

## **THE ANALYSIS OF SPEECH ACT IN VERBAL COMMUNICATION BETWEEN HEALTHCARE PROFESSIONALS AND PATIENTS IN PUBLIC HEALTH CENTRE BRANCH KEROBOKAN KELOD**

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**Abstract:** Language plays an important role in our life. Through language, we can transmit messages, communicate ideas, thoughts, and opinions. It is realized that language as the main tool for communication. In everyday communication, we are attuned not primary to the sentences we utter to one another, but also the speech act of those utterances. Communication will be successful when there is no misinterpretation. Communication can be held based on the situations, means that different speech situations will show the use of different speech acts too. One of the speech situations which can give us an idea of the usage of speech acts is in the health care sector. This study aimed at analyzing speech act in verbal communication between healthcare professionals and patients in Public Health Centre Branch Kerobokan Kelod. This study used the descriptive qualitative method with a total sampling technique. The population and sample of this study were the entire healthcare professional in Public Health Centre. The number of samples was 25 respondents. This study is expected to improve the healthcare professional's skill in communicating based on the situation, therefore, the goal of health service which is targeted can be reached by the patients or patients' family.

**Keywords:** speech act, verbal communication, healthcare professional

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## INTRODUCTION

Language plays an important role in our life. Through language, we can transmit messages, communicate ideas, thoughts, and opinions. It is realized that language as the main tool for communication. In everyday communication, we are attuned not primary to the sentences we utter to one another, but also the speech act of those utterances. Communication will be successful when there is no misinterpretation.

Communication can be held based on the situations, means that different speech situations will show the use of different speech acts too. One of the speech situations which can give us an idea of the usage of speech acts is in the health care sector. In this place, communication becomes an important part to transfer message to the patients, or other healthcare professional. The use of speech acts can reflect the pattern of the speaker's community relationships based on social status, social distance, age, and other cultural-bound factors.

Healthcare sector is really related to the service they give to the patients or patients' family. Healthcare professionals should actually give polite services to patients during their duty. Moreover, success in the health care sector is one indicator that determines the success of the millennium development goals in 2015. Good health services reflect good governance in fulfilling the rights of citizens' country. In relation to the quality of public services in the field of health, patient satisfaction is the main objective. According to Simamora (2010: 93), there are several factors that influence the customer satisfaction of healthcare sectors, they are the approach and behavior of officers, facilities, privacy, regulation, and handling treatment received by the patient. Healthcare workers are required to establish communication with soft, polite language, giving care, concern, and hope, and always being on the side of the patient is a wish coveted by every patient. Therefore it is widely recognized that patients are more likely to do the command of healthcare professional effectively if they have been involved in discussions well. The communication, in this case, plays a key role in determining, for instance, the accuracy of diagnosis, patients' commitment to treatment regimes, and the extent to which patients are satisfied with the service they receive. Hence, patient participation is important for the success of medical outcomes.

The communication which is used commonly focuses largely on the verbal communicative practices which people recurrently use in interacting with one another in order both to produce meaningful action and to interpret the other's meaning. Important note for healthcare professionals interacts directly with patients that the use of speech a polite word is expected can provide certain energy, therefore, the patient is expected healed up to half of his illness.

In some cases, Gadi had evidenced the low quality of health care service by some paramedics to patients from the medical faculty. The study proved that 34% service using unethical speech, and 31% in slow drug chamber service. This proves how high the deviation of the language used by some paramedics in doing service to the patient (Gadi, 2011).

This study addressed two issues, including a form of speech act used in health service in the public health center (between a healthcare professional to patients including kids, adult and elderly) and the function of the speech act in communication between health care professionals and patients?

The results of this study are expected to add insight or knowledge to the medical personnel at the Public Health Centre on ways to effectively communicate within provide health services to be easily understood by the patient in order to make service will be better. In addition, it is also expected to provide insight or knowledge to citizens about how to understand the message conveyed by medical personnel to avoid happening misconceptions in communicating that have a negative impact on health services, so as to maintain a public perception that is positive towards the existence of Public Health Centre.

## **LITERATURE REVIEW**

The literature review contains some parts such as empirical review which was done by reviewing previous studies, which concern about speech act and language politeness, will be reviewed to understand how they bring the matters into the analysis. Besides, there were also reviews of the journal which can support the analysis of this study. The next one is theoretical review is several concepts related to the pragmatic, speech act, verbal communication and maxim.

### **Empirical Review**

There were some relevant previous studies which had been done about speech act and language politeness. These three studies gave some contributions to this study, they are: Esther Ofosua Totimeh and Lawrence Bosiwah's study (2015, vol 3) entitled "Polite Request among the Akyem Speech Community in Ghana" has the goal of describing various ways of native speakers from Akyem in conveying requests which were influenced by age, gender and socio-economic. The equation of this research lies in the focus of research that is the use of strategy in delivering the speech.

Research conducted by Yuni (2016, vol 6) entitled "Language Politeness of Nurses at Pertamina Tanjung Hospital in Communication." The study examined the nurse's language politeness towards the patient or the patient's family in providing services at Pertamina Tanjung Hospital. The purpose of this study was to describe the form, strategy, and function of language politeness in nurse communication at Pertamina Tanjung Hospital.

Ardianto (2013) conducted a study entitled "Directive Speech Act of Teachers in Discourse of Interaction in Deaf Children Class at SLB-B YPTB Malang" which focused on the form, function, strategy, and effectiveness of speech acts produced by the teachers. The results of this study indicated that: 1) the form of speech acts of the teacher including declarative, interrogative, and imperative mode, 2) speech act function in the discourse of deaf children's class interaction including commanding, asking, prohibiting, permitting, advising, inviting, rebuking, fishing, and directing, 3) the teachers used direct and indirect strategies, 4) based on effectiveness, imperative and declarative modes tend to be more effective than interrogative mode, and direct speech is more effective than speech indirect. In addition, the higher the combination of speech with gestures done, the more effective the teacher's speech is delivered to the student in class.

## **Theoretical Review**

### **1. Pragmatic**

Ariel (2008) states that pragmatics is the branch of linguistics that deals with language and how we use it in conversation. Pragmatics deals with three major communication skills: using language, changing language, and following certain rules. Pragmatics covers broad theories and principles like speech act theory, the theory of conversational implicatures, cooperative principle, politeness principle, and irony principle. As one pragmatic manifestation, the politeness of freedom is the field of functional language study. In pragmatics, communication is a combination of social functions and functions. Pragmatic is a science that examines the meaning of speech. In a pragmatic context with putty consisting of elements (1) speakers and speakers, (2) context (3) goals, (4) action of illocution, and (5), not time and place. That is, in a speech that contains illocution done by participants, like speakers and speakers that occur at a certain time or place.

According to Mey (in Ibrahim, 2012) in the communication process, there is information conveyed by the speaker to the partner. The information conveyed contains a message. Before it becomes a message, the speaker's spoken ideas are symbols and messages are captured by the speaker and interpreted. This is called decoding. Messages are then interpreted using speech acts, implicatures, relevance, deixis, and presuppositions. Speech, implicature, relevance, deixis, and presuppositions are micropragmatic aspects.

### **2. Speech Act**

When people speak, they use language to achieve several functions like expressing uncomfortable situation, offering an apology, greeting, requesting, complaining, an invitation or refusing. Thus, all things can be done through the process of speaking. Speech act

theory actually firmly proposed by Austin in 1962. The term 'speech act' is derived from the work of the Cambridge Philosopher J. L. Austin in the series of William James lectures he delivered at Harvard in 1955. Speech act refers more to the meaning and meaning of speech intended by the speaker. In addition, speech acts are also individual, psychological, and sustainability phenomena determined by the speaker's language skills in dealing with certain situations as mentioned by Austin (in Rani, et al, 2000: 136).

Speech act theory believes in identifying utterances and turns as actual actions. This theory not only considers the language used by the speaker but also studies the change in the state of the behavior of the speaker as well as the listener at the time of communication. According to speech act theory, words do not merely 'say' something, but they 'do' something. An action is performed by means of language. The performance and kind of speech act depend on the intention and attitude of the speaker and the effect that it has on the hearer. Hence, a hearer may or may not heed the warning given by the speaker or he may accept a challenge thrown at him by the speaker.

Speech act theory explains the use of language in relation to the context, the attitude of the speaker and its effect on the hearer. All these aspects are important in understanding the complete meaning of utterances and their consequences. Characters in different plays express themselves, their meaning and attitude through their dialogues. When speech act theory is applied to their utterances, it enables complete and deep interpretation of utterances in a systematic manner.

There are three levels of speech act introduced by Austin (as cited in Archer, Aijmer, and Wichmann, 2012), those three levels are locution, illocution, and perlocution act. Locution acts refer to the actual words uttered, therefore these levels concern with the meaning of the words themselves. The locution acts can be viewed as a mere uttering of some words in a certain language, while the illocution and perlocution acts convey a more complicated message for the hearer. Illocution acts are considered the core of the theory of speech acts. Illocution acts refer to what is performed in saying something, the speaker's intention to communicate to the addressee. As already suggested above, an illocutionary act is an action performed by the speaker in producing a given utterance. The illocution act is closely connected with the speaker's intentions, e.g. stating, questioning, promising, requesting, and giving commands, threatening and others. Perlocution acts, Austin's last element in the three-fold definition of speech acts, are performed with the intention of producing a further effect on the hearer. It is an act having an effect on those who hear a meaningful utterance. Perlocution act is the actual effect of the speaker's

utterance to the addressee, therefore this act happens after the locution and illocution act are produced.

### 3. Verbal Communication

Verbal communication is a way of connecting with a person by using spoken language, like words or sentences orally. Nonverbal communication is to communicate without expelling words, usually using certain gestures or signs. This is in line with Stuart's statement (in Nasir, et al., 2009: 150) that words are tools or symbols used to express ideas or feelings, evoke emotional responses, decipher objects, observations, and memories. The verbal communication in this study includes vocabulary; breaking and speaking opportunities; and humor. Researchers chose the three forms because researchers felt interested in examine and facilitate research.

## RESEARCH METHOD

This research used a descriptive qualitative method. The objective was to describe phenomena from the data analysis out of which a research conclusion will be drawn. Bungin (2008) says that descriptive research only describes what the existence of something variable, symptoms, or circumstances. Descriptive method is a kind of research method using the technique of searching, collecting, classifying, analyzing the data, interpreting them and finally drawing the conclusion. Meanwhile, qualitative research is a type of research which does not include any calculation/enumeration because the data produced are in the form of words. Data of speech act in verbal communication between healthcare professionals and patients in Public Health Centre Branch KerobokanKelod was obtained through direct observation. The form of speech acts was described based on the existence of a phenomenon which was empirically available within medical community groups. The population of this study was the entire healthcare professional in Public Health Centre Branch KerobokanKelod. The number of population was 25 respondents consists of two drivers, three midwives, one cleaning service, 15 larva mosquitos staffs, four KBS nurses. The sample had been taken by using total sampling where the **entire population** that has a particular set of **characteristics** had been examined.

This study used an observation method or participant observation. Participant observation was conducted in order to listen and observe the conversation between the healthcare professionals and patients or patients' family including questions, suggestions, commands or directions and suggestion from healthcare professional starting from the service while taking the chart number until the patients have the treatment from the healthcare professional. This kind of participant observation was required because it gave that data needed

like speech between healthcare professionals and patients or patients' family (Arikunto, 2010: 237).

The technique of collecting data in this study had been conducted in three ways, they are recording, note taking technique, an interview. All of the utterance produced between healthcare professionals and patients or patients' family was recorded. The recording was done carefully or secret, therefore, the interlocutor would not know the content recorded. This matter intended the healthcare professional in doing speech acts do not feel burdened and the speech produced was original and natural. Note taking technique was used in this study consists of two types of sources, namely descriptive and reflective note taking. Descriptive data in this research about the reconstruction of verbal interaction in the act of healthcare professional speech; the behavior of speakers and partners said during communication; a description of the situation and speech components related to the characteristics of speech participants, topics, and speech objectives. Reflective note taking about the temporary interpretation of language politeness through direct observation of communication interaction Public Health Centre. The interview was done by preparing some questions associated with the use of speech acts between healthcare professionals and patients or patients' family.

## DATA ANALYSIS AND FINDINGS

### 4.1 Form of Speech Act Used in Health Service in the Public Health Center (Between Healthcare Professional to Patients Including Kids, Adult, and Elderly)

The patient who visited the Public Health Centre were varied in ages, including baby, children and even the elderly. While communicating with the health care professional in charge, the patients commonly used Bahasa or even Balinese language. The form of speech act used during the conversation between health care professionals and patients including:

#### 1. Form of Directive Speech Act

##### a. Pragmatic Interrogative Imperative

###### (i) *Sampun polih meperiksa bu?*

This utterance was in Balinese and expressed by health care staff in the public health center to the patient who was still sitting on the queuing chair although he had been examined before. This utterance belongs to interrogative construction meanwhile in pragmatic it was actually commanded to a patient to go out from that room in order not to bother the other patients. This utterance spoken by the health care staff aimed at showing politeness to the patient and the patient was not offended if they asked directly with an imperative sentence. This utterance seemed effective to be used because the response of the patient who had been examined, she immediately stood up and went out of the room.

##### b. Passive Imperative

###### (i) *Silakan duduk dulu, Bu!*



Context of this utterance was spoken by the nurse while a mother visited public health centre with her baby in order to get BCG immunization. The word “*silakan*” was imperative utterance to give the effect of a higher politeness degree. This utterance belongs to directives speech act which attempted by the speaker to get the addressee to do something. The expression *silakan* showed indirect request which has a common illocutionary force of requesting.

- (ii) *Odah, obat nikii nemse during ngajengnggih!*

The nurse used the Balinese language in this context because she talked to the elderly and to show politeness. The utterance showed illocutionary (speech) acts typed directive speech act which attempted by the speaker to get the addressee to do something.

**c. Suggestion**

- (i) *Ibu, anak ibu baru diberikan obat polio tetes. Nanti sampai di rumah jangan dikasi mimic susu dulu ya, tunggu 15 menit baru boleh dikasimimik*

The utterance produced by the nurse showed pragmatic imperative speech act in order to advice the patient not to give breast milk after administering polio medicine.

**d. Prohibiton**

- (i) *Adik, tadi sudah diimunisasi. Sampai rumah jangan main dulu ya, adik istirahat dulu ya!*

This utterance used to prohibit the kid not to play after getting immunization because it may give bad effect for them.

- (ii) *Bu, niki tensi ibu tegeh, sampunang ibu ngajeng be sarenguyahnggih.*

This utterance used to prohibit the elderly not to consume more meat and salt. But if it is expressed directly, the elderly may feel not satisfied with the service. The word “*nggih*” used to emphasize the politeness of the utterance.

**e. Question**

- (iii) *Ibu, di dapur menggunakan kulkas atau dispenser? ada penampung airnya, nggih?*

This utterance used by the larva mosquitos staffs while doing a home visit. This question was used to gain information about the place where larva mosquitos were available.

**2. Form of Expressive Speech Act**

**a. Compliment Expression**

- (i) *Ns : Adik, siapanamanya?*  
*Pt : Putu*  
*Ns : Coba dibuka mulutnya ya, ibu perawat mau cek dulu!*  
*Pt : aaaaaaaa*  
*Ns : oo...pinternya. Anak pinter sekarang mau diimunisasi ya*

Happy expression in this dialogue showed from the compliment expressed by the nurse such as “*oopinternya*” due to the patient’s compliance to obey the nurse’s command.

**b. Gratitude Expression**

- (i) *Terima kasih bu bidan.*

This utterance was illocutionary (speech) acts typed expressive in order to express a psychological state such as thanking. This utterance was used by the patient because the midwife had given her best service for the patient.

**4.2 The Function of Speech Act in Communication between Health Care Professional And Patients**



The functions of the speech act in communication between health care professionals and patients, including:

**1. To avoid conflict**

N : *"Ampura nggih odah, odah makta kartu berobat niki?"*

P : *"duh, engsapt yang buk"*

N : *"oo..kenten, nggih ten kenapi. Ni kit yang cek datanya driki"*

The utterance *"ampuranggih"* and *"nggih ten kenapi"* were used to avoid conflict means apologizing. Politeness used here could help to create a more positive atmosphere which was likely to help minimize the feelings of conflict and opposition. By being polite show the other person respect which was likely to lessen any feelings of hostility.

**2. To show deference**

*"Pak gede, nikiaknyasekarangmendapat vitamin Aya."*

Politeness in this utterance shown a sign of deference as when a young nurse (nurse) addressed an older person with the title *"Pak Gede"*.

**3. To be nice**

*"Ibu, iniobat abate. Nantitolongditambahkankekolam yang tidakadaikannyayabu"*

This utterance used by larva mosquito staff while home visit in order to ask the host. *"tolong"* in this utterance to show that that larva mosquito staff asking someone to do their order politely. The staff acted politely to be nice with the host without any attempt to manipulate another person.

## CONCLUSION

Good communication skills between healthcare professionals and patients are crucial in building a trustworthy healthcare professional-patient relationship that not only helps in therapeutic success by providing holistic care to the patient but also leads to job satisfaction among healthcare professionals. It can improve the patient's compliance and overall satisfaction. The practice of good communication skills in the medical profession is integral for the development of a meaningful and trustworthy relationship between the doctors and patients and, thus, is beneficial to both of them. Furthermore, it is also useful in managing difficult clinical encounters and thus decreases the frustration of both healthcare professionals and patients or attendant in situations of emotional outbursts.

Form of speech act used in this study was directive speech act including pragmatic interrogative imperative, passive imperative, suggestion, prohibition and question; expressive speech act including compliment and gratitude expression. The most sensitive function of the speech is directive speech because misunderstanding can mostly happen in this field. It would be considered rude when someone did not have enough knowledge of using this directive expression. Lack of this knowledge, in the long run, will ruin the social relationship. The function of the speech act in communication between health care professionals and patients, including to avoid conflict, to show deference and to be nice.

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