

## **CHAPTER IV DATA ANALYSIS**

In this chapter, the result of the writer analysis is presented by the writer. The data are analyzed based on the register used by health professionals In Anwar Medika Hospital Krian, Balongbendo. This writer analyzes the data and finds out the answer of the following matters are: "Registers of health professionals work in anwar medika hospital" And "Reason of using Register " The data have analyzed based on the theories that the writer has mentioned in the previous chapter.

### **4. 1 Registers of health professionals work in anwar medika hospital**

This is stated in chapter IV of the data analysis and discussion of writer findings. As stated in chapter III, this writer uses qualitative methods. Qualitative methods are often called naturalistic writer methods because writer is done on natural conditions (Sigiyo, 2009: 8). The writers collect data based on what is said, felt, and done by the data source. These register includes the physical context, such as the actual time and place, and many other considerations based on explanation above. All of the registers can be classified in situational of register there are three kinds of conversation: setting, participant and topic.

Writer continues to study further documentation method, by recording conversations between medical personnel, the following data obtained by writer in this study. Informal situation conversation usually defines as regular or casual conversation, the place and its time not bound or is legitimate. For example conversations between people who know each other and feel friendly so they do not have to be formal in their conversations. The conversations are flown

naturally with using daily words. The conversations are not well planned. The speakers are free express the idea without thinking about grammar.

For instance informal situation conversation between nurse 1, nurse 2 and midwife in Accident and Emergency Department ( IGD), with Topic replacement duty:

#### **4.1.1 Consultative Style Shown in Registers used in Anwar Medika Hospital.**

##### **Conversation 1**

Consultative style usually is used in the most orally conducted everyday business transactions, particularly between chance acquaintances. It is the usual form of speech. Consultative takes place in communication transaction in company. Broderick states that in consultative, pronunciation is explicit, word choice is careful sentence structure is complete (1976:5). It is the usual form of speech. Consultative takes place in communication transaction in company. It is used to make an agreement between the workers.

- Nurse 1: Pasien ini di *tensi* 200/100, permintaannya sudah, *EKG* sudah, *Thorax* nya belum.

(This patient's tension 200/100, request form has done, EKG has done, the thorax has not already )

- Nurse 2 : sudah daftar buk (perawat tanya ke pasien)? Dokter ahmad durung teko, wes kene tak tangani, yo ditangani, wes minta di *infus* nanti saya pindah ke RSAL, Uda datang.

(has you checked the registration, mam? dr. Ahmad has not come, I can handle it, request for infusion, so he can be moved to RSAL)

- Midwife : adek itu perlu *heating* a mas?

(The doctor has come. is it necessary to do heating?)

- Nurse 1 : Panas 4 hari pusing batuk,  
(4 days fever, dizziness, and cough)
- Midwife : ini dari *poly* ?  
(Is this from child-polyclinics)
- Midwife : oooo.. *poly* Anak, berarti gak usa di *Visite* nek gitu? Laborate gagal? Sudah di infus soale, kan *DL widal*, pun nggeh a?  
( Oh, child-polyclinics. It means it is not necessary to be visited by the doctor. Is the laboratory-test failed? Because it has been using infusion at first. already doing the blood-test?)
- Nurse 2 : lho arek kembar iku seng ndek kamar iku, ndugi *poly* anak? Iya *poly* anak  
(Oh, the twins in that room, are from child-polyclinics? Yes, from the poly, sir )
- Nurse 1 : pak joko ini gak bisa kencing, sudah di *catheter* 3 kali gagal, rencanae *pungsi* sama dokter ahmad, *abocath* sek dicarikan sama apotik  
(Mr. Joko can not urinate, and he has been cathetered but failed 3 times. It is planned to *pungsi* with dr.Ahmad, *abocath* is still be taken by the apoteker).
- Nurse 2 : gak dicoba ambek *NGT* ta? Wes dicoba *NGT* durung? tinggal mindah tok? ada tindakan ta? Ndak maksudte, *observasi* dan sebagainya.  
(Why didn't choose NGT? Just only move the patient. // Another action? I don't mean it, observation and something)

Midwife :seng endi pengobatan ba? Langsung dilempar ae ke ruang mawar, iyo langsung di *Refer* ae, iku teko *poly* kandungan, iku *USG* mas?

(Another patient is SC, the other one medical treatment, which one is medical treatment? Move her immediately to Mawar room. Yes, move her immediately, she is come from obstetrics and gynecology, she needs USG)

Table 4.1 List registers used in Anwar medika

No	Word	User	Type Register
1	<i>Abocath</i>	Nurse	Consultative or Business
2	<i>Catheter</i>	Nurse	Consultative or Business
3	<i>DL widal</i>	Midwife and Nurse	Consultative or Business
4	<i>EKG</i>	Nurse	Consultative or Business
5	<i>Heating</i>	Midwife and Nurse	Consultative or Business
6	<i>Infus</i>	Nurse	Consultative or Business
7	<i>NGT</i>	Nurse	Consultative or Business
8	<i>observasi</i>	Nurse	Consultative or Business
9	<i>Poly</i>	Midwife and Nurse	Consultative or Business
10	<i>Pungsi</i>	Nurse	Consultative or Business
11	<i>Refer</i>	Midwife and Nurse	Consultative or Business
12	<i>Tensi</i>	Nurse	Consultative or Business
13	<i>Thorax</i>	Nurse	Consultative or Business
14	<i>USG</i>	Midwife and Nurse	Consultative or Business
15	<i>Visite</i>	Nurse	Consultative or Business

## Conversation 2

- Nurse 1: Ayo operan rek, ndang wes ndang mole. Sopo iki seng masuk malam?

(Let's make a shift, guys, as quickly as possible. Who is going to work this night?)

- Nurse 2 : aku seng malam.

(Me)

- Nurse 1 : operan dari yang shift sore, acara ct-scan kepala dengan kontras : nyonya herlina fitriani, ruang dahlia 3, diagnosa dari dokter saraf adalah suspect SOP, pemeriksaan laborat hasilnya normal, dan tensi juga normal, nunggu acc dari BPJS, apakah ditanggung apa tidak.

(Handing over from the evening shift, head ct-scan with contrast : Mrs. Herlina Fitriani, Dahlia 3 Room, diagnosis from neurologist is SOP suspect, the result of laboratory test is normal, and the tension is also normal, waiting for approval from BPJS, whether is covered or not.)

Table 4.2 List registers used in Anwar medika

No	Word	User	Type Register
1	<i>Ct-scan</i>	Nurse	Consultative or Business
2	<i>BPJS</i>	Nurse	Consultative or Business
3	<i>SOP</i>	Nurse	Consultative or Business

### Conversation 3.

- Nurse 1 : Selanjutnya ,nyonya Masrukah, 57 tahun, diagnosa *chest pain* dan *HT*, sudah di injeksi neurosanbe, pasien mengeluh sakit dada sebelah kanan.

(Next, Mrs. Masrukah, 57 years old, diagnosed with chest pain and HT, already injected by neurosanbe, the patient is complaining a pain in the right chest)

- Nurse 2 : wes Thorax ?

(have been thorax?)

Nurse 1 : ? Oiyu lali durung, sak durunge pindah ke ruangan mampir nang Radiologi untuk foto ronsen thorax, sudah konfirmasi anak radiologi satu jam yang lalu. Arek radiologi jek ngganti banyu Developer , dadi engkok nek wes mari di telfon.

(Oh, I'm forget, not yet. Before moves to the room, go to the radiology first to take thorax roentgen photo, confirmed by radiographer an hour ago. The radiographer is still replacing developer water, so, when it finished, you will be called)

Table 4.3 List registers used in Anwar medika

No	Word	User	Type Register
1	<i>chest pain</i>	Nurse	Consultative or Business
2	<i>Developer</i>	Nurse	Consultative or Business
3	<i>HT</i>	Nurse	Consultative or Business
4	<i>Thorax</i>	Nurse	Consultative or Business

Broderick states that in consultative, pronunciation is explicit, word choice is careful sentence structure is complete (1976:5). It is the usual form of speech. Consultative takes place in communication transaction in company. It is used to make an agreement between the workers. Based on the conversation above, the conversation takes place in Accident and Emergency Department (IGD). Time is not bound. Conversations occur when two nurses, Some words used in the conversation registers for mutual facilitate an actual interaction. The words *Tensi, EKG, Thorax, infus, heating, poly, Visite, DL widal, catheter, pungsi, abocath, NGT, observasi, Refer, USG chest pain, HT, Thorax, Developer, ct-scan, SOP*, are only done by workers around in Accident and Emergency Department (IGD), Conversations occur from time to time is not specified and used Consultative or business register. The above data is reinforced by the data below

#### **4.1.2 Intimate Style Shown in Registers used in Anwar Medika Hospital.**

##### **Conversation 4**

- Nurse : Keluarganya bapak toni, enggeh mriki pak dijelasaken doktere tentang sakite bapaknya.

(The family of Mr.Toni, please come here sir, you will be described by the doctor about the pain of your father)

- The family of patient: enggeh dokter

(Yes, doctor)

Based on the conversation above, the conversation takes place in Accident and Emergency Department (IGD). Time is not bound. Conversations occur between nurses, doctor to family patient. Some words uses in the conversation registers for mutual facilitate an actually interaction Conversations occur from time to time is not specified and used Intimate register.

- Dokter : // begini pak, saya akan menjelaskan kondisi dari bapak toni, tadi sudah saya konsulkan ke dokter spesialis saraf, dan dokter sarafnya menganjurkan untuk dilakukan ct-scan kepala dengan kontras, karena keluhannya bapak toni ini sakit kepala yang hilang timbul, bisa disebut juga dengan Cepalgia cronic, maka saya meng Advis juga untuk dilakukan tindakan Ct-scan, // biayanyanya berapa dok? // untuk biaya nanti bisa dikonfirmasi oleh pihak radiologi ke pasien atau keluarga pasien, jika setuju dilakukan tindakan ct-scan, nanti perawatnya akan melakukan skin test ke pasien punya alergi apa tidak, dan keluarga setuju untuk dilakukan tindakan ct-scan, kalau enggeh monggo mengisi inform consen untuk persetujuan tindakan, jelas nggeh?

(thus sir, I will explain about the condition of Mr. Toni, I have consulted to neurologist, and the doctor recommends to do head CT-Scan with contrast, because Mr. Toni's complain is intermittent headaches, can be called as cepalgia cronic, so I advice to do the same, // how much it cost, doctor?// the cost can be confirmed by radiology department to the patient or his family, if agree, ct-scan will be taken, later, the nurse will have a skin test to check whether

the patient has an allergy or not, and the family agree with ct-scan's action, if yes, please fill the informed consent for the approval, is it clear?)

The family of patient : kulo rundingan sama keluarga sebentar dok.

(I will negotiate with family first, doctor.)

Table 4.4 List registers used in Anwar medika

No	Word	User	Type Register
1	Cepalgia cronic	Doctor	Intimate register.
2	Ct-scan	Doctor	Intimate register.

Joos in Broderick says that intimate style is marked by a stable list of word with personal significance shared only by small group (1976:6). Based on the conversation above, the conversation takes place in Accident and Emergency Department (IGD). Time is not bound. Conversations occur between nurses, doctor to family patient. Some words uses in the conversation registers for mutual facilitate an actually interaction Conversations occur from time to time is not specified and used Intimate register. Register are used in family scope. Talk with family, beloved ones, and very close friends, where you tend to reveal your inner self, it is usually in an intimate style. The above data is reinforced by the data below.

#### 4.2. Descriptions of the Writer

Anwar Medika hospital is a private hospital grade C. The hospital is able to provide limited specialist medical care. The hospital also accommodates referral services from Health centers. The hospital provides 81 inpatient beds,

more than any hospital in East Java is available on average 53 inpatient beds. With 32 doctors, the hospital provided more than the average hospital in East Java 2 of 81 beds in this hospital classy VIP.

This study provides an overview of the classification, meaning, and grammar formation of language diversity in the Health field as in Accident and Emergency Department. Classification consists of several categories of meaning, and the formation of a variety of language grammar. The function of language diversity in the health field as in institutions as a mean of communication in accident and emergency department that is declared the existence of self as health professionals. Language diversity and health workers are very much impressed difficulty in saying when directly expressed or heard by the general public. The phenomenon of language in the health sector had become a sort of code of conduct in the institutions, especially in hospitals. Interesting phenomena such as this will certainly have an impact on their struggle in showing the existence of self. The language they use turned out to contain some sort of characteristic because it has a special pattern. The Special pattern that has a lot of meaning in it. Of course, the meaning serves as a communication between the health professional in their fellow workers.

Writer examines the interaction of many people who come to the hospital with a variety of objectives and social interaction with health workers, which many variations of the language used. Of the terms used by other medical personnel or by the patient and the patient's family has a different purpose and meaning for the general public, in the end writer analyzes the register used in

hospitals. The writers conducted a study involving informants in Anwar medika hospital.

During the course of the writer process, all the informants in this study did are willing to be, informants of this writer are follows:

Table 4.5 Subject as the informant

No	Name Informant	Position
1	Dr . Edi fanani	Doctors
2	Dr . Tri yudianto Sp.R	radiology specialist doctors
3	Nur ratna sari	Medical records
4	Setyo adi	Radiographer
5	Alfu	Head of pharmacy
6	Nita puspita	Laboratory analyst
7	Candra	Nurses
8	Huda	Nurses
9	Hanif	Nurses
10	Rifanggi	Nurses
11	Abdul muntolib	Nurses
12	Irine	Nurses
13	Kurniawan	Nurses

From the table 4.1they are excited to provide the required information at any time as long as their activities do not interfere in the work. The staff of Anwar medika hospital honestly help writer find other informants to be willing

to become informants in the writer and find the data useful for the study of perfection.

Data from the writer is conducted by writer in the period March 2015. Where the entire informant is a employee Anwar medika hospital. Based on writer conducted by writers of the "Register Used by Health Professionals in Anwar Medika Hospital Krian, Balongbendo".

Word is an element of language both spoken and written. It is a part of sentence to express of feeling and thought that used in conversation. Writer conducted data collection for completeness of information in accordance with the focus of writer, the writer explain the Technical observations as follows:

Table 4.6 Data observations Register Word, Abbreviation and Phrase

NO	Register Word, Abbreviation and Phrase	Meaning
1	Abocath	Hypodermic needle
2	Advice	Recommended by doctors
3	Allergy	A damaging immune response by the body to a substance, especially pollen, fur, a particular food, or dust, to which it has become hypersensitive.

4	Amputation	Is the removal of a limb by trauma, medical illness, or surgery
5	Anesthetic	Is a drug that causes anesthesia, which is a reversible loss of sensation.
6	Antiseptic	Is a chemical compound used to kill or inhibit the growth of microorganisms on living tissue as on the surface of the skin and mucous membranes.
7	Assessment	A plan of care that identifies the specific needs of the client and how those needs will be addressed by the Healthcare system
8	Autopsy	A postmortem examination to discover the cause of death or the extent of disease.
9	Average Length of Stay	This is the average length of a patient
10	BPJS	Institution of Social Security formed by the government to provide for the Community Health Insurance
11	Broken bone/ Fracture	The cracking or breaking of a hard object or material.
12	Catheter	Action hose insert a catheter into the bladder through the urethra with the aim of passing urine.

13	Cephalgia chronic	Is pain or pain around the head continuously and does not go away
14	Chest pain	Pain in the chest that causes excessive discomfort
15	Clinic	A place or hospital department where outpatients are given medical treatment or advice, especially of a specialist nature.
16	Critical	A state where human consciousness experienced a period of decline due to illness or other causes
17	CT scan	Is one of the types of medical investigations using X-rays with the help of a reliable operator can check the desired body tissue in accordance with the needs of patients and doctors.
18	Developer	Liquid To determine the optimal time of generation of x-rays films
19	DL (Darah Lengkap)	Complete blood or sampling blood
20	Drip	A small drop of a liquid.
21	EKG (ektrokardiogram)	Record heart

22	Emergency	Is a situation that poses an immediate risk to Health, life, property, or environment
23	Emergency room	Is a medical treatment facility specializing in emergency medicine, that is, acute care of patients who present without prior appointment, either by their own means or by ambulance
24	Fever	Is the temporary increase in the body's temperature in response to a disease or illness.
25	GCS (Glasgow Coma Scale)	Is a neurological scale which can be used to assess the level of awareness
26	Gross Death Rate	This is a general mortality rate for every 1000 patients out.
27	Hearse	A vehicle for conveying the coffin at a funeral.
28	Heating	Needle to sewing leather
29	High alert	Drugs which have a higher risk for cause / cause complications / patient harm significantly if there is an error of use (dose, interval, and election)
30	HT (hypertension)	High blood pressure

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31	Infection	The process of infecting or the state of being infected.
32	Informed consent	Consent given by patients to doctors
33	Infusion	Submission or insert fluids / medications into the bloodstream during periods of illness
34	Injection	An instance of injecting or being injected.
35	Kidney failure	<a href="#"><u>Is a medical condition in which the kidneys fail to adequately filter waste products from the blood.</u></a>
36	Liver failure	Is the inability of the liver to perform its normal synthetic and metabolic function as part of normal physiology.
37	Maternity clinic	Points of Service and examination of pregnant women, Immunization Services pregnant women, infants and children
38	Medical tests	Is a kind of medical procedure performed to detect, diagnose, or monitor diseases, disease processes, susceptibility, and determine a course of treatment.

39	Miscarriage	The expulsion of a fetus from the womb before it is able to survive independently, especially spontaneously or as the result of accident.
40	Net Death Rate	It is the death rate after 48 hours for every 1000 patients treated out
41	NGT (NasoGastric Tube)	Hose is passed through the nose through the nasopharynx and esophagus to the stomach.
42	Observasi	Supervise and observe carefully
43	Operating room	A room in a hospital specially equipped for surgical operations.
44	Painkiller	A drug or medicine for relieving pain.
45	Physiotherapy	Is a Healthcare profession that assesses, diagnoses, treats, and works to prevent disease and disability through physical means.
46	Poly	A clinic where a wide range of Health care services can be obtained
47	Pregnant	Is the time during which one or more offspring develops inside a woman

48	Punctured lung	Is a collection of air or gas in the chest or pleural space that causes part or all of a lung to collapse.
49	Punksi	Blood collection in the pleura
50	Recuperation	Gradual healing (through rest) after sickness or injury
51	Refer	Sending or delivery of patients to the hospital room or another
52	referral	In medicine, referral is the transfer of care for a patient from one clinician to another
53	Rontgen	Is a unit of measurement of ionizing radiation in the air (in the form of X-rays or gamma rays)
54	SC (caesarean section )	Delivery process through which the surgical incision made in the mother's abdomen to remove the baby
55	Sleeping pills	A class of psychoactive drugs whose primary function is to induce sleep
56	SOP (space occupying process)	The problem of the existence of lesions (abnormal tissue state of the body) in the intracranial space especially about the brain. Cause of lesions in the brain such as cerebral contusion, hematoma,

		infarction, brain abscess and intracranial tumors.
57	Supplement	Something that completes or enhances something else when added to it.
58	Surgeon	Is an ancient medical specialty that uses operative manual and instrumental techniques on a patient to investigate and/or treat a pathological condition such as disease or injury
59	Therapy	Treatment intended to relieve or heal a disorder.
60	Thorax	X-rays to examine the heart and lungs
61	Transplant	Move or transfer (something) to another place or situation, typically with some effort.
62	Unit THT	Branch of medical science that specifically examines the diagnosis and treatment of diseases of the ear, nose, throat, and head and neck
63	Urgent	Is a category of walk-in clinic focused on the delivery of ambulatory care in a dedicated medical facility outside of a traditional emergency room
64	USG (Ultrasonogra	Is a diagnostic imaging technique using ultrasound is used to image internal organ and muscles

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65	Visite	An dokter act of going or coming to see a person or patient
66	Widal	Alleged blood test for undulant fever in which the bacteria that causes typhoid fever obtained from an infected
67	X ray	<a href="#">Is a form of electromagnetic radiation</a>

#### 4.2.1 Classification

After identifying the words or group of the word are as the register word in Anwar medika hospital between doctors, patient and medical personnel. The writer classifies them into several classes namely: words, abbreviation, and phrase.

Table4.7 Word

No	Word	Meaning
1	Abocath	Hypodermic needle
2	Advice	Recommended by doctors

3	Allergy	A damaging immune response by the body to a substance, especially pollen, fur, a particular food, or dust, to which it has become hypersensitive.
4	Amputation	Is the removal of a limb by trauma, medical illness, or surgery
5	Anesthetic	Is a drug that causes anesthesia, which is a reversible loss of sensation.
6	Antiseptic	Is a chemical compound used to kill or inhibit the growth of microorganisms on living tissue as on the surface of the skin and mucous membranes.
7	Assessment	A plan of care that identifies the specific needs of the client and how those needs will be addressed by the Healthcare system
8	Autopsy	A postmortem examination to discover the cause of death or the extent of disease.
9	Catheter	Action hose insert a catheter into the bladder through the urethra with the aim of passing urine.
10	Clinic	A place or hospital department where outpatients are given medical treatment or advice, especially of a specialist nature.
11	Critical	A state where human consciousness experienced a period of decline due to illness or other causes

12	Developer	Liquid To determine the optimal time of generation of x-rays films
13	Drip	A small drop of a liquid.
14	Emergency	Is a situation that poses an immediate risk to Health, life, property, or environment
15	Fever	Is the temporary increase in the body's temperature in response to a disease or illness.
16	Hearse	A vehicle for conveying the coffin at a funeral.
17	Heating	Needle to sewing leather
18	Infection	The process of infecting or the state of being infected.
19	Infusion	Submission or insert fluids / medications into the bloodstream during periods of illness
20	Injection	An instance of injecting or being injected.
21	Observasi	Supervise and observe carefully

22	Physiotherapy	Is a Health care profession that assesses, diagnoses, treats, and works to prevent disease and disability through physical means.
23	Poly	A clinic where a wide range of Health care services can be obtained
24	Pregnant	Is the time during which one or more offspring develops inside a woman
25	Punksi	Blood collection in the pleura
26	Refer	Sending or delivery of patients to the hospital room or another
27	referral	In medicine, referral is the transfer of care for a patient from one clinician to another
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29	Supplement	Something that completes or enhances something else when added to it.
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31	Therapy	Treatment intended to relieve or heal a disorder.
32	Thorax	X-rays to examine the heart and lungs
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34	Urgent	Is a category of walk-in clinic focused on the delivery of ambulatory care in a dedicated medical facility outside of a traditional emergency room
35	Visite	An dokter act of going or coming to see a person or patient
36	Widal	Alleged blood test for undulant fever in which the bacteria that causes typhoid fever obtained from an infected

Table4.8 Abbreviation

No	Abbreviation	Meaning
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1	CT-scan (computed tomography Scan)	Is one of the types of medical investigations using X-rays with the help of a reliable operator can check the desired body tissue in accordance with the needs of patients and doctors.
2	DL (Darah Lengkap)	Complete blood or sampling blood
3	EKG (ektrokardiogram)	Is a test that checks for problems with the electrical activity of your heart
4	GCS (Glasgow Coma Scale)	Is a neurological scale which can be used to assess the level of awareness
5	HT (hypertension)	High blood pressure
6	NGT (NasoGastric Tube)	Hose is passed through the nose through the nasopharynx and esophagus to the stomach.
7	SC (caesarean section )	Delivery process through which the surgical incision made in the mother's abdomen to remove the baby

8	SOP (Space Occupying Proses)	The problem of the existence of lesions (abnormal tissue state of the body) in the intracranial space especially about the brain. Cause of lesions in the brain such as cerebral contusion, hematoma, infarction, brain abscess and intracranial tumors.
9	Unit THT	Branch of medical science that specifically examines the diagnosis and treatment of diseases of the ear, nose, throat, and head and neck
10	USG (Ultrasonografi)	Is a diagnostic imaging technique using ultrasound is used to image internal organ and muscles

Table4.9 Phrase

NO	Phrase	Meaning
1	Average Length of Stay	This is the average length of a patient
2	Broken bone/ Fracture	The cracking or breaking of a hard object or material.

3	Cephalgia chronic	Is pain or pain around the head continuously and does not go away
4	Chest pain	Pain in the chest that causes excessive discomfort
5	Emergency room	Is a medical treatment facility specializing in emergency medicine, that is, acute care of patients who present without prior appointment, either by their own means or by ambulance
6	Gross Death Rate	This is a general mortality rate for every 1000 patients out.
7	High alert	Drugs which have a higher risk for cause / cause complications / patient harm significantly if there is an error of use (dose, interval, and election)
8	Informed consent	Consent given by patients to doctors
9	Kidney failure	<a href="#"><u>Is a medical condition in which the kidneys fail to adequately filter waste products from the blood.</u></a>
10	Liver failure	Is the inability of the liver to perform its normal synthetic and metabolic function as part of normal physiology.

11	Maternity clinic	Points of Service and examination of pregnant women, Immunization Services pregnant women, infants and children
12	Medical tests	Is a kind of medical procedure performed to detect, diagnose, or monitor diseases, disease processes, susceptibility, and determine a course of treatment.
13	Miscarriage	The expulsion of a fetus from the womb before it is able to survive independently, especially spontaneously or as the result of accident.
14	Net Death Rate	It is the death rate after 48 hours for every 1000 patients treated out
15	Operating room	A room in a hospital specially equipped for surgical operations.
16	Painkiller	A drug or medicine for relieving pain.
17	Punctured lung	Is a collection of air or gas in the chest or pleural space that causes part or all of a lung to collapse.
18	Recuperation	Gradual healing (through rest) after sickness or injury
19	Sleeping pills	A class of psychoactive drugs whose primary function is to induce sleep

20	X ray	<a href="#"><u>Is a form of electromagnetic radiation</u></a>
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#### **4.2 Reason of using Register**

Result of recording for the conversation used by health personnels in Anwar medika hospital. They use the language pattern in different way based on the factors that affect register. It means the language pattern is used between the nurses, midwife, families patient and the doctor. Based on different context, under different circumstances, for different purpose. Actually, in this case only some of the workers or health personnels used language pattern in same way because the health personnels in the same place or room they know the register words. There is no different between the language is used by the health personnels.

These various languages are usually acquired naturally and unselfconsciously. The shifts from one to another are made without hesitation. This bilingual or even multilingual situation may conduct some condition that the register can be characterized by the use of dialect and borrowing from other language. Based on the explanation of the registers, that register has many types of register and language variations and factors that affect register.

According to Halliday “Every register is determined by three controlling variables: field, mode and tenor. Field involves the setting in which communication takes place, and includes the purpose and subject matter or topic of the communication process. Mode refers to the channel or medium of communication; in other words, the choice between speech and writing. Finally,

tenor indicates the relationship between the speaker and the addressee (as cited in Lewandowski, 2010: 71). Distinguishes three general types or factor of dimension that affect register.

#### 4.2.1 Field

Field is related to the evaluation of objects or personal estimations, such as it will go well, where the evaluation is indicated by the future tense (will go) and by the adverb (well) by Halliday & Hasan (1990:30-31) It involves, first of all, the types of processes talked about in the text, for example, existence (i.e., being), possession (i.e., having), movement (i.e., going), location (i.e., putting). Secondly, it involves the grammatical structures associated with the above process types, which determine the participants involved in them. Thirdly, it involves the names of objects, such as car and house that can be found in texts, plus the features that accompany them, such as red, nice, etc.

##### **Are the examples of conversation:**

- Midwife : ini dari *as follows* ?  
(Is this from child-polyclinics)
- Nurse 2 : lho arek kembar iku seng ndek kamar iku, ndugi poly anak? Iya poly anak  
(Oh, the twins in that room, are from child-polyclinics? Yes, from the poly, sir )
- Nurse 1 : pak joko ini gak bisa kencing, sudah di *catheter* 3 kali gagal, rencanae *pungsi* sama dokter ahmad, *abocath* sek dicarikan sama apotik

(Mr. Joko can not urinate, and he has been cathetered but failed 3 times. It is planned to *pungsi* with dr.Ahmad, *abocath* is still be taken by the apoteker)

- Nurse 2 : *gak dicoba ambek NGT ta? Wes dicoba NGT durung? tinggal mindah tok? ada tindakan ta? Ndak maksudte, observasi dan sebagainya.*  
(Why didn't choose NGT? Just only move the patient. // Another action? I don't mean it, observation and something)

From conversation in above can be concluded there are field, such as mentioned location and names of objects. For example to location as follows *poly*, because *poly* is a place for a wide variety of medical examination and for example it involves the names of objects as follows *catheter and abocath*, because *catheter* and *abocath* is an object name that is used in the registers.

#### **4.2.2 Mode**

Halliday & Hasan says “The mode of discourse refers to the part language is playing” by Halliday & Hasan (1990:12). It is the actual medium (i.e., written, spoken, interchange between monologue and dialogue, etc.) through which messages are communicated, and it is reflected in grammar. Mode is pragmatic and task oriented; according to Halliday, theme structure is of main interest here, for example if there is a person theme (i.e., I want to get some sleep) or an object theme (i.e., the train is coming). Mode is also concerned with the way the relationships among items, such as repetitions and collocations, create cohesion throughout the text. Textual cohesion is concerned with anaphoric reference, where objects are involved, and with conjunction in general, where processes are

involved. Halliday & Hasan says “What is also important is the information structure, that is to say, how information is distributed in text units and how information is distributed into given and new” by Halliday & Hasan (1990:34-36).

Mode refers to the means by which communication takes place, the medium of communication matters, such as whether it is spoken or written, and if either, on the level of formality or professionalism needed to be conveyed. For example, is a professional presentation is different from a coffee shop conversation.

### **Are the examples of conversation?**

- Nurse 1: Pasien ini di *tensi* 200/100, permintaannya sudah, *EKG* sudah, *Thorax* nya belum.

(This patient’s tension 200/100, request form has done, EKG has done, the thorax has not already )

- Nurse 2 : sudah daftar buk (perawat tanya ke pasien)?Dokter ahmad durung teko, wes kene tak tangani, yo ditangani, wes minta di *infus* nanti saya pindah ke RSAL, Uda datang.

(has you checked the registration, mam? dr. Ahmad has not come, I can handle it, request for infusion, so he can be moved to RSAL)

- Midwife : adek itu perlu *heating* a mas?

(The doctor has come. is it necessary to do heating?)

- Midwife: seng endi pengobatan ba? Langsung dilempar ae ke ruang mawar, iyo langsung di *Refer* ae, iku teko *poly* kandungan, iku *USG* mas?

(Another patient is SC, the other one medical treatment, which one is medical treatment? Move her immediately to Mawar room. Yes, move her immediately, she is come from obstetrics and gynecology, she needs USG)

- Dokter : // begini pak, saya akan menjelaskan kondisi dari bapak toni, tadi sudah saya konsulkan ke dokter spesialis saraf, dan dokter sarafnya menganjurkan untuk dilakukan ct-scan kepala dengan kontras, karena keluhannya bapak toni ini sakit kepala yang hilang timbul, bisa disebut juga dengan Cepalgia cronic, maka saya meng Advis juga untuk dilakukan tindakan Ct-scan, // biayanyanya berapa dok? // untuk biaya nanti bisa dikonfirmasi oleh pihak radiologi ke pasien atau keluarga pasien, jika setuju dilakukan tindakan ct-scan, nanti perawatnya akan melakukan skin test kepasien punya alergi apa tidak, dan keluarga setuju untuk dilakukan tindakan ct-scan, kalau enggeh monggo mengisi inform consen untuk persetujuan tindakan, jelas nggeh?

(thus sir, I will explain about the condition of Mr. Toni, I have consulted to neurologist, and the doctor recommends to do head CT-Scan with contrast, because Mr. Toni's complain is intermittent headaches, can be called as cepalgia cronic, so I advice to do the same, // how much it cost, doctor?// the cost can be confirmed by radiology department to the patient or his family, if agree, ct-scan will be taken, later, the nurse will have a skin test to check whether the patient has an allergy or not, and the family agree with ct-scan's action, if yes, please fill the informed consent for the approval, is it clear?)

From conversation in above can be concluded there are Mode, such as repetitions and how information is distributed in text units and how information is distributed into given and new by Halliday & Hasan (1990:34-36).

From conversation in above can be concluded there are Mode, used actual medium as follow: written, spoken, interchange between monologue and dialogue, etc. In Anwar medika hospital much of the dialogue between the members of the medical personnel or with others. The writer found Mode context. nurses, midwives and doctors.

#### **4.2.3 Tenor**

Montomery says “The tenor of discourse refers to the kind of social relationship enacted in the text. Tenor includes degrees of formality, the statuses of the participants, and politeness – especially the use of modal auxiliary verbs in utterances that request action are often related to politeness” by Montomery (1996:109-110).

Tenor depend on the relation between participant, the relationship between the speakers matters, such as when a student is talking to a teacher, an offender to a police officer, an office worker to a superior, or a parent to an infant (baby talk). Here register is generally a marker of formality or intimacy, and commonly affects phonology, pragmatic rules, and accent.

#### **Are the examples of conversation:**

Nurse : Keluarganya bapak toni, enggeh mriki pak dijelasaken doktere tentang sakite bapaknya.

(The family of Mr.Toni, please come here sir, you will be described by the doctor about the pain of your father)

The family of patient: enggeh dokter

(Yes, doctor)

Dokter : // begini pak, saya akan menjelaskan kondisi dari bapak toni, tadi sudah saya konsulkan ke dokter spesialis saraf, dan dokter sarafnya menganjurkan untuk dilakukan ct-scan kepala dengan kontras, karena keluhannya bapak toni ini sakit kepala yang hilang timbul, bisa disebut juga dengan Cepalgia cronic, maka saya meng Advise juga untuk dilakukan tindakan Ct-scan, // biayanyanya berapa dok? // untuk biaya nanti bisa dikonfirmasi oleh pihak radiologi ke pasien atau keluarga pasien, jika setuju dilakukan tindakan ct-scan, nanti perawatnya akan melakukan skin test ke pasien punya alergi apa tidak, dan keluarga setuju untuk dilakukan tindakan ct-scan, kalau enggeh monggo mengisi inform consent untuk persetujuan tindakan, jelas nggeh?

(thus sir, I will explain about the condition of Mr. Toni, I have consulted to neurologist, and the doctor recommends to do head CT-Scan with contrast, because Mr. Toni's complain is intermittent headaches, can be called as cepalgia cronic, so I advice to do the same, // how much it cost, doctor?// the cost can be confirmed by radiology department to the patient or his family, if agree, ct-scan will be taken, later, the nurse will have a skin test to check whether the patient has an allergy or not, and the family agree with ct-

scan's action, if yes, please fill the informed consent for the approval, is it clear?)

The family of patient : kulo rundingan sama keluarga sebentar dok.

(I will negotiate with family first, doctor.)

From conversation in above can be concluded there are Tenor, such as Tenor includes degrees of formality, the statuses of the participants, and politeness especially the use of modal auxiliary verbs in utterances that request action are often related to politeness. The writer conclude on an appropriate conversation with the tenor, is a conversation that is calling the nurse to be explained by the patient's family doctor with a language that is easy to understand and polite.