses descriptive statistical analysis techniques that are used to assess the percentage magnitude, which is then deepened with a qualitative study.</p>	<p>Data collection obtained from this journal uses the following techniques:</p> <ol style="list-style-type: none"> 1. Observation Observation techniques are used to extract data from data sources in the form of events, places or locations, and objects, as well as recorded images. 2. Questionnaire Data collection techniques in this research, is to use a questionnaire. The questionnaire is a list of questions that researchers use to collect data from respondents. The questionnaire used is addressed to nurses who treat mental disorders patients 3. Unstructured Interview An unstructured interview is an independent interview, that is, the researcher does not use an interview guide that contains specific questions to ask, and only contains important points of the problem that the respondent wants to explore. The details of the question topics in the unstructured interview were adjusted to the conduct of the interviews in the field. 4. Documentation Techniques This documentation technique is 	<p>Based on the results of research as long as it can be seen that:</p> <ol style="list-style-type: none"> 1. The application of therapeutic communication in phase I (orientation phase) between nurses and patients with mental disorders is 71%, so the application of therapeutic communication in the orientation phase is optimal. 2. The application of therapeutic communication in phase II (work phase) between nurses and patients with mental disorders is 77% so that the application of therapeutic communication in the work phase is optimal. 3. The application of therapeutic communication in phase III (termination phase) between nurse and patient (stroke) is 67% so that the application of therapeutic communication in the termination phase is optimal 4. The application of the therapeutic attitude of nurses in conducting therapeutic communication with mental patients is 88% so that the application of therapeutic attitudes has been optimal. The application of communication techniques by nurses in dealing with mental patients is 92% so that communication
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				<p>carried out to support data collection by collecting and studying documents relevant to the research. This data is data obtained from documentation in the form of photographs of the results of activities, magazines, the internet, institutional profiles and others regarding information. research-related information. The purpose of using this technique is to obtain information that supports data analysis and interpretation.</p>	<p>techniques have been optimal.</p>
2.	<p>Lorantina (2018) Factors Associated with Low Self-Esteem Client Healing Process</p>	<p>To demonstrate that a Communication Strategy can help improve the patient's ability to control prices Self low (Carolina, 2011).</p>	<p>Use observational with a cross sectional study design</p>	<p>Collecting data in this journal using observation techniques using a questionnaire. Where the number of questions for each questionnaire consists of 6 question items for the variable of the patient's healing process with low self-esteem. The sample size in this study consisted of 32 respondents who matched the inclusion criteria. In the communication implementation strategy, a schedule of activities would be made, where the activity would be carried out in two meeting sessions. The first meeting will be held (SP1) and the second session will be held (SP2).</p>	<p>Based on the description of the results of this journal, it can be seen that the communication strategy for low self-esteem can help control low self-esteem.</p> <ol style="list-style-type: none"> 1. The results of the study were 32 respondents and there were 24 respondents whose implementation strategy was good, this was because patients always followed the implementation strategy actions carried out by nurses, and as many as 2 (8.3%) respondents whose low self-esteem healing process was lacking, this is this is because the patient rarely adapts to his friends around his environment. 2. Based on the results

					<p>of the study, there were 32 respondents, there were 20 respondents with good family support as many as 11 (55.0%) respondents who had good low self-esteem healing process, this was because the family always supported clients in the healing process, and as many as 9 (45, 0%) respondents who have low self-esteem healing process are lacking, this is because clients rarely take action strategy implementation. Meanwhile, of the 12 respondents who lacked family support, as many as 11 (91.7%) respondents, this is because clients always consume drugs that have been taught and given by health workers and as many as 1 (8.3%) respondents who are in the healing process low self-esteem is less, this is due to lack of family support.</p>
3.	Septirina Rahayu ¹ Mustikasari ² , Novy HC Daulima ³ (2019) Changes in Symptoms and Ability of Patients with Chronic Low Self-Esteem After Exercise Cognitive Therapy and Family Psychoeducatio	The purpose of writing this scientific paper is to describe the results of the implementation of nursing care to patients with chronic low self-esteem after cognitive therapy exercises and family psychoeducatio	Quantitative research	The method used is a case study, the patients managed by 20 people with the characteristics of the patient is female, aged 25 to 60 years. Roy's adaptation theory approach is used by the author because the application of intervention in this theory focuses on changing the stimulus experienced by the patient and not	Based on the description of the results of this journal, it can be seen that: Another study was conducted by (Suerni, Keliat, Daulima, 2013), which states that cognitive therapy and family education are recommended for patients with low self-esteem by applying it to groups of patients who undergo nursing action, cognitive therapy. and family psychoeducation,

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n	n.		<p>the patient, so it is the nurse who increases the interaction between humans and their environment, so that patients can improve health, have the ability to adapt and create changes in the environment. The results of case handling showed a decrease in signs of symptoms and an increase in the patient's ability (80%) after nursing action was given Specialist nurses and nurses in the form of cognitive therapy and family capacity building (72%) after giving psychoeducation therapy family.</p>	<p>showing an average decrease in signs and symptoms of 71.2%, an average increase in patient ability by 100%, an average increase in family ability of 98%, and an average length of stay of 26 days. The behavior of patients who were given cognitive therapy and family psychoeducation experienced changes in an adaptive direction. This is inseparable from the role of the family as a patient supporting factor.</p>
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Low self-esteem is a negative self-evaluation, in the form of self-criticism, where someone has negative thoughts and believes that they are destined to fail (Windarwati, 2016). Low self-esteem is very susceptible to occur in someone with a situation full of stressors. Cognitive responses are shown in the form of distraction of thoughts, confusion, affective patients feel inferior, feel afraid and embarrassed, behaviorally patients show passive and unresponsive, lose initiative and find it difficult to make decisions, Fausiah & Widury (2014).

Based on the description obtained from this research journal, it can be seen that the cause of a person experiencing self-concept disorders is because someone is more controlled by negative thoughts, with such health conditions will be a source of stressors for clients so that they can affect self-concept. Likewise with trauma over events that have been experienced and disabilities that can affect body image so that clients feel inferior, receive abuse or humiliation, receive rejection from family and society, and feel themselves useless.

In dealing with this problem, one of the main tasks that must be done by nurses is by doing therapeutic communication in which the role of nurses is very important to create a trusting relationship and to achieve client healing. Before communicating with clients, a nurse must have therapeutic communication skills

According to (Kusumo, 2017) therapeutic communication carried out by nurses is planned consciously with the aim of being used as an important tool for fostering therapeutic relationships because it includes the delivery of information, exchange of thoughts and feelings. Therapeutic communication itself is part of interpersonal communication in the world of health, especially in the field of nursing that requires a sense of trust / trust (trust), supportiveness (supportiveness), and open attitude (open mindedness) of each party.

The output process after the patient received cognitive therapy showed changes in positive signs and symptoms in their cognitive, affective, physiological, behavioral, and social responses, where the five aspects of the response had decreased significantly. This is in accordance with the opinion of Stuart (2016) who says assessing can be seen from the cognitive, affective, physiological, behavioral and socio-cultural aspects.

Conclusion

Based on the description of the results of the journal literature that has been obtained and reviewed, the author can conclude that from this study nurses must pay attention to therapeutic communication techniques in conveying messages properly to be accepted by clients. With these skills, a nurse will easily build trust in clients or patients, which in turn achieves nursing goals so that patients can easily understand and follow the therapy process. Cognitive therapy and family psychoeducation are recommended in patients with chronically low self-esteem, because they have a significant effect and provide adaptive changes.

From the results of this study it is hoped that it can be used as a concept of thought, therefore there are several suggestions aimed at:

1. For institutions, it is hoped that scientific writing from the description of the results of journal literature that is obtained far from perfect is expected to become study material and can be used as input in curriculum development in future literature studies.
2. For the author, it is possible to increase knowledge and development in the application of therapeutic communication attitudes to clients with self-concept disorders: low self-esteem.

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