

# Therapeutic Communication Pattern In Traditional Sundanese Medication In West Java Indonesia

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**Abstract:** The success of a treatment is not only on the actions and medications provided by the doctor to the patient, but also in the process of communication that occurs between doctor and patient. Likewise, in traditional medication, good communication between traditional medication therapist and patients can become a driving factor in the success of the treatment process. Therefore, this study aims to examine how therapeutic communication process in traditional Sundanese medication in West Java Indonesia. This method of research used is qualitative with the techniques of collecting surveillance or observation data and in-depth interviews. The results showed that the therapeutic communication process in traditional medication has a stage (1) preparation or pre-interaction stage, (2) Introduction or orientation, (3) Working stage and (4) termination phase. In the process of therapeutic communication traditional treatment, there are many communication processes that are suggestive and contain cultural and religious elements.

**Index Terms:** therapeutic communication, traditional medication, Sundanese.

## 1. INTRODUCTION

THERE are various treatment in the world, and it is generally divided into two types, namely (1) The practice of treatment by practicing the principles of modern Medical Sciences and (2) The practice of treatment based on traditional means or local culture, also known as With the name of traditional medicine. National Health Interview Survey (NHIS) conducted survey in 2007 stated that nearly 40% of adults and 12% of children in the United States used Complementary and Alternative Medication (CAM). Conditions in Europe's use vary between 23% in Denmark and 49% in France. A total of 90% of patients in Taiwan received conventional therapy combined with traditional Chinese medication and in Australia about 48.5% of the people using traditional therapies. (Aftabuddin, 2014). The survey results showed that advances in technology and science were incapable of eliminating the role of traditional medication. Nowadays treatment in traditional ways is increasingly popular both domestically and abroad. The World Health Organization (WHO) has realized the importance of traditional medication for world society. To increase the users safety effectively for all world society in this time and future, traditional medication must be considered. (Akerlele, 1993). " Traditional medical system is a social phenomenon that has been integrated into people's lives. The system is now used by the community to overcome various diseases both in the village and in the big cities (Kasniyah, 2009). Traditional medication should continue to be maintained, not only because it is beneficial to maintain public health, but it is also beneficial to preserve the cultural values of a society because traditional medication is a local wisdom acquired and inherited from generations. There are various factors affecting a person choosing a traditional treatment, namely: social factors, economic factors, cultural factors, psychological factors, a factor of saturation towards medical services/conventional treatment, factors of benefit and success, factors of knowledge, and factors of perception of illness and disease (Foster & Anderson, 1986; Dharmojojo, 2001). While there are also many factors that become the success key of a traditional treatment process. Tritarwati (2014) stated that Javanese belief key in traditional medication is the influence of suggestive influences. Suggestive arises from both sufferers and healers. The benefits of psychotherapy in the form of advice, discourse or advice as well as the traditional healer ability to hear the outpouring of patients into other attraction of the patient feel pleasant to non medical treatment. This is in

line with what is applicable to medical treatment. The modern medication success does not only focuses on the actions of doctors or nurses and medications given to patients. Communication is very important in the process of patients treatment also as a medium of relationship between patients and doctors or nurses taking actions. Nowadays the communication of doctors and patients is often assessed as a hierarchy communication where the doctor or nurse has a more dominant portion compared to the patient. Whereas harmonious and maximal communication will be occurred if both parties, presenter and the recipient of the message have the same position in the process of communication/an action of speech. The same applies to the communication between the traditional healer in traditional medication practices with patients. The effective communication between the traditional healer with patients will have a positive impact on the patient. Till now, research related to the communication between doctors and patients is conducted in the field of communication and it is called therapeutic communication. There is not much research discussing the communication of traditional medication and patients, whereas communication in the traditional medication process is also important and interesting to be studied. Thus, this study intends to analyze the communication of therapeutic process in traditional medication, especially traditional Sundanese medication in West Java, Indonesia. Therapeutic communication is a consciously planned, it aims and those activities centered for patient recovery. In the health concern, many therapeutic communication activities occurred (Mulyana, 2005). The real therapeutic transaction is one of the social relationships that grows in the community. This means that the process of therapeutic transactions is not only in hospitals, society health care or polyclinics, but also it can occur in the community generally (Sudarma, 2008). Stuart and Sundeen (1995) explained that in the process of therapeutic communication is divided into four phases, namely (1) the preparation stage or pre-interaction stage, (2) stage introduction or orientation, (3) Working stage and (4) termination stage. Traditional medication is a health endeavor in another way of medical science. The implementation is based on knowledge that is derived orally or in written, both from domestic and foreign. Traditional treatment services are called traditional medication. Traditional medication healer is the people who are known and acknowledged by the surrounding community as a person who are able to conduct treatment actions in the framework of public health services. The mention of traditional medication is

various, depending on the region, the community and the type of treatment. A popular name for traditional medication such as shaman, physician, shins and others (Putri and Rachmawati, 2018).

## RESEARCH METHODS

This research is used case study and it belongs to qualitative method. The data in this study consists of primary data and secondary data. The primary data is obtained from the parties directly related to the research consisting of: (1) The surveillance or observation towards the informant behavior of the research on the therapeutic communication of traditional medication in the traditional treatment practical to the patient. (2) The results of deep interview from the informant of the therapeutic communication when conducting treatment practices. Secondary data can support research analysis accuracy. Secondary data is obtained from specific references consisting of: (1) literature. Focus on reading literature that contains theories, thought frameworks, and previous research related to the topics studied, namely related to the pattern of communication and language strategy. (2) Documentation study, this is to obtain secondary data that is used to support the conducted research. For the sake of this research, three districts in West Java, Indonesia namely Kuningan, Cianjur, and Sukabumi are selected. These three regions selected are because these three regions have the wealth and diversity of traditional medication. The research was conducted within one year from February 2018-February 2019. The informant which is the primary data source in this study is as follows: (1) AT 56 years old, traditional medication massage in Kuningan, (2) LS 64 years, Spell traditional medication in Cianjur, (3) AH 82 year spell traditional medication in Cianjur, (4) MS, 65 giving birth massage of traditional medication in Sukabumi.

## RESULTS AND DISCUSSION

Stuart and Sundeen (Taufik, 2010:45) explained that in the process the therapeutic communication is divided into four phases, namely the preparation stage or the pre-interaction stage, the introduction or orientation stage, the working stage and the termination stage. Below are outlined therapeutic methods in traditional Sundanese medication in West Java. Data is obtained from four traditional medication in the region of Kuningan, Cianjur, and Sukabumi.

### STAGE OF PREPARATION/PRE-INTERACTION

At the pre-interaction stage, doctors as communicators who carry out therapeutic communication prepare themselves to encounter with clients or patients. Before meeting, the doctor should know some information about the patient, whether their name, age, gender, illness complaint, and so on. If the doctor is able to prepare well before meeting with patient, he will be able to adjust the most appropriate way of delivering therapeutic communication to the patient, so that the patient can comfortably consult with the Doctor. (Prasanti 2017). In traditional Sundanese medication, the preparation/pre-interaction stage is usually for introducing themselves. Generally, in pre-interaction is statement from patient to the healer about their reason for coming. This is also used to have a deep introducing between the healers and their patient or to evaluate the previous medication treatment. (1) AT 56 years old, traditional medication massage in Kuningan and (2) MS 65 years, giving birth massage in Sukabumi for example, they

will have an introducing step by questioning name, age, address, patient job, and the aim that they are expected to come. Sometimes they will start telling their experience taking care other patients that had been healed. It is applied to give suggestion to the patients that they will confident and trust their healer. Meanwhile, (3) LS 64 years, spell traditional medication healer in Cianjur, and (4) AH 82 years spell traditional treatment healer by questioning the identity of patient, generally all healers will ask their patient to tell the reason and background their coming as complete as possible. This is needed for the healers to consider the step they have to apply in medication processes by spelling. In several times, both of spell traditional medication will tell the fortune telling several things from patient, so as if the healer had known about the patient. This is also the firm of suggestion to foster confidence in patient that traditional healer visited by them having skill and capability to heal their patient.

### INTRODUCTORY/ORIENTATION STAGE

Introductory stage is performed every time a meeting with the patient. The goal in this step is to validate the accuracy of the data and the plans that have been made according to the current state of the patient, as well as evaluate the outcome of past actions. The introductory/orientation stage is when the doctor meets the patient. The preparation of the doctor at the pre-interaction stage is applied at this stage. It is very important for doctors to carry out this stage well as this stage is the basis for the therapeutic relationship between doctors and patients. (Prasanti 2017). In traditional Sundanese medication, usually the introduction/orientation stage is applied by the healer and the patient to start opening the introduction. In general the pre-stage interaction of this statement of information about their reason for coming and traditional healer respond it. Beside, in this introduction stage to depth and evaluate the previous treatment. (1) AT 56 years old, traditional medication massage in Kuningan and (2) MS 65 years, giving birth massage in Sukabumi for example, they will have an introducing step by questioning name, age, address, patient job, and the aim that they are expected to come. Sometimes they will start telling their experience taking care other patients that had been healed. It is applied to give suggestion to the patients that they will confident and trust their healer. Meanwhile, (3) LS 64 years, spell traditional medication healer in Cianjur, and (4) AH 82 years spell traditional treatment healer by questioning the identity of patient, generally all healers will ask their patient to tell the reason and background their coming as complete as possible. This is needed for the healers to consider the step they have to apply in medication processes by spelling. In several times, both of spell traditional medication will tell the fortune telling several things from patient, so as if the healer had known about the patient. This is also the firm of suggestion to foster confidence in patient that traditional healer visited by them having skill and capability to heal their patient.

### WORKING STAGE

Working stage is the core of the whole therapeutic process of communication. Working stage is the longest stage in therapeutic communication because in the traditional medication is required to help and support the patient to convey his feelings and thoughts and then analyze the response whether it is verbal or nonverbal communication delivered by patients. In this stage, the traditional medication

healer is actively listening and attentively so as to help the patient to define the problem facing the patient, seek problem solving and evaluate it. In traditional Sundanese medication, the working stage contains imperative speech. In this case traditional medication give so many suggestion or recipes that must be conducted by the patient, either in the form of certain prayers, or in the form of certain traditional medicinal herbs. (1) AT 56 years old, traditional medication massage in Kuningan applied the stage of working in their treatment by massaging while reading certain prayers. In this stage also the traditional medication healer convey the commandments and prohibitions that must be obeyed by the patient. The massage is used oil which has been read prayers at the pre-interaction stage. (2) MS, 65 years, giving birth massages specialist in Sukabumi also reconfigure this stage by doing a touch to the sick part or the abdomen of pregnant women accompanied by a special reading of prayers that soothe the patient and Patient so that they are calm and they believe in the healing process. Meanwhile, (3) LS 64 years, spelling of traditional medication in Cianjur, and (4) AH 82 years, spelling of traditional medication in Cianjur realize this stage of working by reading certain spelling to treat or fulfill what the patient wants. In this stage also they also burnt incense as a form of offerings and communication with the supernatural world to ask for the expected healing. This makes the patient believe and have a suggestion that the healer has capability and skill so they can treat the illness their suffered.

## PHASE OF TERMINATION

Termination is the end of the meeting between the traditional medication and the patient. The termination phase is divided into two, namely temporary termination and final termination. Temporary termination is the end of each meeting and patient treatment, after this is conducted by doctors and patients will still be reunited at different times according to the agreed time, while the final terminations Performed by traditional medication healer after completing the entire treatment process. In traditional Sundanese medication, this stage of termination is usually used by traditional medication to cover the communication process with the patient. In this case, usually the traditional medication is a matter of the treatments, suggestions for the advanced stage of the patient, and closes the treatment process. Typical of the termination phase of this traditional medication is the traditional medication healer closes its treatment stage with an invitation to the patient to surrender to the Lord to be given healing as expected. Suggestion sentences that healing will come by surrendering themselves to God. It is delivered by traditional healer verbally. In some treatment practices, traditional medication healer also in this phase of termination reads certain prayers with the volume of sound that is hardened and allowed by the patient. The form of non-verbal therapeutic communication performed by traditional medication healer in the termination stage is usually to wipe the head or shoulders of the patient while reading certain prayers. There are also those after reading the prayers, traditional medication healer drink a little water from the glass and spray it to the patient. The verbal and nonverbal actions of traditional medication healer at the termination stage have been prescribed the patient that he/she will be healed. The patient feels calm because it has the Almighty God who will give healing.

## CONCLUSION

The results showed that in therapeutic communication process between traditional medication and patients in traditional Sundanese in West Java, Indonesia is divided into four stages, namely (1) preparation stage or pre-interaction stage, (2) Introductory or orientation stage, (4) working stages, and (5) termination stages. In the preparation stage is applied traditional medication to prepare the process of treatment that will be conducted through; Fasting, praying a lot, reading the Koran, preparing the medical medium, to prepare the offerings for the ritual of the treatment. The introduction or orientation stage is performed by traditional medication by starting to open communication and giving suggestion to the patient. In the working stage, both verbal and nonverbal actions are performed to the patient, such as massage, touch, or reproaches to the part that is the source of the patient. In the working stage, a certain suggestion is also conducted that gives the patient confidence that the medication has capability and can treat the illness. In traditional Sundanese medication, this stage of termination is usually used by traditional medication to cover the communication process with the patient. In this case, usually the traditional medication is a matter of the treatments, suggestions for the advanced stage of the patient, and closes the treatment process.

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