

THE EFFECT OF THERAPEUTIC COMMUNICATION ON THE LEVEL OF ANXIETY IN PREOPERATIVE PATIENTS

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Abstract

Surgery is a treatment procedure that uses invasive techniques by opening the part of the body to be treated with an incision which ends with stitching the wound. Of course, patients who will undergo surgery will feel anxious. Therefore, therapeutic communication will be used to reduce patient anxiety. Therapeutic communication is health communication that can provide accurate information and increase the confidence of patients who will undergo surgery. Therefore, every hospital nurse must have good therapeutic communication skills. Adding therapeutic communication skills to nurses can be done through workshops and other training. The design of this research is a literature review or also known as a systematic method for carrying out identification and evaluation of works from the results of research conducted by previous researchers. Using 5 journals covering the last 10 years. The results of this study found that 5 journals said that good therapeutic communication was related to reducing anxiety in preoperative patients with a p-value <0.005.

Keywords: Therapeutic Communication, Anxiety, Preoperative Patients

INTRODUCTION

According to Permenkes No.65 of 2015, physiotherapy is a form of health service that is shown to individuals and/or groups to develop, maintain and restore body movement and function throughout the life span by using manual handling, motion enhancement, equipment (physics, electrotherapeutic, and mechanical) function training, and communication. In physiotherapy, communication is used to introduce oneself and provide information about the patient's condition and plan of action or intervention, including therapeutic communication to the patient or their family.

According to (Ng et al., 2011) Health Communication is a reciprocal relationship between past and present human behavior and the degree of health and disease, without prioritizing attention to practical users of this knowledge or professional participation in programs aimed at improving health status through greater understanding of the reciprocal relationship through changes in healthy behavior towards what is believed to improve better health.

Therapeutic communication is a type of health communication that has healing benefits because it can provide accurate information and foster patient trust.

Therapeutic communication has two important components, namely the effect of communication and the process when communication. Therapeutic communication is communication between individuals with individuals by providing understanding between health workers and patients. So that we can categorize it into personal communication between health workers helping and patients receiving help. (Wianti, 2017)

Surgery or surgery is a treatment that uses *invasive* techniques by opening or displaying the body part to be treated through an incision that ends with closing or suturing the wound. (Rahmatillah et al., 2024) This surgery is a stressful event so that the surgery experience is frightening for most patients and sometimes cannot be accepted positively by patients (Rai et al., 2020) So that it often causes abnormal feelings in patients which adversely affects patient anxiety.

The prevalence of anxiety disorders in Indonesia ranges from 6-7% of the general population, with women having a higher prevalence than men.

According to (Gunarsah, 2019) Anxiety is when a person experiences worries about things that have not yet happened and may not happen. Worries related to feelings of uncertainty are also called anxiety. Anxiety problems are emotional reactions that often occur in patients who will undergo surgery. Considered a threat to life, bodily integrity, and patient well-being, anxiety is one of the anticipatory responses to the experience According to (Abdurrahman et al., 2022).

Therapeutic communication is a crucial tool in healthcare, especially in the preoperative phase when patients are particularly vulnerable to anxiety. According to (Anderson et al., 2019), effective communication between healthcare professionals and patients can significantly influence a patient's emotional state and coping mechanisms. For preoperative patients, the anxiety they experience is often due to uncertainties about their surgery, fear of pain, and concerns about the potential outcomes. It is in these moments that therapeutic communication can provide not only clarity but also reassurance, reducing the sense of fear and promoting a positive mental state ahead of the procedure.

Furthermore, the ability of nurses to engage in therapeutic communication is deeply rooted in their emotional intelligence and interpersonal skills. (Elke et al., 2019) highlight that emotional intelligence—defined as the ability to identify, understand, and manage emotions—plays a key role in fostering trust and reducing stress in patients. Nurses with high emotional intelligence are better equipped to recognize signs of anxiety in patients and tailor their communication to address those specific emotional needs, which is crucial for managing preoperative anxiety.

In recent years, the increasing prevalence of anxiety disorders in patients undergoing surgery has highlighted the importance of preoperative interventions (Mursahid, 2020). By addressing these emotional concerns early on, healthcare providers can improve not only the patient's psychological well-being but also their overall physical recovery. As anxiety has been shown to increase postoperative complications and extend recovery time (Tristyanto & Suroto, 2020), incorporating therapeutic communication into nursing practices offers a tangible solution to mitigate these risks.

As hospitals continue to prioritize patient-centered care, enhancing therapeutic communication skills among nurses becomes essential. Workshops, training sessions, and other educational programs focusing on communication strategies can equip nurses with the tools they need to manage anxiety effectively. This research emphasizes the importance of integrating

therapeutic communication into routine nursing care, particularly for patients facing surgery, to ensure both psychological and physical recovery are optimized.

While several studies have explored the effects of therapeutic communication on anxiety levels in preoperative patients, there is limited research examining the specific mechanisms through which therapeutic communication reduces anxiety in various clinical settings. Furthermore, previous studies have predominantly focused on general communication strategies, without assessing the role of nurses' specific communication skills, such as emotional intelligence and knowledge, in mitigating anxiety. This research aims to fill this gap by investigating the detailed impact of therapeutic communication by nurses and its correlation with anxiety reduction in preoperative patients, with a particular focus on the contextual application in Indonesian hospitals.

This study offers a unique contribution by focusing on the specific role of nurses' therapeutic communication in reducing anxiety among preoperative patients in Indonesia. While previous research has established a connection between communication and anxiety reduction, this study adds value by evaluating multiple dimensions of therapeutic communication—such as emotional intelligence, knowledge, and years of experience—and their collective influence on anxiety reduction. By examining data across several hospitals and using rigorous research methods, this study offers a comprehensive view of how these factors interact to improve patient outcomes before surgery.

This research provides important insights for healthcare professionals, particularly nurses, by emphasizing the significance of effective therapeutic communication in reducing patient anxiety before surgery. The findings underscore the need for specialized training programs that enhance communication skills, which can be delivered through workshops or webinars. By improving nurses' communication abilities, hospitals can foster a calmer environment for patients, thereby accelerating recovery and improving patient satisfaction. Additionally, this research contributes to the broader field of health communication by highlighting the practical benefits of therapeutic communication in clinical settings.

The phenomenon of anxiety that is happening, in the event that preoperative information has been provided by medical personnel but anxiety is still felt by patients who will perform surgery. So that makes the author interested in taking the problem as research material entitled "The Effect of Therapeutic Communication with Anxiety Levels in Preoperative Patients."

METHODS

The research used here uses the literature review method or what is also known as a systematic research method to carry out identification and evaluation of works from the results of research conducted by previous researchers.

The plan for searching this literature study uses an online database through the Google Scholar website using the search keywords "therapeutic communication", "anxiety level", and "preoperative patients". The journals used are scientific papers in Indonesian and contain the suitability of the keywords used as search material on Google Scholar. The journals contain complete text and the journals used are 5 journals in the last 10 years 2014-2024.

Literature will be reviewed if it meets the inclusion criteria (i) the research subject is a patient who is being treated at the hospital and already has a schedule provision from the doctor about the time of surgery.

We will reject research literature if it has the following exclusion criteria (i) research journals under 2013, (ii) subjects refuse to participate. The authors obtained information based on journal databases such as *Pubmed*, *Google Scholar*, *ScieceDirect*. To overcome bias this study will accept any influence of patient anxiety from each literature whether there is an influence or not on this study for writing data to summarize the literature based on the research subject, gender of participants anxiety type.

The research instrument used

Quasi-experiment one group pre-test post-test design: sampling method using HARS anxiety level questionnaire.

Cross Sectional: with the method of therapeutic communication questionnaire and anxiety level questionnaire.

Pre-Experiment: the design of this journal work uses a questionnaire with a sampling technique

Non equivalent Control Group: One of the designs in experimental research that tests the experimental & control.

Based on the research instruments from the 5 literatures that we got, it turns out that therapeutic communication is very influential in reducing anxiety levels in preoperative patients. There are several characteristics of responders mentioned in each journal that is a reference for our method. Here are the characteristics of the respond:

1. Not Anxious

There is no tension within an individual.

2. Mild Anxiety

The tension that occurs can cause a person to be wary and increase the extent of their assumptions.

3. Moderate Anxiety

It is a person narrowing his assumptions by concentrating on what is important and ignoring the rest.

4. Severe Anxiety

It is when the feeling of fear breaks down the assumption that people focus on one thing and don't think about anything else, that they need multiple ways to focus.

RESULTS AND DISCUSSION

Based on the results of the recapitulation of the 5 journals of previous researchers regarding the Effect of Therapeutic Communication with Anxiety Levels in Preoperative Patients.

Table 1. Literature Study Results

Title	Author	Year	Methods	Measurement Tools	Research Results
The Relationship between Nurses' Therapeutic Communication and Anxiety of Preoperative	Holmes Silalahi, Imanuel Sri Mei Wulandari	(Holmes Silalahi, 2021)	<i>Descriptive quantitative with Cross Sectional</i>	<i>Zung Self Rating Anxiety Scale</i>	This study found a significant relationship between therapeutic communication

<p>Patients at the Adventist Hospital Medan</p>	<p>and anxiety of patients before surgery. With a significance value of 0.000 and a calculated value of -0.595**, the results showed that the average percentage of nurses' therapeutic communication based on patients' perceptions before surgery was in the good category (75.79 percent), and the average percentage of patients' total anxiety score before surgery was in the good category.</p>
<p>The Effect of Nurse Therapeutic Communication on Anxiety Level of Pre Sectio Caesarea Surgery Patients in Anggrek Room, RSUD dr.T.C.Hillers Maumere</p>	<p>Emanuela Natalia Nua, Maria Susana Ine Nona Ringgi, Maria Regina Angelorum (Nua et al., 2019)</p> <p>Quasi-experiment with one group pre test-post test design</p> <p>Wilcoxon Test</p> <p>According to this study, before nurses provided therapeutic communication, 60.0% of respondents experienced moderate anxiety and 40.0% experienced mild anxiety. Furthermore, their anxiety levels decreased by 53.3% and 46.7% after nurses provided therapeutic communication (P value = 0.001; a = 0).</p>

Relationship between nurse therapeutic communication and cataract preoperative anxiety level	Puji Ristanti, Niken Sukei, Menik Kustriyani	(Ristanti Niken Sukei, 2024)	Puji, Sukei,	Descriptive with a "cross sectional" design	Spearman Rank Rho test	The relationship test using the Spearman Rank Rho data analysis technique obtained a correlation coefficient of 0.301 with a p value = 0.045. meaning that there is a relationship between therapeutic communication variables and the patient's anxiety level.
The Effect of Nurse Therapeutic Communication on Anxiety Levels in Preoperative Patients	Sulastri, Arif Eko Trilianto, Yunely Ermaneti	(Sulastri et al., 2019)		Pre-Experiment	Quota sampling technique Questionnaire & T-Test	This study found that, based on data analysis, T count was 7.111 and T table with $\alpha = 0.05$ was 2.052, so T count 7.111 was greater than T table 2.052. Thus, H1 is accepted, which indicates that nurses' therapeutic communication affects the anxiety level of patients before surgery in the surgical room of RSUD dr. Abdoer Rahem Situbondo Regency.
The Effect of Therapeutic Communication on Anxiety Levels in Preoperative Patients at Aisyiyah	Agung Suprastyo	(Slamet Sarwinanti, 2014)	&	Quasi-Experiment	Hamillton Rating Scale For Anxiety (HRS-A), Wilcoxon Test and Mann Whitney U-Test.	The results of data analysis showed that of the experimental group with moderate anxiety, at most 7 people

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(46.7%) showed a response; after the therapeutic communication intervention, at most 8 people (53.3%) showed a mild anxiety response. The Wilcoxon test then showed a p-value of 0.001 (p-value <0.05), so H_a was accepted and the Z value was -3.256. In other words, therapeutic communication carried out by nurses has an impact on the anxiety level of patients who are in the surgical room of Dr. Abdoer Rahem Hospital in Situbondo Regency. The anxiety level of patients before surgery is influenced by therapeutic communication.

We found based on the analysis of five journals that therapeutic communication has a significant or significant relationship with the anxiety level of preoperative patients. Because of the interrelationship between therapeutic communication and the anxiety level of preoperative patients, the services provided to patients must always be well informed so that patients do not feel anxious or calm. Literature review in this journal was carried out in 5 journals from (Holmes Silalahi, 2021), (Nua et al., 2019), (Ristanti Puji, Niken Sukesi, 2024), (Sulastri et al., 2019), (Slamet & Sarwinanti, 2014).

1. Journal to 1

Several factors that influence patient anxiety are described in this journal, including age, gender, economic status, knowledge, family support, nurse communication and attitude, and the type of medical procedure the patient will undergo.

In this study, interviews were conducted with 34 preoperative patients, finding 4 patients said they were mildly anxious because of the surgery they wanted to undergo, then 30 said

they wanted to be operated on because they wanted to get well quickly. With a presentation of preoperative patient anxiety of 88.2% (30 people) feeling normal anxiety, while those who feel mild to moderate anxiety are (4 people or 11.8%) and there are no patients who feel severe to extreme anxiety. Therefore, the patient's anxiety concentration was 39.06. Where among preoperative patients, the minimum score was found to be 33 and the maximum score was 48. Based on the results of the analysis 39.06 is in the normal category. Thus the patients who are in the Adventist hospital have normal anxiety. Then the patient is given motivation and explained the surgical procedure that will be undergone. This study also found that all nurses have good therapeutic communication. So that it can help reduce the patient's anxiety level. Some components of effective therapeutic communication include nurses' knowledge, length of service, and emotional intelligence. Nurses can also increase patient trust through therapeutic communication, which has an impact on the formation of positive coping and readiness to face various conditions that may occur in patients (Sulastri et al., 2019)

2. Journal 2

Preoperative nursing begins when the surgical schedule is given and finishes when the patient is sent to the operating table. The nursing task in this period is to reduce the patient's anxiety (Arbani Dana, 2014) The impact of anxiety if not resolved is the delay of surgery, the length of the recovery process, increased postoperative pain, reduced immunity to infection and increased hospitalization time.

In the process of handling patients, nurses must have good therapeutic communication techniques. This communication is for nursing services in order to reduce the patient's anxiety level. Besides having other supporting factors, family support is also necessary.

In this study using 15 respondents. Before being given therapeutic communication, 9 people (60.0%) experienced moderate anxiety and 6 people (40.0%) experienced mild anxiety. Then after being given therapeutic communication, the results obtained 8 people (64.7%) felt mild anxiety and as many as 7 people (46.7%) experienced no anxiety. Then the results of all of that in the Wilcoxon test get the results of the value of Z count (3.429) > Z table (1.96) and P value (0.001) < α (0.05) then H_0 is rejected and H_a is accepted so it can be concluded that there is a therapeutic influence between nurse communication on the anxiety level of preoperative patients.

3. Journal 3

The third journal uses a quantitative research design. The sample taken in this journal was 41 respondents. Where those who experienced the normal category were 24 people (53.3%), 17 people (37.8%) felt mild anxiety. This hospital has 32 people who have good therapeutic communication. Furthermore, using the Spearman Rank Rho data analysis method, the correlation coefficient is 0.301 and p value = 0.045. There is a correlation between therapeutic communication variables and the anxiety level of patients who will undergo cataract surgery at Permata Medika Hospital Semarang, because the p value < 0.05, so H_a is accepted. The correlation coefficient of 0.301 means that the level of correlation strength or relationship is quite strong. While the direction between variables is positive, or in other words, if the nurse's therapeutic communication is good, anxiety will decrease. So that anxiety Nurse therapeutic communication with anxiety level before cataract surgery is very strong, and there is a positive relationship.

4. Journal 4

This journal uses *Pre-Experiment* research with a one group pre-post test design approach. In this journal has a population of 28 patients. The anxiety level of patients before being given therapeutic communication was 7 responses (25%) said moderate anxiety, 13 responses (46.43%) felt severe anxiety, and 8 responses felt panic. Then immediately given therapeutic communication to the nurse there were the results of 14 patients (50%) feeling mild anxiety, 12 responses (42.82%) felt moderate anxiety, 3 responses (10.71%) felt severe anxiety, and 1 respond (3.57%) felt panic.

Then the T test (T-Test) of this test obtained the results of T count 7.111 and T table with $\alpha = 0.05$ is 2.052, so obtained T count $7.111 > T$ table 2.052, then H1 is accepted which means getting the results that have decreased anxiety level response. So that there is an effect of nurse therapeutic communication on the anxiety level of preoperative patients in the surgical room of Dr. Abdoer Rahem Hospital, Situbondogaga Regency.

5. Journal 5

This journal uses the Quasi-Experiment method. With a sample of 15 patients. In the experimental group, it was found that the most response before being given therapeutic communication was 4 (26.7%) feeling mild anxiety, then 7 people (46.7%) with moderate anxiety, then 4 (26.7%) responses in severe anxiety. Then given a therapeutic communication intervention. Then get a response to be not anxious 6 (40%), the most mild anxiety as many as 8 people (53.3%), then moderate anxiety 1 response (6.7%). The Wilcoxon test then shows a p-value of 0.001 (p-value < 0.05), so H_a is accepted and the Z value is -3.256. So it can be concluded that the respondent's anxiety level is different when before being given and after being given therapeutic communication. So the provision of therapeutic communication affects the anxiety level of preoperative patients.

CONCLUSION

Based on the results of research and discussion, it can be concluded that the good level of therapeutic communication by nurses has a significant effect on reducing the anxiety of preoperative patients. When the patient's anxiety is managed effectively, it accelerates the postoperative recovery and smoothens the recovery process. Nurses demonstrate good therapeutic communication when they possess extensive knowledge, years of service, and emotional intelligence. Therefore, it is crucial to provide nurses with training in therapeutic communication for preoperative patients, which can be conducted through workshops, webinars, or internal meetings with department heads.

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First publication right:

Insight: International Journal of Social Research

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