

**Journal Educational of Nursing (JEN)**

Vol. 8 No. 2 July – December 2025; page 59-70

p-ISSN : 2655-2418; e-ISSN : 2655-7630

journal homepage: <https://ejournal.akperrspadjakarta.ac.id>

DOI : 10.37430/jen.v8i2.301

Article history:nyeri

Received: November 26<sup>th</sup> 2025

Revised: December 03<sup>th</sup> 2025

Accepted: December 08<sup>th</sup> 2025

## **THEORY CONCEPT OF HILDEGAR E PEPLAU'S NURSING MODEL IN MENTAL NURSING CARE WITH THE RISK OF VIOLENT BEHAVIOR IN THE KUTILANG WARD OF THE PROVINCIAL MENTAL HOSPITAL BENGKULU IN 2025**

Riza Fitri<sup>1\*</sup>, Irna Nursanti<sup>2</sup>

Master Of Nursing Study Program, Faculty Of Nursing

Muhammadiyah University Jakarta, Indonesia

Email : izaizut99@gmail.com

---

### **Abstract**

The risk of violent behavior is one of the main nursing problems in patients with schizophrenia, especially when the patient experiences threatening auditory hallucinations. High anxiety, inability to control impulses, and poor coping. This condition can endanger the safety of oneself and others, thus requiring appropriate nursing care oriented towards a therapeutic relationship. Hildegard E Peplau's interpersonal relationship theory offers a humanistic approach that emphasizes the communication process, the formation of trust and the active involvement of patient recovery. In its application, this theory forms a dynamic and continuous interpersonal relationship between nurses and patients. This interpersonal relationship is divided into four phases of therapeutic relationship between nurses and patients, namely the orientation phase, the identification phase, the exploitation phase and the resolution phase. Here we discuss the concept of Peplau's theory and its application to psychiatric nursing care in the Kutilang ward of the Bengkulu Provincial Mental Hospital for patient with medical diagnosis of schizophrenia who experiences auditory hallucination and is at risk of violent behavior. The application of the theory focuses on therapeutic communication, assessing, triggers of aggression, establishing trusting relationships and developing adaptive coping through. Structured interventions based on the SDKI-SLKI-SIKI. The result of the application Show a decrease in improvement in patient's self-esteem. The theoretical analysis shows that the Peplau model has advantages in building effective interpersonal relationships and increasing patient involvement in the recovery process. However, this theory has limitations in patients with severe psychosis who find it difficult to establish optimal therapeutic contact, and it underemphasizes the biological aspects often needed in the acute phase. Overall, Peplau's theory has proven relevant and effective as humanistic, relationship-oriented approach to psychiatric nursing.

**Keywords:** Hildegard E Peplau, Interpersonal Relationships, Psychiatric Nursing, Risk of Violent Behavior, Schizophrenia.

---

## INTRODUCTION

The history of nursing has continued to develop and develop over time, initially nursing practice focused solely on meeting physical needs and efficiently administering medical care, but later evolved into a holistic nursing practice, as advocated by leading nursing figure (Widuri, 2022). Hildegard E Peplau, a renowned nursing figure, is known for her work, "interpersonal relations in nursing," which she argued that the essence of nursing is the therapeutic relationship between nurse and patient, which is the foundation of healing.

Her work was recognized by pioneers of modern psychiatric nursing and received national and international awards for her contributions to nursing education and theory. Her theories have since become widely used in nursing education, clinical practice, and nursing research worldwide.

Hildegard E Peplau made a significant difference in understanding that nurses are not merely medical practitioners but also therapeutic partners who play an active role in the patient's healing process. Her theory remains a key foundation for modern nursing practice, particularly in the in the areas of mental health nursing, therapeutic communication and professional relationships.

Theories relate to psychodynamic nursing are heavily influenced by the nursing is the ability to understanding a person's behavior and thus identify the difficulties they are experiencing. Therefore, achieving the goals of psychodynamic nursing requires the involvement and interaction of two or more individuals, based on a relationship therapeutic interpersonal. (This theory was adapted from Hildegard E Peplau's classic book, interpersonal relationships (1952), as cited in Sulistiowati, 2023)

This study is a theoretical literature review the application of Peplau's theory in psychiatric nursing with patients experiencing auditory hallucinations with aggression that poses a risk of violent behavior. In psychiatric nursing, which is one of the areas of nursing practice that emphasizes meeting the psychological, emotional and social needs of clients through a therapeutic approach. One theory that provides a strong foundation in psychiatric nursing practice is the interpersonal relationship theory developed by Hildegard E Peplau, which emphasizes that nursing is an interpersonal process that occurs through a therapeutic relationship between nurses and clients. This theory is one of the foundations for the development of humanistic, client-oriented nursing practice and emphasizes the active role of nurses in helping clients achieve optimal health.

Peplau explains that in the interpersonal relationships, dynamic and continuous interactions occur through for phases of therapeutic communication, including orientation, identification, exploitation and resolution. These phases aim to foster communication, foster trust and enhance the client's adaptive abilities. Within this interpersonal relationship phase, Peplau outline several nursing roles, including stranger, teacher, resource person, surrogate and counselor, each with its own function. This theoretical model is highly relevant in the context of psychiatric nursing services, including the management of clients with violent behavior problems. Cases of psychiatric nursing violent behavior are one of the disorders frequently encountered in patients with schizophrenia. This condition can take the form of verbal threats, physical aggression, or actions that have the

potential to harm oneself, others or the environment.

In psychiatric wards such as the Kutilang room at The Bengkulu Provincial Mental Hospital, cases of violent behavior are clinical problems that require prompt, appropriate and comprehensive treatment, particularly through an effective therapeutic relationship between nurses and clients. Nursing interventions provided must facilitate clients in recognizing triggers, controlling emotions and developing adaptive coping strategies. This case study the treatment was conducted in the Kutilang room at the Bengkulu Provincial Mental Hospital, as this room specifically handles patients with severe mental disorders, particularly those with schizophrenia who frequently experience positive symptoms such as hallucinations and aggressive behavior. The Kutilang room has its own characteristics.

1. Patient population with high risk of violent behavior, so it is in accordance with the focus of Mr. H's case who has a medical diagnosis of F20 (paranoid schizophrenia) accompanied by violent behavior.
2. Structure environment with close supervision, so as to allow for the optimal implementation of therapeutic relationships according to Peplau's interpersonal theory.
3. Competent nurses in the field of psychiatric nursing, who apply a therapeutic communication approach as a main part of case.
4. To serve as a space for behavior intervention and rehabilitation, thus strongly supporting the implementation of all phases of the Peplau nurse-client relationship

(orientation, identification, exploitation, and resolution).

5. To have multidisciplinary facilities and teams that support patient recovery through family involvement and other therapeutic programs.

With this Conditions, the Kutilang room is a relevant and appropriate location to study and apply Hildegard E Peplau's interpersonal nursing model in managing client at risk of violent behavior such as in the case of Mr. H. Peplau's interpersonal relationship theory is an appropriate model for psychiatric nursing care for patients at risk for violent behavior. Through an interpersonal approach, nurses can guide client towards self-understanding, increased self-control and reduced risky behaviors. This theory also reinforces the nurse's role in providing emotional support, education and creating a safe therapeutic environment

Violent behavior is a clinical problem that requires prompt, appropriate, and comprehensive treatment, particularly through an effective therapeutic relationship between nurse and client. Nursing interventions should facilitate clients in recognizing triggers, managing emotions, and developing adaptive coping strategies.

Peplau's interpersonal relationship theory is an appropriate model for application in psychiatric nursing care for patients at risk for violent behavior. Through an interpersonal approach, nurses can guide clients to understand themselves, increase self-control and reduce potentially dangerous behavior. This theory also reinforces the nurse's role in providing emotional support, education and creating a safe therapeutic environment.

## RESEARCH METHODOLOGY

The method used in this study was a case study with a nursing process approach based on Hildegard E. Peplau's Interpersonal Theory in the intervention of a patient with a risk of violent behavior. The approach was implemented through a therapeutic nurse-patient relationship encompassing the phases of orientation, identification, exploitation, and resolution

### 1. Setting and Duration

The intervention was conducted in the Kutilang Ward of Bengkulu Provincial Mental Hospital from September 24–29, 2025, over a continuous six-day nursing intervention period.

### 2. Participant

The participant in this application was one patient diagnosed with Schizophrenia (F20) who exhibited a nursing problem of risk for violent behavior. The patient was selected using purposive sampling based on the following criteria:

- a. In a mild to moderate acute phase
  - b. Able to communicate verbally
  - c. Not under full physical restraint
  - d. Willing to participate with family consent obtained
3. Instruments and Data Collection
- Data collection was carried out through:
- a. Interviews and observations of behavior and emotional responses
  - b. Physical assessments and vital signs monitoring
  - c. Daily nursing progress notes
  - d. Measurement of risk for violent behavior using the Modified Overt Aggression Scale (MOAS)
  - e. Documentation of the nursing process (assessment, diagnosis, planning, implementation, evaluation)
4. Intervention Procedure
- The intervention was delivered following Peplau's therapeutic relationship phases:

Table 1 Intervention Procedure

Phase	Objective	Main Intervention	Duration
Orientation	Establish trust and identify problems	Rapport, therapeutic contract, MOAS assesment	Day 1
Identify	Assist patient in recognizing stressors and emotional coping strategies	Exploitation of hallucinations, emotional education	Day 2-3
Exploitation	Patient practices adaptive coping strategies	Relaxation techniques, assertive communication, anger management	Day 3-5
Resolution	Planned termination of the therapeutic relationship	Goal review, reinforcement of abilities	Day 6

## 5. Analysis and Evaluation

Evaluation was conducted at the end of each session and at the end of the intervention using the following indicators:

- a. Reduced MOAS score
- b. Reduced manifestations of aggressive behavior
- c. Improved self-control and coping abilities
- d. The patient's increased ability to express emotions adaptively

The evaluation results were used to determine the effectiveness of the Peplau-based intervention in the context of mental health nursing.

## RESULT AND DISCUSSION

The discussion in this case study analyzes the application of Hildegard E Peplau's theory of interpersonal relation in psychiatric nursing care for patients at risk of violent behavior. This theory emphasizes the importance of a therapeutic relationship between nurses and client as the foundation of the healing

process. In the case of Mr. H in Kutilang Ward of The Bengkulu Provincial Mental Hospital, Peplau theoretical concept is

systematically applied through four phases of interpersonal relations the

orientation phase, the identification phase, the exploitation phase and the resolution phase. Hildegard E Peplau's nursing interaction theory explains that nursing care, especially for mental patients, should be built on a therapeutic interpersonal relationship between the nurse and the client. In this model nurses are not merely implementers of technical procedures, but partners in the recovery process. (Potter, 2020).

In the patients at risk for violent behavior, such as those with schizophrenia and auditory hallucinations, emotional states and distorted perceptions (“threatening voices”) often trigger anxiety, fear, or feelings of threat which can lead to aggression or violence. From Peplau's perspective this aggression can be understood as maladaptive manifestation of effort to seek a sense of security through interpersonal responses. Therefore, successful nursing interventions must be able to build security and trust, as well as help clients restructure their perceptions and increase self-control. Thus Peplau's model is relevant because it provides a framework that bridges psychosocial, emotional and interpersonal aspects, not just biological aspects, in nursing care for patients at risk for violence. the following analysis shows how each element of the theory is integrated into the nursing process.

#### **A. Relevance Of Peplau's Theory to The Condition of Patients at Risk of Violent**

The risk of violent behavior is a condition where a patient exhibits the potential to harm themselves, other or

the environment as a maladaptive response to internal or external stressor. In patients with schizophrenia, such as Mr. H auditory hallucinations containing threats can trigger intense anxiety, feelings of insecurity and defensive impulses in the form of aggression. (Stuart, 2020). This response can increase when the patient loses the ability to assess reality and is unable to control angry impulses.

In a theoretical context, Peplau views behavior disorders not simply as clinical problems, but as products of disturbed interpersonal relationships and anxiety. Therefore, the therapeutic relationship between the patient and caregiver becomes a primary intervention tool for reducing anxiety, increasing self-control and achieving adaptive functioning. (Hagerty et al, 2018)

The process of hallucinations becoming a risk factor for violent behavior begins with auditory hallucinations, a positive symptom of schizophrenia, often consisting of commanding, threatening, or demeaning voices. This condition affects the patient's perception, emotions, and behavior. The process of hallucinations developing into a risk factor for violence can be explained as follows:

##### **1. Perceptual Distortion**

Patients hear voices that aren't real but believe to be true. This impairs their ability and assess reality, making it difficult for them to distinguish between internal and external stimuli.

2. Cognitive Disorders and Self-Control

Hallucinatory voices may give dangerous commands such as “be Violent”, “hit him”, or “they want to kill you”. Patients feel compelled to comply with these commands to reduce anxiety or fear.

3. Negative Emotional Response

Threatening hallucinatory content triggers intense emotions such as anger, suspicion, anxiety, or panic. Unmanageable emotional tension increases impulsivity.

4. Protective and Aggressive

Reactions: patients may interpret the environment as dangerous, leading to defensive behavior to protect themselves from perceived threats. Violence then emerges as an expression anger or self-defense.

5. Lack of Coping Skills

Inability to control or reject hallucinations leads to increased frequency and intensity of aggressive behavior.

(Sutini, 2023)

When someone experiences hallucinations, they will then Experiences a distortion of perception, leading to fear and anger, aggressive impulses that lead to violent actions. Nurses need to play a role in breaking this chain through therapeutic communication, hallucination management education, emotional control techniques communication, hallucination management education, emotional control techniques and increasing

adaptive coping so that the risk of violence can be minimized.

Behavior patient at risk of violent behavior often experience emotional instability, agitation and difficulty controlling impulses. In Mr. H's case, these conditions are influenced by threatening auditory hallucinations, perceptual disturbances and chronic low self-esteem. Peplau's theory is relevant because:

1. Emphasize interpersonal relationships as a means of creating a sense of security.
2. Using therapeutic communication to reduce anxiety and aggressive behavior
3. Focus and developing adaptive coping, which is greatly needed by patients with psychotic disorders
4. View nurses as agents of change, not just as implementers of medical procedures.

Thus, Peplau's theory provides a powerful clinical framework for addressing behavior and emotional problems comprehensively

**B. Analysis Of the Application of Interpersonal Relationship Phases in The Case of Mr. H**

1. Orientation Phase

In this phase the nurse builds an initial relationship with Mr. H actions such as introducing oneself, actively listening and showing empathy have been carried out according to Peplau's principles. This approach is effective in reducing the patient's anxiety, especially because Mr. H feels threatened by the hallucinations. Risk assessment using the MOAS also demonstrates the translation of theory into practice where nurses understand that aggressive behavior is not just a symptom,

but a response to anxiety and perceptual distortions

2. Identification Phase  
In this phase the patient begins to rely on the nurse for a sense of security. Intervention such as exploring feelings, understanding self-perception, and identifying triggers for violence are direct implementation of Peplau's theory, which emphasizes understanding the interpersonal meaning behind the client's behavior, establishing a nursing diagnosis (risk for violent, auditory hallucinations, self-esteem chronic low) indicates that the nurse successfully identified the patient's emotional and psychological needs.
3. Exploitation Phase  
This phase becomes evident when patients begin to use the therapeutic relationship to develop adaptive coping. Actions such as practicing relaxation techniques, providing positive reinforcement and using distractions align with their nurses to achieve therapeutic goals. Family involvement also strengthens the nurse's role as a leader and resource person, facilitating the patient's psychological in managing their emotions.
4. Resolution Phase  
In final phase, the nurse and patient reflect on the change that have occurred. Evaluations indicate increased self-control, decreased hallucination intensity, and improved self-concept. This demonstrates the success of the therapeutic, relationship, as Peplau's theory, as the patient becomes more independent in managing their emotions.

### C. Suitability Of Nursing

### Interventions with Peplau's Theory Interventions

Used during the nursing process are based on three major components of Peplau's theory

1. Therapeutic Communication used for:
  - a. Build trust
  - b. Validating feelings
  - c. Reduce anxiety
  - d. Reduce verbal/nonverbal aggression

Therapeutic communication has been shown to be a key strategy in preventing violence.
2. The role of nurses, nurses carry out all Peplau roles holistically
  - a. Stranger Nurse introduce herself and builds initial trust
  - b. Nurse teachers provide education about coping and emotional control
  - c. The nurse leader directs the patient in therapy activities
  - d. Nurse resource person provide information about illnesses and treatments
  - e. The nurse counselor listens to the patient's feeling and provides emotional support
  - f. Surrogate nurse Provide a sense of security as a trusted substitute figure.

All of these roles are apparent in systematic daily interventions.
3. Development of adaptive coping  
Relaxation techniques, distraction, hallucination management, positive reinforcement, and structured activities are concrete forms of applying theory in helping patients develop adaptive abilities.

### D. Change Experienced by Patients and Their Relationship to Theory

The clinical changes that occurred in Mr. H indicate that the Peplau principles are effective in reducing

the risk of violence

1. Decreased hallucinations are indicated by the patient being able to distinguish reality better
2. Increased self-control is indicated by the patient being able to recognize anger triggers
3. Self-esteem improves as indicated by the patient beginning to acknowledge her/his own strengths
4. More focused communication is shown by a stable relationship with the nurse

This change is in line with Peplau's primary goal of helping clients achieve a more adaptive level of emotional functioning through therapeutic interpersonal relationships.

#### **E. Challenges In Applying Peplau's Theory in The Case of Int**

Despite the success several challenges were encountered including:

1. Patients with acute psychosis have difficulty forming a therapeutic relationship in the early phase
2. Hallucinations that threaten and hinder the patient's concentration
3. Nurses need patience, consistency and high communication skills
4. The confined environment of the psychiatric ward sometimes hinders privacy in therapeutic communication

However, these challenges do not reduce the effectiveness of the theory, but rather show the need for multidisciplinary collaboration and environmental support

#### **F. Implications of Mental Health Nursing Practice**

This case study Show that

1. Peplau's theory is very effective for patients at risk of violent behavior

2. Interpersonal approach not only reduces aggression, but also improves the patient's quality of life
3. Therapeutic communication training for nurses should be a priority in psychiatric wards
4. The use of MOAS, SIKI SLKI-SDKI is very suitable as standardized system that supports the implementation of theory

#### **CONCLUSION**

Hildegard E Peplau's theory of interpersonal relationships is a fundamental foundation in psychiatric nursing practice, particularly for patients at risk for violent behavior. Through the four phases of the therapeutic relationship: orientation, indication, exploitation and resolution. Nurse are able to create safe, empathetic and meaningful relationship that enable patients to understand themselves, control their emotions and enhance their adaptive abilities.

In case of patients at risk for violent behavior, Peplau's theory proves relevant because it emphasizes the importance of therapeutic communication, trust collaboration and patient empowerment. This approach helps patients identify triggers for violence, address hallucinations and strengthen self-esteem through a process of developing interpersonal relationships. Nurses also pay a role in facilitating positive coping mechanism, providing education and involving families in the recovery process.

However, the application of Peplau's theory requires high communication skills time, and patient conditions that allow for effective interpersonal relationships. Overall, however this theory makes a significant contribution to improving patient outcomes. The quality of psychiatric nursing care, because it focuses on the patient as whole individual not just on the disease. By

applying Peplau's theory, nurses can provide more humanistic care that is focused on the emotional and psychosocial needs of patients and are able to reduce the risk of violent behavior through constructive and professional therapeutic relationships

## REFERENCE

1. Widuri. (2022). *Falsafah dan teori keperawatan*. Lembaga Chakra Brahmana Lentera.
2. Peplau, H. E. (1952). *Interpersonal relations in nursing: A conceptual frame of reference for psychodynamic nursing*. G. P. Putnam's Sons. (Reprinted 1989, London: Macmillan Education; Reprinted 1991, New York: Springer).
3. Ratna, R., Bau, A. S., Sawitri, N. K. A., Paulina, P., Ngii, Y., Mariana, D., Ayu, S. A., Sulistiowati, N. M. D., Pitri, A. D., Ernawati, Y., Sahmad, S., Asda, P., & Dewi, I. M. (2023). *Falsafah Dan Teori Dalam Keperawatan* (M. P. H., Ed.). Eureka Media Aksara.
4. Potter, P. A., Perry, A. G., Stockert, P. A., Hall, A. M., Crisp, J., Douglas, C., Rebeiro, G., & Waters, D. (2020). *Dasar-dasar keperawatan (Vol. 1, Edisi ke-9, E. Novieastari, K. Ibrahim, & S. Ramdaniati, Ed., Adaptasi Indonesia)*. Elsevier Singapore Pte Ltd.
5. Alligood, M. R. (2021). *Nursing theorists and their work* (10th ed.). Elsevier Health Sciences.
6. Metanfanuan, R., Ningsih, N., Keintjem, F. K., Mardhiah, A., Siregar, M. A., Maramis, J. L., Ratuela, J. E., Siregar, Y. H., Tuegeh, J., Sahalessy, Y., Hutagalung, R., Alow, G. B. H., Gasma, A., Muhasidah, D., Irawan, D., Rahakbauw, G. Z., Masrikat, M. D. C., Sumenge, D., Dormina, D., Punjastuti, B., Hati, Y., & Alifariki, L. O. (2024). *Konsep dan teori keperawatan* (N. H. J. Siagian, Ed.). PT Media Pustaka Indo.
7. Hagerty, T. A., Samuels, W., Norcini-Pala, A., & Gigliotti, E. (2018). *Peplau's Theory of Interpersonal Relations: An alternate factor structure for patient experience data*. *Nursing Science Quarterly*, 30(2), 160–167. <https://doi.org/10.1177/0894318417693286>
8. Stuart, G. W. (2020). *Principles and Practice of Psychiatric Nursing*. Elsevier.
9. Sutini, T., Emaliyawati, E., Hidayati, N. O., Widiasih, R., & Ermiati, E. (2023). *Causal factors of violent behavior in patients with schizophrenia: Literature review*. *Indonesian Journal of Global Health Research*.
10. Tim Pokja SDKI DPP PPNI. (2017). *Standar Diagnosis Keperawatan Indonesia*. Dewan Pengurus Pusat Persatuan Perawat Nasional Indonesia.
11. Tim Pokja SLKI DPP PPNI. (2018). *Standar Luaran Keperawatan Indonesia*. Dewan Pengurus Pusat Persatuan Perawat Nasional Indonesia.
12. Tim Pokja SIKI DPP PPNI. (2019). *Standar Intervensi Keperawatan Indonesia*. Dewan Pengurus Pusat Persatuan Perawat Nasional Indonesia.
13. Mawaddah, N., Mujiadi, M., & Rahmi, S. A. (2020). *Penerapan model komunikasi terapeutik Peplau pada pasien penyakit fisik dengan ansietas*. *Indonesian Journal for Health Sciences*.

14. Mehta, M., & Sagar, R. (2015). *A practical approach to cognitive behaviour therapy for adolescents*. Springer. <https://doi.org/10.1007/978-81-322-2241-5>
15. Munandar, A. (Ed.). (2023). *Falsafah dan teori keperawatan*. CV Media Sains Indonesia.
16. Olufunke, O. C., & Oluwakorede, O. (2016). *Peplau's Theory of Psychodynamic Nursing and the nurse-patient interaction: A literature review*. *South American Journal of Nursing*, Special Ed(1), 1–13.
17. Sumijatun. (2017). *Konsep dasar menuju keperawatan profesional* (Edisi revisi). CV Trans Info Media.