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Original article

Satisfaction survey on music listening in patient waiting areas and hallways

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ABSTRACT

Purpose: Music therapy helps alleviate anxiety, depression, and pain for cancer patients, contributing to stress relief. With such advantages, music therapy is applied across a broad spectrum of treatment areas, including mental disorders, developmental disabilities, and conditions affecting the elderly. It has been shown to enhance the quality of life for terminally ill cancer patients. Recent research has revealed its positive effects in boosting immune function and resilience. In light of these findings, the author conducted a study to investigate patient satisfaction with music listening. **Materials and Methods**: First, a survey was conducted with 30 individuals to inquire about the perceived necessity of listening to music in a waiting area. Next, participants were asked whether listening to music could contribute to psychological stability. Finally, preferences for music genres and satisfaction with music listening were assessed with a sample of 20 individuals. **Results**: In terms of the perceived necessity of listening to music in the waiting area, 28 out of 30 individuals, or 93%, expressed agreement. Regarding the belief that music listening could contribute to psychological stability, 28 out of 30 individuals, or 93%, believed that it would indeed help with stability. When it comes to preferred music genres, 4 individuals (13%) favored classical music, 2 individuals (6%) preferred traditional Korean music, 2 individuals (6%) enjoyed trot music, and 20 individuals (66%) had no specific genre preference. As for music listening satisfaction, 17 out of 20 individuals, or 85%, reported being satisfied.
Conclusion: When patients visit the hospital, stress can increase due to concerns about their medical conditions. To address this, providing a variety of music genres at the hospital has been effective in reducing patient stress and promoting psychological stability.

Key words: Patient Waiting Areas, Music Listening

INTRODUCTION

In 1948, PontziK first proposed music listening for relaxation, which was subsequently utilized for physical and psychological positive responses [1]. Music appreciation involves a series of sounds transmitted through the ear, passing through the auditory structures and auditory nerves, ultimately reaching the thalamus and limbic system on the lateral aspect of the brain. This information is then transmitted to the limbic system and the entire cerebral cortex, triggering emotional responses. Physiological responses to music include observations such as blood pressure, heart rate, and respiratory rate, although they are not always consistent [2]. Emotional support through music can be effective in facilitating patient mood shifts and resolving internal tension and conflicts. It can also induce distraction from pain and promote relaxation [3,4]. In particular, music therapy helps reduce anxiety, depression, and pain while aiding in stress relief for cancer patients [1]. With these advantages, music therapy is applied across a broad spectrum of treatment areas, including mental disorders, developmental disabilities, and conditions affecting the elderly. It also

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enhances the quality of life for terminally ill cancer patients. Recent research has also revealed its positive effects in boosting immune function and resilience [5]. In light of this, the author aimed to alleviate the psychological tension of patients waiting for consultations and tests in the nuclear medicine department by installing audio devices and playing music. The author then conducted a survey to assess patient satisfaction regarding music listening.

MATERIALS AND METHODS

First, we asked 30 people about the importance of listening to music in waiting areas. Next, we inquired whether music listening could provide psychological comfort. Lastly, we confirmed the preferred music genres and music listening satisfaction among 20 individuals.

RESULTS

Regarding the importance of listening to music in waiting areas, 28 out of 30 people, or 93%, expressed agreement. Additionally, when asked about whether listening to music can contribute to psychological comfort, the same 28 out of 30 people, or 93%, believed that it could provide a sense of stability. As for preferred music genres, 4 individuals (13%) favored classical, 2 (6%) preferred traditional Korean music, and another 2 (6%) favored trot. The majority, 20 people (66%), responded that they had no specific genre preference. The overall satisfaction with music listening reached 85%, with 17 out of 20 respondents expressing contentment.

DISCUSSIONS

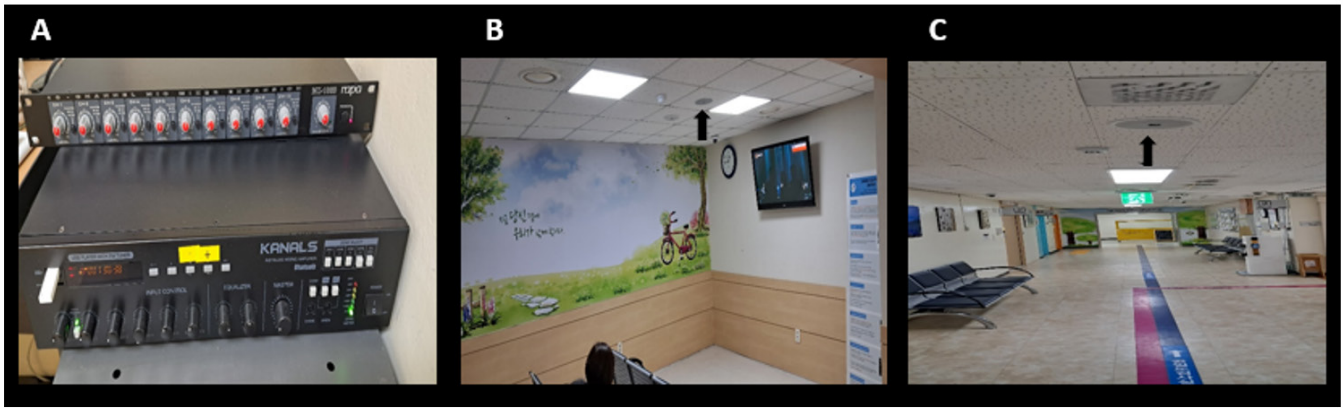

Fig. 1. To provide emotional stability and alleviate stress for patients visiting the nuclear medicine department for tests and consultations, speakers and audio devices(A) were installed in the patient waiting room(arrow)(B) and the hallway (arrow)(C). Various genres of music, including traditional Korean music, classical music, and trot, were played through these audio devices.

Music has been closely related to human life since ancient times, and it has evolved continuously. Through music, people influence their behavior and thinking, gaining insights into their own lives and the lives of others. Additionally, communication occurs as individuals convey and receive profound personal thoughts and emotions to and from others through music. Furthermore, music satisfies the instinctual urge for creation [6,7]. Music is known to affect blood pressure, heart rate, and respiratory rate, as well as metabolism and hormone secretion [7-9]. Additionally, music can alter a person's mood psychologically and evoke new emotions. Music serves as a tool of symbolism and communication, reflecting the lifestyles of people and being used for expression and communication within individuals and groups [10]. There is research suggesting that music activities enhance the self-esteem of individuals with depression and renew their internal orientation, thereby improving emotional distress and abilities [11]. Furthermore, according to this research, music activities are effective in enhancing individuals' self-respect and overcoming depression by relieving stress. Many studies have utilized music in psychotherapy, demonstrating the effectiveness of music therapy across various domains, from social and psychological areas such as reality perception, quality of life, self-esteem, reminiscence, social integration, alleviation of boredom and monotony in daily life, emotional expression, stress, depression, sleep disorders, and tension relief, to physiological areas [12,13]. In particular, the effectiveness of music in reducing depression has been reported [14,15]. Patients waiting for nuclear medicine tests or consultations often experience tension and anxiety due to concerns about cancer recurrence and metastasis. Therefore, in order to reduce stress through emotional stability for patients, audio devices and speakers were installed in the patient waiting area and corridors (Fig. 1. A, B, C). Various genres of music, such as traditional Korean music, classical music, and trot, were played, and the patients were satisfied.

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