

**FAKULTAS KESEHATAN DAN TEKNOLOGI
UNIVERSITAS AISYIYAH PALEMBANG
PROGRAM STUDI D3 KEPERAWATAN**

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**Efektivitas Teknik De-Eskalasi Verbal Terhadap Tingkat Agitasi Pada Pasien
Gaduh Gelisah Dengan Perilaku Kekerasan di Yayasan Bagus Mandiri Insani
Palembang Tahun 2026**

xxiii + 51 Halaman + 11 Tabel + 10 Lampiran

ABSTRAK

Latar Belakang : Skizofrenia merupakan gangguan jiwa berat yang sering disertai dengan perilaku agitasi dan agresif. Salah satu intervensi nonfarmakologis yang efektif adalah teknik de-eskalasi verbal yang bertujuan menurunkan tingkat agitasi secara cepat dan aman. **Tujuan:** Mengetahui efektivitas teknik de-eskalasi verbal terhadap tingkat agitasi pada pasien gaduh gelisah dengan perilaku kekerasan di Yayasan Bagus Mandiri Insani Palembang. **Metode:** Penelitian ini menggunakan desain kuantitatif dengan pendekatan pre-experimental menggunakan metode one group pretest-posttest. Sampel penelitian adalah pasien gaduh gelisah dengan perilaku kekerasan di Yayasan Bagus Mandiri Insani Palembang. Teknik pengambilan sampel menggunakan purposive sampling. Pengukuran tingkat agitasi menggunakan instrumen Positive and Negative Syndrome Scale-Excited Component (PANSS-EC). Data dianalisis menggunakan uji statistik untuk melihat perbedaan sebelum dan sesudah intervensi. **Hasil:** Hasil penelitian menunjukkan mayoritas responden berusia <40 tahun dan berjenis kelamin laki-laki. Rata-rata skor agitasi sebelum intervensi sebesar 20,33 menurun menjadi 7,33 setelah diberikan teknik de-eskalasi verbal. Uji Wilcoxon menunjukkan nilai p-value 0,001 ($p < 0,05$), yang berarti terdapat pengaruh signifikan. Teknik de-eskalasi verbal efektif menurunkan tingkat agitasi pada pasien gaduh gelisah dengan perilaku kekerasan. **Saran:** Tenaga kesehatan diharapkan menerapkan teknik de-eskalasi verbal secara konsisten serta meningkatkan keterampilan komunikasi terapeutik guna mengoptimalkan hasil perawatan pasien..

Kata kunci: Skizofrenia, agitasi, teknik de-eskalasi verbal, PANSS-EC.

Daftar Pustaka: 38 (2020-2025)

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EFFECTIVENESS OF VERBAL DE-ESCALATION TECHNIQUES ON
AGITATION LEVELS IN RESTLESS AND AGGRESSIVE PATIENTS
WITH VIOLENT BEHAVIOR AT BAGUS MANDIRI INSANI
FOUNDATION PALEMBANG IN 2026

xxiii + 51 Pages + 11 Tables + 10 Attachments

ABSTRACT

Background: Schizophrenia is a severe mental disorder often accompanied by agitation and aggressive behavior. One effective non-pharmacological intervention is verbal de-escalation, which aims to reduce agitation quickly and safely.

Objective: To determine the effectiveness of verbal de-escalation techniques on agitation levels in restless and aggressive patients with violent behavior at Bagus Mandiri Insani Foundation Palembang. **Methods:** This study used a quantitative pre-experimental design with a one-group pretest-posttest approach. The sample consisted of restless and aggressive patients with violent behavior at Bagus Mandiri Insani Foundation Palembang. Samples were selected using purposive sampling technique. Agitation levels were measured using the Positive and Negative Syndrome Scale-Excited Component (PANSS-EC) instrument. Data were analyzed using statistical tests to determine differences before and after the intervention.

Results: The results showed that most respondents were aged <40 years and male. The mean agitation score decreased from 20.33 before intervention to 7.33 after verbal de-escalation. The Wilcoxon test showed a p-value of 0.001 ($p < 0.05$), indicating a significant effect. Verbal de-escalation techniques were effective in reducing agitation levels in restless and aggressive patients with violent behavior.

Conclusion: Verbal de-escalation techniques are effective in reducing agitation levels in restless and aggressive patients with violent behavior. **Suggestion:** Health workers are expected to consistently apply verbal de-escalation techniques and improve therapeutic communication skills to optimize patient care outcomes.

Keywords: Schizophrenia, agitation, verbal de-escalation, PANSS-EC.

References: 38 (2020-2025)