



Volunteer Therapeutic Communication for Mount Semeru APG (Hot Cloud Fall) Disaster Survivors

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ABSTRAK

The potential for disasters in Indonesia is still quite high, especially in disaster potential areas, on December 4, 2021, the Mount Semeru APG (Hot Clouds Fall) disaster occurred which resulted in 48 deaths of people and damage to several areas around Mount Semeru which required 10,158 people to evacuate. The Mount Semeru APG disaster has received treatment from the government and social institutions. One of them is Laznas LMI which also assigns volunteers to go to disaster areas. In addition to searching for missing victims, volunteers also interact directly with survivors, researchers are interested in examining how the communication carried out by volunteers during post-disaster conditions with volunteers' therapeutic communication to the survivors, Therapeutic communication has 4 stages, namely the pre -interaction stage, the orientation stage, the work stage and the termination stage. This study uses a qualitative descriptive method, the research informants are the Head of the Central LMI Emergency Response Section and representatives of the LMI Volunteers in Blitar City who also participated in the disaster location. The results of obtaining data from informants, residents still feel comfortable with the situation that occurs and is still some burden for livelihoods.

Kata Kunci: Therapeutic Communication, Volunteers, APG Semeru Disaster.

INTRODUCTION

Indonesia is an area that is vulnerable and at high risk of disasters. This is supported by the National Disaster Management Agency in 2020 which that Indonesia is prone to disasters related to geographical, geological and hydrological conditions and is located at the meeting point of three world tectonic plates ¹. Foreign disaster agencies believe that disasters can happen anytime and anywhere . The impacts caused by disasters are death, infrastructure damage, environmental damage, material loss, and so forth ². The impacts caused by disasters are death, infrastructure damage, environmental damage, material loss, and so forth ³. Therefore, a disaster is an event that can threaten human survival and cause detrimental impacts (Figure 1).

According to data (Figure 1) collected from all Regional Disaster Management Agencies (BPBD) during 2021, 5,402 disasters occurred. The number

¹ Naim Kapucu and Vener Garayev, "Collaborative Decision-Making in Emergency and Disaster Management," *International Journal of Public Administration*, 2011, <https://doi.org/10.1080/01900692.2011.561477>.

² Andrew Gissing et al., "Compound Natural Disasters in Australia: A Historical Analysis," *Environmental Hazards*, 2022, <https://doi.org/10.1080/17477891.2021.1932405>.

³ Catherine Simpson, "Communicating Uncertainty about Climate Change: The Scientists' Dilemma," *M/C Journal*, 2011, <https://doi.org/10.5204/mcj.348>.

of incidents was dominated by 1,794 flood disasters, 1,577 extreme weather events, 1,321 landslides, 579 forest and land fires, 91 tidal waves and abrasion, 24 earthquakes, 15 droughts and 1 volcanic eruption.



Figure 1 Infographic of Disaster Events Throughout 2021 (BNPB)
 Source: (BNPB, National Disaster Management Plan 2020-2024.)

Mount Semeru is in Malang and parts of Lumajang. This mountain is also included in the Tengger mountain group and is in the same complex as Mount Bromo. The history of the eruption of Mount Semeru has been recorded for hundreds of years⁴. Mount Semeru is one of the active volcanoes in Indonesia. Before the eruption of Mount Semeru which occurred on Saturday 4 December 2021, Semeru had been showing volcanic activity since 1881. The Center for Volcanology and Geological Disaster Mitigation (PVMBG) recorded Mount Semeru's volcanic activity in 1990, 1992, 1994, 2002, 2004, 2005, 2007 and 2008.

The Center for Volcanology and Geological Disaster Mitigation has determined that Mount Semeru has been at level II since May 2012 because eruptions occur almost every day with an average of 25 incidents. From data taken from Antaranews.com, Mount Semeru's activities are always reported via the Whatsapp Group which consists of elements from the community and local government, including the lava avalanche incident on December 1 2021. Then on December 2nd 2021, the Semeru Active Volcano Monitoring (PGA) has issued warning for the public not to move around Besuk Kobokan, Besuk Kembar, Besuk Bang, and Besuk Berat, to anticipate the occurrence of avalanches/hot clouds of avalanches. According to volcanologist Surono, the fall of Mount Semeru's volcanic material is certain to occur and can be predicted in which direction it will

⁴ . Suhari et al., "Study on the Effectiveness of the Policy Implementation on Disaster Mitigation of Mount Semeru in Lumajang, Indonesia," *Asian Journal of Social Sciences and Management Studies*, 2017, <https://doi.org/10.20448/journal.500.2017.42.94.99>.

fall. However, what cannot be confirmed is when and how big the hot cloud will be produced. Especially with the influence of high rainfall ⁵.

The Governor of East Java, Khofifah Indar Parawansa, has taken steps to handle and coordinate with the relevant government parties to focus on developing infrastructure and facilities for residents such as electricity and water, as well as recovery for affected residents. According to data taken from the East Java Communications and Information Service, the assistance provided included 1,374 packages of ready-to-eat food, 1,377 packages of side dishes and other living necessities. The total amount of assistance provided is worth Rp. 1,149,189,300. The delivery of logistical assistance coincided with the Rapid Response Team (TRC) and representatives of ministries and institutions who went directly to Lumajang Regency, East Java .

Meanwhile, from data obtained from the National Disaster Management Agency (BNPB) on June 2 2022, the construction of temporary housing (permanent housing) which is currently in the finalization stage is 1,887 units out of the total target of 1,951 units. So in this case, according to the Head of BNPB, there are still 64 more units that are still in the construction process. The construction of shelters (temporary housing) has reached 437 units and 441 units are still in process. This shelter was built by 81 Non-Government Organizations (NGOs) followed by the Lumajang Regency Government.

The researcher then determined the subjects in this research at the Infaq Management Institute (LMI), which is one of the zakat charity institutions based in Surabaya and has superior programs, namely disaster mitigation and emergency response. LMI is a professional philanthropic institution that aims to raise the dignity of underprivileged communities through collecting social funds (zakat, infaq, sadaqah and waqf). LMI was founded in 1995 and is based in the city of Surabaya.

The role of volunteers during emergency response is to support emergency response activities such as public kitchens, evacuation and evaluation shelters, health, emergency education, logistics, etc. as well as the role of volunteers during post-disaster situations such as emergency repairs and psychosocial recovery. In general, a volunteer is someone who interacts directly with people affected by an accident or disaster, where this requires a therapeutic communication approach.

Volunteers play a significant role in disaster relief due to their ability to provide immediate and empathetic support to affected communities, bridging gaps that formal systems may not address promptly ⁶. Previous research highlights that volunteers often form the first line of response in disaster situations, offering critical

⁵ Reni Ustiatik et al., "Volcanic Deposits Thickness and Distance from Mt Semeru Crater Strongly Affected Phosphate Solubilizing Bacteria Population and Soil Organic Carbon," *Journal of Ecological Engineering*, 2023, <https://doi.org/10.12911/22998993/170860>.

⁶ Cynthia W. Moore and Joseph P. Allen, "The Effects of Volunteering on the Young Volunteer," *Journal of Primary Prevention* 17, no. 2 (1996): 231–58, <https://doi.org/10.1007/BF02248794>.

assistance such as distributing resources, providing medical care, and delivering emotional and psychological support to survivors. Their grassroots connection to local communities allows them to quickly mobilize and adapt to the unique cultural, social, and logistical needs of disaster-stricken areas.

One of the key contributions of volunteers is their capacity to build trust and rapport with survivors⁷. Unlike formal responders, volunteers are often perceived as more approachable and relatable, fostering open communication and a sense of solidarity. Studies also emphasize the role of volunteers in therapeutic communication, as they employ empathy, active listening, and emotional validation to help survivors process trauma and begin their recovery journey (Rajashree). This personal connection is particularly vital in addressing the mental health challenges that frequently arise after disasters.

Additionally, volunteers significantly enhance the scalability and efficiency of disaster relief efforts. They often fill resource gaps by supporting overburdened government agencies and non-governmental organizations (NGOs), ensuring that aid reaches even the most remote or underserved populations. Research also highlights their role in promoting community resilience, as volunteers often possess local knowledge that enables them to navigate complex social networks and logistical challenges effectively^{8,9,10}. This localized understanding helps tailor interventions to the specific needs of affected communities, ensuring more culturally and contextually appropriate responses.

Moreover, volunteers play a crucial role in fostering long-term recovery and rebuilding efforts¹¹. Their sustained presence and commitment often extend beyond the immediate aftermath of a disaster, aiding in the reconstruction of infrastructure, livelihoods, and social cohesion. By collaborating with local leaders and organizations, volunteers contribute to building a foundation for future resilience, empowering communities to better prepare for and respond to future disasters¹².

In summary, volunteers are indispensable in disaster relief due to their immediacy, empathy, cultural understanding, and sustained commitment to

⁷ Lisa O'Brien and Alison Hardman, "Developing Hand Therapy Skills in Bangladesh: Experiences of Australian Volunteers," *Journal of Hand Therapy* 27, no. 1 (2014): 30–37, <https://doi.org/10.1016/j.jht.2013.09.006>.

⁸ Artur Steiner and Marianna Markantoni, "Unpacking Community Resilience through Capacity for Change," *Community Development Journal*, 2014, <https://doi.org/10.1093/cdj/bst042>.

⁹ Anita Chandra et al., *Building Community Resilience to Disasters: A Way Forward to Enhance National Health Security, Building Community Resilience to Disasters: A Way Forward to Enhance National Health Security*, 2018, <https://doi.org/10.7249/tr915>.

¹⁰ Laurence J. Kirmayer et al., "Community Resilience: Models, Metaphors and Measures," *International Journal of Indigenous Health*, 2009.

¹¹ Terry L. Mitchell, William Walters, and Sherry Stewart, "Swissair Flight 111 Disaster Response Impacts: Lessons Learned from the Voices of Disaster Volunteers," *Brief Treatment and Crisis Intervention*, 2006, <https://doi.org/10.1093/brief-treatment/mhj011>.

¹² Naomi Ellemers and Edwin J. Boezeman, "Empowering the Volunteer Organization: What Volunteer Organizations Can Do to Recruit, Content, and Retain Volunteers," in *The Psychology of Prosocial Behavior: Group Processes, Intergroup Relations, and Helping*, 2009, <https://doi.org/10.1002/9781444307948.ch13>.

recovery efforts. Their multifaceted roles complement formal disaster response mechanisms, ensuring that both immediate and long-term needs of affected communities are met. Future research could further explore how to optimize volunteer contributions, enhance their training, and better integrate them into formal disaster response frameworks for more effective and holistic disaster management. Recently the use of therapeutic communication is evident for volunteers to help refugees handle their post-trauma condition.

The application of therapeutic communication is therapeutic communication that establishes a relationship of mutual trust which will later create openness between survivors and volunteers, which in this case will make it easier for volunteers to get in-depth information about the problems and obstacles they are experiencing so that it can make it easier for volunteers to carry out, plan and carry out further actions. This approach is highly familiar in health treatment in hospital where nurses applied to communicate with patients and help them better recover¹³. Therapeutic communication has four stages in its implementation, namely the pre-interaction stage, orientation stage, work stage and termination stage.

The therapeutic approach in disaster relief is implemented through strategies designed to address the psychological and emotional needs of survivors. The first step involves creating a safe and supportive environment where survivors feel secure and free to express their emotions. Volunteers ensure privacy during interactions, use a calm and reassuring tone, and avoid judgmental language. This atmosphere fosters trust, making survivors more comfortable sharing their experiences.

Active listening is a cornerstone of the therapeutic approach. Volunteers engage fully with the survivor's narrative, demonstrating attentiveness through non-verbal cues such as nodding and maintaining eye contact. They also paraphrase or summarize the survivor's words to confirm understanding while allowing survivors to speak without interruptions. This practice helps survivors feel heard and respected.

Empathy and emotional validation are equally critical components. Volunteers express understanding and acknowledge the survivor's feelings with supportive phrases such as, "What you're feeling is completely normal given what you've been through." By normalizing emotions, survivors feel less isolated and more assured that their reactions are valid. Encouraging survivors to express their emotions further helps release pent-up feelings, providing emotional relief and facilitating healing.

The therapeutic approach also emphasizes fostering empowerment and resilience among survivors. Volunteers help them regain a sense of control by

¹³ Suzanne Rosenberg and Les Gallo-Silver, "Therapeutic Communication Skills and Student Nurses in the Clinical Setting," *Teaching and Learning in Nursing*, 2011, <https://doi.org/10.1016/j.teln.2010.05.003>.

focusing on their strengths and involving them in decision-making processes. Questions such as, "What steps do you think you can take next?" encourage survivors to take an active role in their recovery, boosting their confidence and resilience.

Each survivor's needs and experiences are unique, so the therapeutic approach is tailored accordingly. Volunteers adapt their communication style based on the survivor's emotional state, cultural background, or specific vulnerabilities. For example, simple language may be used for those in shock, and culturally sensitive methods ensure comfort and understanding. Special care is taken with vulnerable groups, such as children or the elderly, to address their particular emotional and developmental needs.

When survivors show signs of severe trauma or require long-term support, volunteers connect them with professional mental health services. This referral process ensures that survivors receive specialized care tailored to their circumstances. Additionally, volunteers often facilitate group activities to promote peer support and rebuild social bonds, fostering a sense of community and collective resilience.

Finally, the implementation of a therapeutic approach involves continuous monitoring of the survivor's emotional state and adjustments to strategies as needed. Volunteers also receive training in psychological first aid and trauma-informed care to equip them with the necessary skills for providing meaningful support. This training not only ensures effective communication with survivors but also safeguards the mental health of the volunteers themselves.

By incorporating these steps, the therapeutic approach provides a compassionate and structured framework that supports survivors in processing trauma, rebuilding emotional well-being, and moving forward with resilience. This approach ensures that disaster relief efforts address not only physical but also psychological recovery.

Therapeutic communication plays a crucial role in helping refugees cope with post-disaster conditions by addressing their psychological and emotional needs. Volunteers create a safe and supportive environment that fosters trust, enabling refugees to share their experiences openly. Through active listening and emotional validation, refugees feel heard and understood, which reduces feelings of guilt or shame and helps them process their emotions. Volunteers also empower refugees by involving them in decision-making and encouraging discussions about their future, helping them regain a sense of control over their lives. These efforts are complemented by consistent emotional support, where volunteers show empathy and care, providing a foundation for refugees to adapt to their new realities. The success of this approach is evident through indicators such as increased openness, emotional relief, and gratitude expressed by the refugees, demonstrating its effectiveness in promoting recovery and resilience.

METHODE

In this research, the method used by researchers is a qualitative approach. Qualitative research method is a research procedure that produces descriptive data in the form of written and spoken words from people and behavior that can be observed Bogdan and Taylor¹⁴. This research uses a type of phenomenological research, namely studies that reflect a life experience¹⁵ which aims to obtain a complete description which is the essence of the experience¹⁶.

Participants in phenomenological research are selected based on their knowledge/experience regarding the phenomenon to be researched with the aim that participants can share their knowledge¹⁷. Qualitative research with a phenomenological model according to Dukkes 1984 is "recommends studying 3 to 10 subjects, and in one phenomenology"¹⁸. The research subjects used in phenomenological model research are a minimum of three to 10 subjects in one phenomenon. This research used 3 LMI volunteers who went to the Mount Semeru APG (Hot Cloud Fall) disaster location. The non-random sampling method with purposeful sampling technique is a non-random technique¹⁹, where the selection of subjects was adjusted to the research objective, namely therapeutic communication of volunteers in the Mount Semeru APG (Hot Cloud Fall) disaster.

In determining key informants, researchers used a purposeful sampling technique. Researchers have determined research subjects by determining key informants, volunteers who work at LMI Central, namely Muhamad Irfan N, who serves as Head of the Emergency Response Section at LMI, Achmad Ramdhani Prakoso is one of the LMI volunteers in the cities of Blitar and Prasetyo. is one of the volunteer personnel from LMI Surabaya City.

RESULTS AND DISCUSSION

Analysis of Therapeutic Communication in Assisting Refugees to Accept Post-Disaster Conditions

This analysis, based on interviews with 10 volunteers responding to the Mount Semeru pyroclastic flow disaster in Lumajang, examines how therapeutic communication facilitates the psychological recovery of refugees and helps them better accept their post-disaster conditions.

¹⁴ Dr. M.A. Lexy J. Moleong, "Metodologi Penelitian Kualitatif (Edisi Revisi)," *PT. Remaja Rosda Karya*, 2019, <https://doi.org/10.1016/j.carbpol.2013.02.055>.

¹⁵ Lisa Given, *The SAGE Encyclopedia of Qualitative Research Methods*, *The SAGE Encyclopedia of Qualitative Research Methods*, 2012, <https://doi.org/10.4135/9781412963909>.

¹⁶ Dedy Solatun, *Metode Penelitian Kuantitatif Dan Kualitatif*, Penerbit Alfabeta, 2008.

¹⁷ Mojtaba Vaismoradi, Hannele Turunen, and Terese Bondas, "Content Analysis and Thematic Analysis: Implications for Conducting a Qualitative Descriptive Study," *Nursing and Health Sciences*, 2013, <https://doi.org/10.1111/nhs.12048>.

¹⁸ Fakhry Amin et al., "Digital Democracy Political Participation Through Technology in the Modern Era," *International Journal of Science and Society*, 2023, <https://doi.org/10.54783/ijssoc.v5i4.786>.

¹⁹ Riesta Ayu Oktarina, "SYMBOLIC INTERACTION OF ARAB ETHNICITY AS A CULTURAL IDENTITY IN A MULTICULTURAL SOCIETY," *Wasilatuna: Jurnal Komunikasi Dan Penyiaran Islam*, 2021, <https://doi.org/10.38073/wasilatuna.v4i2.562>.

Creating a Sense of Security and Comfort

Volunteers consistently establish a safe and comfortable environment for refugees through actions such as introducing themselves, providing privacy, and adopting a friendly approach. These practices foster trust, an essential component for enabling refugees to share their experiences. Refugees often feel insecure and disconnected from their environment after disasters. Creating a sense of security encourages them to open up about their conditions, marking the initial step toward acceptance. Feeling valued and understood helps refugees realize they are not alone in facing their difficulties, which is critical in beginning to come to terms with their new realities.

Active Listening and Emotional Validation

Volunteers employ active listening techniques, such as paraphrasing the refugee's words, providing affirming gestures like nodding, and asking follow-up questions to demonstrate attentiveness. Emotional validation, such as acknowledging the legitimacy of the refugee's feelings with statements like "It is natural for you to feel this way," reduces the feelings of guilt or shame that often accompany trauma. These strategies ensure that refugees feel heard and understood, allowing them to process their emotions without fear of judgment, which is a pivotal aspect of accepting their circumstances.

Overcoming Barriers and Addressing Trauma

Volunteers demonstrate sensitivity to barriers in communication, such as language differences and intense emotional responses. They ensure that refugees feel comfortable expressing their thoughts and emotions by creating a supportive, non-coercive environment. In cases of severe trauma, volunteers use gentle approaches, including offering time to cry or simply listening without imposing unsolicited advice. This approach provides refugees with a safe space to recover emotionally, fostering acceptance of their altered circumstances.

Empowering Refugees

Therapeutic communication also plays a crucial role in empowering refugees by involving them in decision-making processes, encouraging discussions about future plans, and facilitating peer interactions. By doing so, volunteers help refugees regain a sense of control over their lives, even in challenging situations. This empowerment motivates refugees to focus on their future and reinforces their confidence in their ability to navigate life after a disaster, thereby promoting a more optimistic acceptance of their condition.

Providing Emotional Support

Volunteers display empathy and offer emotional support by giving their full attention, avoiding judgmental language, and occasionally incorporating light humor when appropriate. They also dedicate time to listen to refugees recount their traumatic experiences, signaling genuine care and concern for their emotional well-being. This consistent support helps refugees feel accepted and understood,

accelerating the process of adapting to their losses and adjusting to the changes brought about by the disaster.

Indicators of Success in Therapeutic Communication

The success of therapeutic communication is evidenced by several indicators, including refugees' increased willingness to open up, their expressions of relief after conversations, and their gratitude toward volunteers. These outcomes signify the positive psychological impact of therapeutic communication. Moreover, this approach not only helps refugees accept their conditions but also enables them to begin rebuilding their lives with enhanced emotional stability.

Therapeutic communication is a vital component in helping refugees accept their post-disaster conditions. Through strategies that prioritize active listening, emotional validation, the creation of a secure environment, empowerment, and sustained emotional support, refugees are better equipped to process their experiences and recover psychologically. Consistent implementation of therapeutic communication can serve as one of the most effective interventions in post-disaster humanitarian responses, facilitating both immediate relief and long-term recovery.

This systematic analysis highlights the importance of incorporating therapeutic communication as a standard practice in disaster relief operations to ensure holistic support for affected communities. Based on that explanation and results, we create a network model as follow:

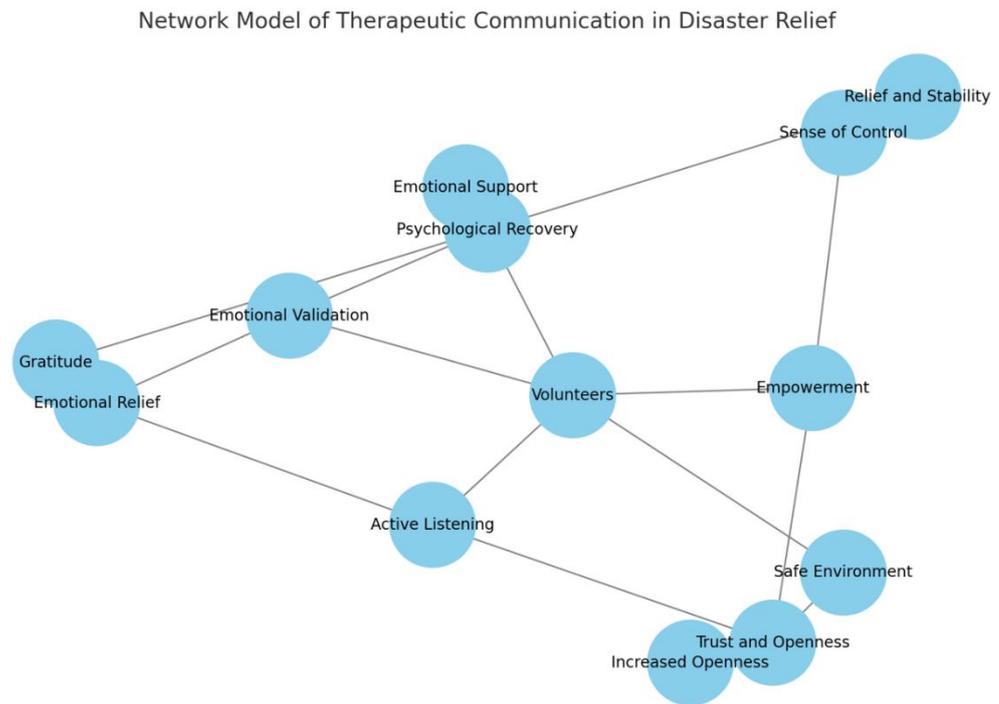


Figure 2 A Network Model of Volunteer Therapeutic Communication

Source: Created by Atlas.ti 9, 2024

This network model visualizes how therapeutic communication strategies implemented by volunteers connect to the emotional and psychological outcomes

for refugees in disaster relief scenarios. The central role of volunteers is linked to key strategies such as creating a safe environment, active listening, emotional validation, empowerment, and emotional support. These strategies, in turn, influence outcomes like trust, emotional relief, a sense of control, and psychological recovery. Indicators such as increased openness, gratitude, and emotional stability provide feedback loops, reflecting the effectiveness of the therapeutic communication process. This interconnected model emphasizes the importance of each component in supporting refugees' recovery.

In this section the researcher will discuss and explain how therapeutic communication of volunteers with Mount Semeru APG (Hot Cloud Fall) disaster survivors. Researchers will use the theory of therapeutic communication put forward by Stuart G. There are four types of therapeutic communication in its implementation, namely²⁰ :

- (1) Pre-Interaction Stage, Volunteers collect information about the disaster and its impact on survivors, understand the psychological condition of post-disaster survivors. prepare yourself mentally and emotionally to interact with survivors, develop a communication plan that suits survivors' needs²¹. In the pre-interaction stage, volunteers obtained valid data from BNPB (National Disaster Management Agency), regarding the Mount Semeru APG disaster, volunteers went to the main command post (command center) to provide data on equipment and necessities brought to obtain survivor data from the main command post. After completing and obtaining the data, the volunteer team is divided based on their basic abilities and joins the team that has been formed by BNPB.
- (2) Introduction / Orientation Stage, At this stage, volunteers begin interaction with survivors by In the orientation stage, volunteers meet with survivors by bringing the data they have obtained from the main command post and double-checking the data and whether there are other findings such as those with special needs and pregnant women. The volunteer orientation stage also fosters mutual trust between volunteers and survivors so that information is open to each other with survivors.
- (3) The work stage is the core of the entire therapeutic communication process. Nurses are required to help and support clients to convey their feelings and thoughts and then analyze responses or verbal and non-verbal communication messages conveyed by clients. At this stage the nurse listens

²⁰ Heeseung Choi, Ujin Lee, and Taekyun Gwon, "Development of a Computer Simulation-Based, Interactive, Communication Education Program for Nursing Students," *Clinical Simulation in Nursing*, 2021, <https://doi.org/10.1016/j.ecns.2021.04.019>.

²¹ L U N Barus et al., "Komunikasi Terapeutik Pada Orang Dengan Gangguan Mental Illness," *Jurnal Pendidikan ...* 6 (2022): 14351–56, <https://jptam.org/index.php/jptam/article/view/4703%0Ahttps://jptam.org/index.php/jptam/article/download/4703/3978>.

actively and attentively so that she is able to help the client to define the problem the client is facing, find a solution to the problem and evaluate it. In the volunteer work stage, the characteristics of therapeutic communication are also applied like **sincerity**, volunteers must have a sincere intention to help survivors without expecting anything in return²². This attitude will make the survivor feel valued and respected with the statement "I am here to help you in any way I can. I don't expect anything in return." **Empathy**, Volunteers must be able to understand and feel the emotions experienced by survivors. This can be done by putting yourself in the survivor's shoes and trying to see the world from their perspective. With statements "I understand that this is a difficult time for you. I'm sorry about what you're going through.", "I can feel your fear and anxiety." **Warmth**, Volunteers must show a warm, friendly and compassionate attitude towards survivors. This can be done by smiling, making eye contact, and providing positive physical touch (if possible), with the statement "Nice to meet you. I'd like to get to know you better." "Can I hug you?" (if possible) volunteers look at the situation and conditions, if they feel that special treatment is necessary, such as hugging or holding the shoulder, this is of course with the victim's permission, this is done to increase the feeling of security and comfort. After that the volunteer gave a statement containing support and motivation such as "You have been through a lot, but you are strong and able to get through this. I believe in you." "I know you can. You have shown your strength and resilience throughout this time. I will be here to support you every step of the way." Apart from that, volunteers need to collaborate and coordinate with various parties involved in recovery efforts, such as medical teams, psychologists and social workers. This is important to ensure that survivors receive comprehensive and coordinated assistance.

- (4) At the termination stage, volunteers need to provide clear information about the resources and support available to survivors, (Popa-Veea and Purcarea) and provide words of encouragement and hope to help them continue the recovery process. With the statement "I work closely with a team of medical doctors, psychologists, and social workers to make sure you get the help you need. I will communicate with them to ensure all your needs are met." Provide information about resources and support available to survivors, such as telephone numbers for psychological hotlines, social assistance agencies, and support groups offer words of encouragement and hope for the future, such as "I believe you will be able to get through this difficult time" or "I believe in your strength and resilience.

²² J. Bowen-Jones, "Therapeutic Communication.," *The Australian Nurses' Journal*, 1979, https://doi.org/10.5005/jp/books/10266_9.

In the final stage of therapeutic communication, according to Stuart, it is also divided into two, namely initial termination and final termination. In the initial termination stage, volunteers help build HUNTARA (temporary housing) for survivors and collect data on the completeness of unmet needs at the main command post. Then, in the final termination stage, volunteers helped build HUNTAP (permanent housing) for the survivors and designed fish farming in buckets. It is hoped that this program will be able to restore the economy for survivors who have lost their livelihoods.

CONCLUSION

This research emphasizes the importance of effective therapeutic communication by volunteers in treating victims of the Mount Semeru disaster. Therapeutic communication helps victims overcome post-disaster trauma and stress. Volunteers use a variety of approaches to therapeutic communication, including empathy, active listening, and providing emotional support. This approach has proven effective in helping victims feel heard and understood. Effective therapeutic communication by volunteers has a significant positive impact on victims' recovery. Victims who receive therapeutic communication support tend to show improved psychological and emotional well-being. Therapeutic communication plays a key role in helping refugees accept their post-disaster conditions. Through an approach that actively listens, validates emotions, creates a sense of security, empowers and provides emotional support, refugees can more easily come to terms with their situation. This communication also encourages refugees to begin to recover psychologically, allowing them to move forward better. If implemented consistently, therapeutic communication can be one of the most effective interventions in a post-disaster humanitarian response.

Future research on therapeutic communication in disaster relief contexts presents several promising directions to enhance understanding and effectiveness. First, studies could examine the long-term psychological and emotional effects of therapeutic communication on disaster survivors. Understanding how such communication influences trauma recovery and life rebuilding could provide valuable insights. Comparative studies across different cultural contexts are also essential to determine how cultural norms impact the reception and effectiveness of therapeutic strategies. This would help identify universal and culture-specific approaches that work in diverse settings. Another critical area for research is the role of structured training programs for volunteers. Investigating the impact of pre-deployment communication training could reveal how preparation improves volunteer effectiveness and survivor outcomes. Additionally, future research could explore how technology, such as mobile apps, video calls, and AI-powered chatbots, can complement human interactions in providing therapeutic

communication. These studies could identify opportunities and limitations for integrating digital tools in disaster scenarios.

Research should also focus on the specific needs of vulnerable populations, such as children, the elderly, and people with disabilities. Tailored communication strategies for these groups could ensure more inclusive and effective disaster relief efforts. Furthermore, studying the emotional resilience of volunteers and its effect on their ability to communicate therapeutically would be beneficial. Understanding how to mitigate secondary trauma in volunteers could enhance their long-term effectiveness and well-being. Finally, evaluating the effectiveness of various therapeutic communication tools and techniques through quantitative and qualitative studies is essential. Research can identify the most impactful methods, such as active listening or empathy, and standardize these practices for disaster response training. Interdisciplinary approaches, integrating psychology, sociology, and communication studies, could also provide a holistic understanding of therapeutic communication's role in disaster contexts. Collectively, these research directions would contribute significantly to building more effective and compassionate disaster relief efforts.

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