
THE RELATIONSHIP BETWEEN NURSES' THERAPEUTIC COMMUNICATION AND PREOPERATIVE PATIENT ANXIETY LEVELS IN THE YLANG OPERATING ROOM AT THE MUHAMMAD SANI KARIMUN REGIONAL GENERAL HOSPITAL IN 2024

Susdela¹, Nurhafizah Nasution² dan Lisastri Syahrias³
susdela73@gmail.com¹, nurhafizah.nst@univbatam.ac.id²,
lisastri.syahrias@univbatam.ac.id³

^{1,2,3} Program Studi Ilmu Keperawatan, Fakultas Ilmu Kesehatan Universitas Batam
Kepulauan Riau, Batam 29464, Indonesia

Corresponding Author :

Susdela

Email : susdela73@gmail.com

ABSTRACT

Anxiety in preoperative patients is a problem that often occurs and can affect the process and results of surgical procedures. Therapeutic communication carried out by nurses has an important role in reducing patient anxiety levels. This study aims to analyze the relationship between therapeutic communication carried out by nurses and the patient's anxiety level before surgery. The research method used was quantitative with Cross Sectional, the research sample involved 57 patients who were scheduled to undergo surgery at the Muhammad Sani Karimun Regional General Hospital. Data collection was carried out using a questionnaire that measured the patient's anxiety level and the quality of therapeutic communication received from nurses. The results of the relationship analysis in this study showed that the p value = 0.056 ($p > 0.05$). These results can be interpreted as meaning that there is no moderate relationship between therapeutic communication and pre-operative patient anxiety. Suggestions: there is a need to improve therapeutic communication skills for nurses through ongoing training to ensure better quality of service and a more positive patient experience by providing clear and accurate information. be consistent regarding preoperative procedures to reduce uncertainty that can trigger anxiety.

Keywords: *therapeutic communication, patient anxiety, pre-operation.*

HUBUNGAN KOMUNIKASI TERAPEUTIK PERAWAT DENGAN TINGKAT KECEMASAN PASIEN PRE OPERASI DI RUANG BEDAH KENANGA DI RUMAH SAKIT UMUM DAERAH MUHAMMAD SANI KARIMUN TAHUN 2024

Susdela¹, Nurhafizah Nasution² dan Lisastri Syahrias³

susdela73@gmail.com¹, nurhafizah.nst@univbatam.ac.id²,

lisastri.syahrias@univbatam.ac.id³

^{1,2,3} Nursing Science Study Program, Faculty of Health Sciences, Batam University
Kepulauan Riau, Batam 29464, Indonesia

Corresponding Author :

Susdela

Email : susdela73@gmail.com

ABSTRAK

Kecemasan pada pasien pre operasi merupakan salah satu masalah yang sering terjadi dan dapat mempengaruhi proses serta hasil dari prosedur pembedahan. Komunikasi terapeutik yang dilakukan oleh perawat memiliki peran penting dalam mengurangi tingkat kecemasan pasien. Penelitian ini bertujuan untuk menganalisis hubungan antara komunikasi terapeutik yang dilakukan oleh perawat dengan tingkat kecemasan pasien sebelum operasi. Metode penelitian yang digunakan adalah kuantitatif dengan *Cross Sectional*, sampel penelitian melibatkan 57 pasien yang dijadwalkan untuk menjalani operasi di Rumah Sakit Umum Daerah Muhammad Sani Karimun. Pengumpulan data dilakukan menggunakan kuesioner yang mengukur tingkat kecemasan pasien dan kualitas komunikasi terapeutik yang diterima dari perawat. Hasil analisis hubungan pada penelitian ini menunjukkan bahwa didapatkan nilai $p\text{ value} = 0,056$ ($p > 0,05$). Hasil tersebut dapat diartikan bahwa tidak terdapat hubungan antara komunikasi terapeutik dengan kecemasan pasien pre operasi, saran : perlunya peningkatan keterampilan komunikasi terapeutik bagi perawat melalui pelatihan yang berkelanjutan untuk memastikan kualitas pelayanan yang lebih baik dan pengalaman pasien yang lebih positif memberikan informasi yang jelas dan konsisten mengenai prosedur pre operasi untuk mengurangi ketidakpastian yang dapat memicu kecemasan.

Kata Kunci : komunikasi terapeutik, kecemasan pasien, pre operasi

Introduction

Pre-operation is a first stage procedure that is carried out starting from the reception of the patient from the patient entering the room until it ends when the patient is moved to the operating table for surgery or surgery. According to Silalahi et al., (2021). Surgery is a complex and stressful event so that the experience of surgery is frightening for some patients and some patients sometimes cannot accept it positively.

Some patients have different responses, but the most common and frequently found response in preoperative patients is the psychological response. This psychological response is a response related to anxiety. According to Rizki et al., (2019). Based on data from the World Health Organization (WHO), surgery is a very important action in the world. Worldwide, 230 million surgical procedures are performed per year. In 2018, there were 98 million surgical patients in Indonesia and was ranked 5th in the world with 1.2 million surgical procedures recorded (Ministry of Health of the Republic of Indonesia, 2018).

as a threat to one's role in life, body integrity, and Pre-operative often causes excessive attitudes from patients which results in anxiety, causing disturbances that result in delays in surgery (Margianti et al., (2019);

Sutrisno & Suroso, 2020). Anxiety is a condition where a person is worried about something that has not happened and will not necessarily happen. Anxiety is also referred to as unclear worry and is related to feelings of uncertainty and helplessness (Gunarsah, 2019;

Sartika & Pujiastuti, 2020). Anxiety problems are an emotional reaction that often appears in preoperative patients. Anxiety is considered a preoperative patient's anticipatory response to an experience that is considered the patient's life (Anasril & Husaini, 2020).

According to research conducted by Silalahi (2021) with the title the relationship between nurses' therapeutic communication and preoperative patient anxiety at Medan Adventist Hospital, the sample in this study was 34 respondents with the percentage of nurses' therapeutic communication based on preoperative patient perceptions being in the good category (75.79%) while the average total score of preoperative patient anxiety was normal (39.06%) The results of this study showed a significant relationship between nurses' therapeutic communication and preoperative patient anxiety.

Results of research by Daryanti & Mardiana (2020) on 28 preoperative hernia patients at the hospital. Salamun Bandung showed that 42.3% of patients experienced severe anxiety. The research results of Anggreny et al. (2019) on 103 pre-cataract surgery patients found that 36.9% (38 people) experienced mild anxiety, 16.5% (17 people) experienced moderate anxiety, and 2.9% (3 people) experienced severe anxiety. Anxiety that is not treated immediately will have a negative impact on preoperative patients.

Carnegie (2019) argues that anxiety makes a person restless, stay awake, and not sleep well. This is supported (2020) on 90 pre-operative patients, it was found that 13 pre-operative patients who experienced mild anxiety also experienced mild sleep disturbances, and 67 pre-operative patients who experienced severe

Sutrisno & Suroso (2020) said that another impact of anxiety on pre-operative patients is increasing blood pressure, which can cause a temporary delay in surgery to stabilize the patient's condition. Many factors influence preoperative patient anxiety, including ineffective communication between nurses and patients (Ningsih & Maryati, 2020).

Therapeutic communication is a means of establishing a relationship of mutual trust between nurses and patients so that nursing services can be improved (Sulastri et al., 2019). Therapeutic communication carried out by nurses must also be planned and focused on the patient's recovery, so that it can be useful and become one of the non-pharmacological therapies to overcome patient anxiety (Sulastri et al., 2019).

Putri (2021) believes that through good therapeutic communication, apart from being able to create a therapeutic relationship between nurses and patients, it can also have an impact on improving the patient's psychology, including eliminating anxiety. Cholis et al. (2020) explained that therapeutic communication is useful for helping patients identify pain problems, reduce burdens, and reduce anxiety levels. To overcome anxiety through

by the results of research by Rahman & Pubian

anxiety also experienced severe sleep disturbances, the researchers concluded that There is a relationship between anxiety and sleep disorders in preoperative patients.

therapeutic communication, nurses are able to increase patient self-confidence which has an impact on the formation of positive coping and readiness to face various conditions that may occur in patients (Sulastriet al., 2019). However, nurses, as people who are close to patients and are always there when needed by patients, often neglect their duties and responsibilities in carrying out good therapeutic communication with patients (Agustina & Oxyandi, 2021).

The results of Sisca Cahyani's research (2022) showed that 21 nurses' therapeutic communication was lacking, with a severe anxiety level of 12 (57.1%) seen from adequate nurse therapeutic communication, 32 with a moderate anxiety level of 16 (50.0%) seen by nurses' good therapeutic communication. 52 with a mild anxiety level of 38 (73.1%), indicating there is a significant relationship between nurses' therapeutic communication and preoperative patient anxiety at Arun Lhokseumawe Hospital. The research results of Fandizal et al. (2020) also showed that 53.10% of 2009 class III patients complained that they were dissatisfied with the therapeutic communication carried out by nurses at the hospital. Raden Soekanto Central Police.

A preliminary research survey through interviews with three pre-operative patients found that two patients said they were afraid and anxious because of the surgery they were going to undergo, while the rest said they were ready for surgery because they wanted to recover quickly. Therapeutic communication is an important component in nursing practice because it focuses on building supportive and empathetic relationships with patients. Nurses' therapeutic communication is very important in the context of preoperative patient care, especially in reducing patient anxiety levels.

Cultural and language differences between nurses and patients can hinder understanding and effective communication, limited time in a nurse's work shift can make therapeutic communication not optimal, nurses who are tired or experiencing burnout, may lack patience and attention in communicating with patients. The aim of therapeutic communication is to reduce anxiety, provide a sense of calm, provide necessary information, build a relationship of mutual trust between nurses and patients which can increase compliance with medical procedures, provide clear and accurate information regarding surgical procedures, risks and what to expect, which can improve sense of control and reduced anxiety, patients who receive therapeutic communication tend to have lower levels of anxiety before surgery.

Muhammad Sani Karimun Regional Hospital is one of the referral

hospitals in Karimun Regency and is a referral hospital so every day it carries out procedures in the operating room. There are still few observations made, there are still a lot of nurses who communicate with patients who will undergo surgery who do not carry out therapeutic communication well with pre-operative patients due to the low level of knowledge of nurses about the importance of therapeutic communication. If there is no SOP guidebook about therapeutic communication available in the room, it is necessary to provide a therapeutic communication SOP guide in the room as an effort to increase nurses' knowledge and interest in reading about nurse communication. Good therapeutic communication will have an impact on reducing anxiety in patients who will undergo surgery.

The results of a preliminary survey conducted in June 2023 from 4 nurses said that patients were anxious, felt stressed when they found out that surgery would be carried out, while 2 nurses interviewed said they had attended pre-operative training for patients.

Based on the preliminary survey, the researchers were interested in conducting research to find out whether if the nurse's therapeutic communication SOP was implemented for pre-operative patients, whether there was a relationship with the anxiety level of patients who wanted to operate when they entered the Ylang surgical inpatient room at Muhammad Sani Karimun Regional Hospital.

From the background description above, the author wants to know more in depth to conduct research on the relationship between therapeutic communication and anxiety levels in pre-operative patients at the Muhammad Sani Karimun Regional General Hospital.

Formulation of the problem

Based on the description of the problem above, the researcher formulated the following question: Is there a relationship between therapeutic communication and anxiety levels in pre-operative patients at the Muhammad Sani Regional General Hospital?

Research purposes

Based on the problem formulation above, the following research objectives can be drawn :

- a. *General purpose*
To find out the relationship between therapeutic communication and the preoperative anxiety level of patients at the Muhammad Sani Karimun Regional General Hospital.
- b. *Special purpose*
To find out the frequency distribution of nurses' therapeutic communication in pre-operative patients at the Muhammad Sani Karimun Regional General Hospital.

To find out the frequency distribution of anxiety levels of pre-operative patients at the Muhammad Sani Karimun Regional General Hospital.

To find out the relationship between therapeutic communication and the preoperative anxiety level of patients at the Muhammad Sani Karimun Regional General Hospital.

Benefits of research

- a. *For patients*
Can provide knowledge and information about what can influence the patient's pre-operative anxiety and provide information about the surgery the patient will face so that the patient can control his anxiety.
- b. *For nurses*
Helping nurses find out the relationship between therapeutic communication and the patient's pre-operative anxiety level so that patients get maximum service.
- c. *For researchers*
It is an experience for researchers themselves in applying or developing knowledge while studying at Batam University through field research and being able to compare previous research with current research.

Method

The method used in this research is a quantitative descriptive method with a cross-sectional research design. The population in the study usually involves pre-operative patients in hospitals taken using a purposive sampling method totaling 57 respondents using questionnaire instruments such as the Hamilton Anxiety Rating Scale (HARS) to measure anxiety and the nurses' therapeutic communication

questionnaire. To measure the extent to which nurses' therapeutic communication (independent variable) is related to the patient's preoperative anxiety level (dependent variable), statistical analysis, such as Univariate and Bivariate using the alternative Pearson correlation (chi square) test (Mann Whitney) to measure the level of relationship between the two variables, research process during July - August 2024.

Research result

In this research there are characteristics of respondents :

Univariate Analysis of Age Respondent Characteristics

Table 1 Frequency Distribution of Respondents Based on Age at Muhammad Sani Regional Hospital in 2024 n = 57

Age	%
Late Teenagers (18 - 20 years)	1.8
Early Adulthood (21 - 40 years)	54.4
Late Adulthood (41 - 60 years)	42.1
Elderly (60 - 80 years)	1.8
Total	100.0

Based on table 1, it can be seen that the total number of respondents was 57 people from the late teenage age group (18-20 years) 1 person (1.8%), in the early adulthood age group (21 - 40 years), namely 31 people (54.4%) , the late adult age group (41 – 60 years) was 24 people (42.1%) and the elderly age group (60-80 years) was 1 person (1.8%).

Univariate Analysis of Respondent Characteristics by Gender

Table 2 Frequency Distribution of Respondents Based on Gender at Muhammad Sani Regional Hospital in 2024 n = 57

Gender	%
Male	56,1%
Female	43,9%
Total	100.0

Based on table 2, it can be seen that the total number of respondents was 57 people, with 32 men (56.1%) and 25 women (43.9%).

Univariate Analysis of Characteristics of Educational Respondents

Table 3 Frequency Distribution of Respondents Based on Education at Muhammad Sani Regional Hospital in 2024 n = 57

Education		%
SD		8.8
SMP		36.8
SMA		47.4
D3	4	7.0
Total		100.0

Based on table 3, it can be seen that the total number of respondents was 57 people with 5 elementary school education (8.8%), 21 people with junior high school education (36.8%), 27 people with high school education (47.4%), 4 D3 education. people (7%).

Univariate Analysis of Frequency Distribution of Nurses' Therapeutic Communication

Table 4 Frequency Distribution of Respondents Based on Communication at Muhammad Sani Regional Hospital in 2024 n = 57

Nurse Therapeutic Communication	F	%
Less	29	50.9
Simply	18	31.6
Good	10	17.5
Total	57	100.0

Based on table 4, it shows that of the 57 respondents, 29 respondents (50.9%) rated nurse communication as poor, 18 respondents (31.6%) considered nurse communication sufficient and 10 respondents (17.5%) nurse communication was good.

Univariate Analysis of Characteristics of Anxious Respondents

Table 5 Frequency Distribution of Respondents Based on Anxiety at Muhammad Sani Regional Hospital in 2024 n = 57

<i>Anxiety</i>	<i>F</i>	<i>%</i>
<i>Light</i>	8	14.0
<i>Medium</i>	20	35.1
<i>Weight</i>	29	50.9
<i>Total</i>	57	100.0

Based on table 5, it shows that of the 57 respondents there were 8 respondents with mild anxiety (14%), 20 respondents with moderate anxiety (35.1%), and 29 respondents with severe anxiety (50.9%).

Bivariate Analysis

Hypothesis testing in this research is by using the Mann Whitney test because the Chi-square test does not meet the requirements. The results of the Mann Whitney test can be displayed in the following tables :

Table 6 Results of Analysis of the Relationship between Nurses' Therapeutic Communication and Preoperative Patient Anxiety in the Kenanga Surgical Room, Muhammad Sani Karimun Regional Hospital, 2024

<i>Therapeutic Communication</i>	<i>Anxiety</i>						<i>Total</i>	<i>%</i>	<i>p value</i>
	<i>Light</i>	<i>%</i>	<i>Medium</i>	<i>%</i>	<i>Heavy</i>	<i>%</i>			
<i>Less</i>	1	3.6	9	15.8	18	31.6	29	50.9	0.056
<i>Fair</i>	3	15.8	6	10.5	10	17.5	18	31.6	
<i>Good</i>	4	40.0	5	8.8	1	1.8	10	17.5	
<i>Total</i>	8	14.0	20	35.1	29	50.9	57	100	

Based on table 4.6, the results of the Mann Whitney test can be seen as p value = 0.056 ($\rho > 0.05$). These results can be interpreted as meaning that there is no moderate relationship between therapeutic communication and preoperative patient anxiety.

From these results it can be concluded that there is no relationship between nurses' therapeutic communication and the patient's preoperative anxiety level in the Kenanga Surgical Room at the Muhammad Sani Karimun Regional General Hospital.

Research Discussion

Univariate Analysis of Frequency Distribution of Nurses' Therapeutic Communication at Muhammad Sani Karimun Regional Hospital in 2024

Based on table 4, it shows that of the 57 respondents, 29 respondents (50.9%) rated nurse communication as poor, 18 respondents (31.6%) considered nurse communication adequate and 10 respondents (17.5%) nurse communication was good. This data shows that some nurses show a level of therapeutic communication that is poor to quite good. However, the proportion of nurses with good therapeutic communication is relatively small. In this study, there was not much difference between good and poor implementation of therapeutic communication. Many factors can influence the implementation of therapeutic communication by nurses, including lack of training or understanding, time limitations, obstacles language and culture (Simamora et al., 2022).

Research conducted by (Sasmito et al., 2019) states that nurses may not have adequate training in therapeutic communication or sufficient understanding of the importance of effective communication in patient care. This may affect their ability to form trusting relationships with patients and provide adequate support. The results of this study are confirmed by research conducted (Yulianti &

Purnamawati, 2019) which states that high time pressure in the health care environment can cause nurses to feel rushed or limited in providing sufficient attention and time to communicate with patients. This time limitation can hinder the implementation of effective therapeutic communication. Another factor that influences the failure to implement therapeutic communication by nurses is that language or cultural differences between nurses and patients can be an obstacle to effective therapeutic communication. Lack of awareness or knowledge of relevant cultural aspects or lack of language interpretation support can affect good therapeutic communication.

Univariate Analysis of Frequency Distribution of Preoperative Patient Anxiety at Muhammad Sani Karimun Regional Hospital in 2024

Based on table 5, it shows that of the 57 respondents there were 8 respondents with mild anxiety (14%), 20 respondents with moderate anxiety (35.1%), and 29 respondents with severe anxiety (50.9%). There are several factors that can cause anxiety in patients before surgery. Each individual may respond differently to the preoperative experience, but some common factors that can cause anxiety include uncertainty and fear of the procedure, worry about the results of the operation, perceived control, negative previous experiences, limited social support and personal factors (Palla et al., 2018).

Research conducted by Silalahi & Wulandari (2021) states that patients often feel anxious because they don't know exactly what will happen during surgery, including possible complications, post-operative pain, or the long-term impact on their quality of life. This worry can trigger significant anxiety. Uncertainty about what will happen and trust in the medical team can increase anxiety. Another study conducted by (Yulianti & Purnamawati, 2019) stated that anxiety in preoperative patients increased in respondents who had limited social support. Feeling alone or not having people who can provide support and understanding can increase anxiety. In dealing with preoperative anxiety, it is important for patients to discuss their concerns with the medical team, including doctors and nurses, who can provide clear information and emotional support. Approaches such as cognitive behavioral therapy, relaxation techniques, or group support may also help reduce anxiety in patients before surgery.

Another study conducted by (RR. Handayani, 2023) stated that anxiety in preoperative patients increased in respondents who had limited social support. Feeling alone or not having people who can provide support and understanding can increase anxiety. In dealing with preoperative anxiety, it is important for patients to discuss their concerns with the medical team, including doctors and nurses, who can provide clear information and emotional support. Approaches such as cognitive behavioral therapy, relaxation techniques, or group support may also help reduce anxiety in patients before surgery.

Univariate Analysis of the Relationship between Nurses' Therapeutic Communication and Anxiety Levels in Preoperative Patients in the Kenanga Surgery Room at Muhammad Sani Karimun Regional Hospital

Based on table 4.6, the results of the Mann Whitney test can be seen as p value = 0.056 ($p > 0.05$). These results can be interpreted as meaning that there is no relationship between therapeutic communication and preoperative patient anxiety.

From these results it can be concluded that there is no relationship between nurses' therapeutic communication and the patient's preoperative anxiety level in the Kenanga Surgical Room at the Muhammad Sani Karimun Regional General Hospital.

Based on the researcher's analysis of 57 respondents, there were 28 respondents who thought that nurses' therapeutic communication was lacking, of which 18 people experienced severe anxiety. These findings suggest that undervaluation of nurse communication tends to correlate with higher levels of anxiety. Likewise, 10 respondents who rated nurse communication as good, of which 4 people experienced mild anxiety, which means that communication that was considered good by patients might have the potential to reduce their anxiety, although it was not significant enough in this study.

Based on the results of the analysis, it was also found that 19 respondents assessed that nurses' therapeutic communication was sufficient, of which 6 people experienced

The results of the research are in line with research conducted by (Cahyani, 2022), it was found that nurses' therapeutic communication was lacking, namely from 21 respondents, 12 of whom had a severe level of anxiety, then seen from the nurses' adequate therapeutic communication, namely from 32 respondents with a moderate level of anxiety, 16 people. It was seen that the nurses' therapeutic communication was good, namely from 52 people with a mild anxiety level of 38 people.

The researcher assumes that there are differences in the results of the analysis carried out by the researcher and Cahyani (2022), namely that in this study there were 57 respondents whereas in the previous study there were 105 respondents, and the testing technique to determine the relationship in this study used Mann Whitney while in the previous study used Chi Square . Based on these differences, the researcher assumes that differences in the relatively small number of respondents and the types of tests carried out cause differences in research results, although there are some differences in anxiety levels between groups who rated communication as good, sufficient, and poor, these results are not strong enough to show there is a statistically significant relationship.

moderate anxiety. This shows that where communication was considered adequate, the majority of patients still experienced high anxiety.

According to researchers, there is no relationship between therapeutic communication and anxiety because in this study the majority of nurses carried out insufficient therapeutic communication so that more respondents were anxious in the severe category compared to the mild and moderate categories. This is then caused by the fact that although nurse communication is important, communication is not the only factor that influences pre-operative patient anxiety. Other more dominant factors are likely to play a role in influencing anxiety levels, such as the patient's previous experience with surgery, support from the family, and the patient's psychological and physical condition. Thus, these factors may be more decisive in shaping patients' experiences of anxiety than nurse communication alone.

According to Yulianti & Purnamawati (2019) factors that can influence therapeutic communication include values, perceptions, culture, knowledge, emotions, relationship roles and environmental conditions. Therapeutic communication involves interaction between health workers and patients which aims to create a comfortable and open atmosphere. When communication is done well, patients feel more heard, understood and supported.

Putri (2021) believes that through good therapeutic communication, apart from being able to create a therapeutic relationship between nurses and patients, it can also have an impact on improving the patient's psychology, including eliminating anxiety. Cholis et al. (2020) explained that therapeutic communication is useful for helping patients identify pain problems, reduce burdens, and reduce anxiety levels. To overcome anxiety through therapeutic communication, nurses are able to increase patient self-confidence which has an impact on the formation of positive coping and readiness to face various conditions that may occur in patients (Sulastriet al., 2019).

A phenomenon that sometimes occurs is that nurses, as people who are close to patients and are always there when needed by patients, often neglect their duties and responsibilities in carrying out good therapeutic communication with patients (Agustina & Oxyandi, 2021). Therapeutic communication carried out by nurses is related to the information or explanation before carrying out the action that the patient receives (Smeltzer & Bare, 2013). Nurses as information givers are tasked with providing and fulfilling information needs to patients as a source of access to the information they need to take action decisions. Patients who are exposed to information about their disease more clearly, then patients can be calm in facing the pre-operative process (Anggreny et al., 2019). Based on research conducted by Anggreny et al. (2019) shows that there is a relationship between sources of access to information and

levels of anxiety, according to him the availability of sources of access to information for clients is necessary to reduce anxiety in clients before surgery. According to researchers, the need for access to information is not only needed for the patient, the family in charge also needs information regarding the patient's condition which will have an impact on the family's decisions and the support provided by the family to the patient.

According to Setyowati & Indawati (2022), another factor that influences pre-operative patient anxiety is family support which is considered to play an important role in providing a sense of security and calm to patients. Family support that always provides support to the patient will make the patient feel like they belong and can rely on their family during the treatment period. The patient's belief that his family can be relied upon will ultimately make the patient enthusiastic about undergoing treatment and avoid anxiety. Good family support greatly influences respondents' enthusiasm and confidence in facing their operations (Setyowati & Indawati, 2022).

Even though the results of this study do not show a direct relationship, nurses must still strive to provide effective communication to improve the patient experience during the treatment period. Therapeutic communication is an important element in holistic care that aims to support the patient's physical and psychological well-being. According to (Ladesvita & Khoerunnisa, 2017)

Therapeutic communication is interpersonal communication carried out between nurses and other health

Therapeutic communication is communication designed for therapy or healing (Nuridha, 2019). Patients really need good explanations from nurses. Therapeutic communication is one of the factors that can influence anxiety. When therapeutic communication occurs between nurses and patients, meaningful interactions will occur where nurses and patients can share knowledge, feelings and information with each other. and a good relationship will also be developed between the nurse and the patient which will make the patient accept and understand his condition (Arrohman, 2020).

According to Viera (2016) Anxiety is an emotion that is triggered by stress from internal and external conditions (Fikri & Darma, 2018). Anxiety is an individual's response to an unpleasant situation and is experienced by all living creatures in everyday life. Anxiety is a subjective experience of the individual and cannot be observed directly and is an emotional state without a specific object. Anxiety is a subjective individual experience, which often manifests as behavior that is interpreted as feelings of difficulty and distress regarding events that are not known with certainty. Surgery is a complex and stressful event, causing many patients to experience anxiety before surgery. However, many studies say that anxiety can be overcome through therapeutic communication. A nurse must be able to carry out the stages of therapeutic communication well. Anxiety can occur due to a lack of

workers and patients which focuses on the patient's recovery.

communication skills by nurses towards patients. Communication can increase the relationship of mutual trust between nurses and their patients so that it can reduce the patient's anxiety level.

Conclusion

Based on the results of research on the relationship between nurses' therapeutic communication and preoperative patient anxiety in the Kenanga operating room at the Muhammad Sani Karimun Regional General Hospital, it can be concluded

- 1. The frequency distribution of therapeutic communication in the Kenanga surgical room at Muhammad Sani Karimun District Hospital is in the poor category, namely 50.9%.*
- 2. Description of pre-operative patient anxiety in the Kenanga operating room at the Muhammad Sani Karimun Regional General Hospital, the majority in the severe category, 50.9%.*
- 3. The results of the Mann Whitney test show that the p value = 0.056 ($p > 0.05$). These results can be interpreted as meaning that there is no relationship between therapeutic communication and preoperative patient anxiety.*

From these results it can be concluded that there is no relationship between nurses' therapeutic communication and the patient's preoperative anxiety level in the Kenanga Surgical Room at the Muhammad Sani Karimun Regional General Hospital.

Suggestion

Based on the results of this research, the researcher conveys the following suggestions :

1. *For Nursing Practice*

It is recommended that nursing practice in the Kenanga Surgical Room at Muhammad Sani Karimun Regional Hospital improve therapeutic communication, for example with therapeutic communication training for nurses or communication-based interventions to reduce pre-operative patient anxiety.

2. *For Muhammad Sani Regional Hospital*

To improve the quality of health services at Muhammad Sani Regional Hospital, it is recommended that hospitals involve aspects of therapeutic communication in evaluating nurse performance. Thus nurses can be more motivated to improve their communication skills as part of job assessment.

Encourage collaboration between nurses, physicians, and other staff to provide a more holistic approach to preoperative patient care.

3. *For Nursing Education and Further Research.*

It is hoped that the results of this research can be used as consideration by educational institutions to conduct quality research on the relationship between therapeutic communication and preoperative patient anxiety. Educational

institutions can make an important contribution to improving the quality of health care and providing better training to medical personnel.

The results of this research can also be used to develop more effective therapeutic communication training programs and can help reduce preoperative patient anxiety.

BIBLIOGRAPHY

Sugiyono, Lestar, Puji (2021). *Communication Research Methods Book In Publisher. Alfabet (vol.01)i*

Anasril, & Husaini, M. (2020). *Effectiveness of Health Education in Reducing Preoperative Anxiety Levels in Patients at Cut Nyak Dhien Hospital, Meulaboh. Jurnal Serambi Akademika, 8(3), 364–371.*

<http://www.jurnal.serambimekkah.ac.id/serambi-akademika/article/download/2117/1732>

Anggreny, L. O., Lestari, D. R., & Agustina, R. (2019). *Relationship between sources of access to information and anxiety levels in pre-cataract surgery clients at SMEC Balikpapan Eye Hospital. Nursing Journal, 2(1), 95–104.*

<http://jtam.ulm.ac.id/index.php/nerspedia/article/view/194/104>

- Cahyani S; (2022). *The Relationship between Nurses' Therapeutic Communication and Preoperative Patient Anxiety at Arun Lhokseumawe Hospital*, http://repository.Stik.eslhokseumawe.ac.id/?p=show_detail&id=1167 Jakarta. *Indonesian Journal of Health Sciences (JIKSI)*, 1, (1).
<https://doi.org/10.57084/JIKSI.v1i1.377>
- Putri, SB., Darmayanti, A., & Dewi, N.P. (2022). *The Relationship Between Preoperative Anxiety Levels and Patient Characteristics in the Operating Room at RSI Siti Rahma. Baiturrahma Medical Journal*, 1(2)
- Putri, P, Afandi, A. T., & Lestari, D. K. (2022). *The Relationship between Therapeutic Communication and the Anxiety Level of Preoperative Patients' Families in Hospitals. Journals of Community Nurses*, 13(5), 606-615.
- Safitri, I.D (2019). *Description of the Implementation of Nurse Therapeutic Communication in the Inpatient Nursing Room at Sultan Agung Islamic Hospital, Semarang.* in repository Diponegoro Rogo University.
- Sartika, M, & Pujiastuti, R.A (2020). *Analysis of the Anxiety Level of Patients Who Will Undergo Cardiac Catheterization at Omni Pulomas Hospital, East* Jakarta. *Indonesian Journal of Health Sciences (JIKSI)*, 1, (1).
<https://doi.org/10.57084/JIKSI.v1i1.377>
- Al Agustina. (2022). *CHAPTER III - Research Methods Research Methods Research Methods.*
- Sari, M, Rachman, H, Juli, Astuti, N, Win Abgani, M and Abdullah Siroj, R (2022). *Explanatory Survey in Quantitative Descriptive Research Methods. Journal of Science and Computer Education*, 3 (01)
<https://doi.org/10.47709/jpsk.v3i01.1953>
- Sulastrri, S, Trilianto, A.E & Ermanety, Y (2019). *The Influence of Nurses' Therapeutic Communication on Anxiety Levels in Preoperative Patients. Journal of Professional Nursing* 7(1) <https://doi.org/10.33650/jkp.v7i1.503>.
- Silalahi, H., & Wulandari, I.S.M (2021). *The Relationship Between Nurses' Therapeutic Communication and Preoperative Patient Anxiety at Advent Hospital in Medan. Nutrix Journal*. 5(1).
<https://doi.org/10.37771/nj.vol.5.iss1.523>.

- Arif, S.H.H & Listyaningrum, TH (2022). *The Effect of Therapeutic Communication on Anxiety Levels in Preoperative Patients. :literature review with the level of anxiety in pre-operative patients: Literature Review. Publication manuscript of Aisiyiya University Yogyakarta, 03.*
- Grahatama, E.P, Sartika, D & Nugraha, S (2022). *Effectiveness of Group Cognitive Behavioral Therapy (CBT) to Reduce Anxiety. Schema:journalofPsychologicalResearch.*<https://doi.org/10.29313/schema.v0i0.5737>.
- Hatimah, S.H. Ningsih, R, & Syahleman, R (2022). *The Relationship between Knowledge and Anxiety in Preoperative Patients in the Meranti Room at Sultan Imanudin Hospital Pangkalan Bun. borneo intellectual journal, 6(1)* <https://doi.org/1054411//JBC.v6.i1.576>.
- Sari, Yuli Permata, Riasmini, Nimade, & Guslinda (2020). *Analysis of Factors Associated with Anxiety Levels in Preoperative Major Surgery Patients in the Teratai Room. Tower of Knowledge, xiv(02)*
- Sitopu, S. D., Saragih R., & Sibarani, M. (2022). *The Relationship between Nurses' Therapeutic Communication and the Anxiety Level of Patients Pre-*
- Caesarean Section Surgery. Journal of Darma Agung Husada, 9(1), 32-36*
- Setyowati, L., & Indawati, E. (2022). *Factors that Influence the Anxiety Level of Preoperative Laparotomy Patients at Cileungsi Regional Hospital. Literate Syntax: Indonesian Scientific Journal, 7(12).* <https://dataindonesia.id/sektor-riil/detail/angka-konsumsi-ikan-ri-naik-jadi-5648-kgkapita-pada-2022>
- Yulianti, T. S., & Purnamawati, F. (2019). *Factors Associated with the Implementation of Nurse Therapeutic Communication at Dr. Hospital. Soeratno Gemolong. Adi Husada Nursing Journal, 5(1), 52–59.*
- Putri, D. A. H. (2020). *Therapeutic Communication: Recovery Strategy for Disordered Patients (Schizophrenia) Based on Hindu Religious Teachings at the Mental Hospital of Bali Province. Nilachakra*
- Cholis, E. N., Rumpiati, R., & Sureni, I. (2020). *The Relationship between Nurses' Therapeutic Communication and the Anxiety Level of Hemodialysis Patients at Dr Harjono Ponorogo Regional Hospital. Journal of Integrated Nursing, 2(1)(2685– 0710), 54–62.* <http://jkt.poltekkesmataram.ac.id/index.php/home/article/view/55/59>

Sulastri, Trilianto, A. E., & Ermaneti, Y. (2019). The Influence of Nurses' Therapeutic Communication on Anxiety Levels in Preoperative Patients. Journal of Professional Nursing, 7(1). <https://ejournal.unuja.ac.id/index.php/jkp/article/view/503/338>

Agustina, & Oxyandi, M. (2018). The Relationship between Nurses' Therapeutic Communication and Family Support with Preoperative Patient Anxiety Levels in the Marwah Room at RSI Siti