

SPEECH ACT OF COMMUNICATION STRATEGY BETWEEN THE DOCTOR AND THE PATIENT IN WALUYO JATI HOSPITAL, PROBOLINGGO

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Abstract: Communication in medical is important thing because there are feedback between doctor and patient. Communication promotes both health and illness in society, and makes the system run at optimal or marginal effectiveness. This study applies pragmatics as based theory and speech act belongs to pragmatics. Illocutionary act are divided into five clarifications, namely assertives, directives, commissives, expressives, and declarations. Illocutionary act selected because most of the utterances in medical activity usually used its types. The research design in this study is descriptive qualitative method. Research area determination method use purposive sampling. Data collection method use observation. Data analysis method is data analysis qualitative by miles and huberman theory. Besides that, the data validity examination method using rechecking. The result of this study finds the types of illocutionary acts, they are asking directive act, explanation, ordering, requesting, advising, greeting answer, confirmation, fact assertive act, and prohibiting declaration act. Asking as mostly types of illocutionary act because the doctor presented the question is to get information about the complaint of the patient and improve the interaction between doctor and patient.

Keywords: *illocutionary, speech act, doctor and patient conversation,*

INTRODUCTION

Communication is the process of making and sharing message, information, and ideas from one person to another. The influence of communication in environment is a normal and everyday phenomenon. The only way to relate with other people is communication. People talk to each other as means of learning appropriate behavior for different social contexts, and to feel a sense of belonging. People seek feedback by communicating, nonverbal and verbal, to help them assess new ideas as a sort of social sounding board.

The feedback as other forms of message, the information received must be interpreted by person. Therefore, the message is susceptible to the same possible misinterpretations and will be influenced by factors such as context and people involved. The accurate way of looking at the process of communication is probably as a dynamic,

circuitous process in which elements such as non-verbal behaviour and individual styles of interpreting and ascribing meaning to events have significant influence. Strategies such as constructing a clear, unambiguous message can encourage effective communication, but can seeking to understand meanings imposed by the listener via processes such as actively listening to feedback.

The importance of communication in human life, encouraging them to pay more attention to the order of the language in all professions in which they do. Communication event does not recognize the place, anywhere we can carry out communication activities and communication activities can occur in any profession, such as the communication that occur between doctor and patient. The doctor hold important influence for the health of a patient. Because the doctor is more understand about medicine than patient who does not learn about the world of healthcare.

Communication promotes both health and illness in society, and makes the system run at optimal or marginal effectiveness. Communication needs to be patient centred and informative, and needs to promote trust and confidence. Good communication between patients and medical staff is important from the very first encounter, because it forms the basis of all future transactions. Specifically concerned with health communication, it is about all aspects of human communication that relate to health. More formally, health communication has been defined as referring to any type of human communication whose content is concerned with health' (Rogers in Berry,2007), where the focus is on health-related transactions and the factors that influence these.

The relation between doctor and patient is a unique relations. There are feedback between doctor and patient of the information about health. Then the communication between doctor and patient in a short time even can produce result that impact on patient care. The communication strategy on doctor and patient can be analysis use pragmatics theory. Pragmatics, the study of sign use and sign users in situations, is usually considered to be a fairly recent addition to the language sciences (Mey, 2009). Speech act affecting a person to do something in the form of message delivery either context or topic. The speech act is the basic unit of language used to express meaning, an utterance that expresses an intention (Searle, 1975).

Speech act theory have three types: locutionary acts, illocutionary acts and perlocutionary acts. Locutionary acts are the speech acts of saying something. Illocutionary acts are the real actions to doing something which are performed by the utterance, where saying equals doing, as in betting, plighting one's troth, welcoming and warning. Perlocutionary acts are the affecting someone of the utterance on the listener.

Based on the definition above, it can be concluded that speech act is any of the acts performed by a speaker in making an utterance, as asking, requesting, advising, warning, or persuading, considered in terms of the content of the message, the intention of the speaker, and the effect on the listener.

In each speech act we can distinguish abstractly two components: the type or quality of the act and the normally propositional content of the act (Burkhardt, 1990). Its means in speech act, context and aims of the utterance is important thing to communication effectively. This research only focuses on illocutionary act that use of doctor and patient in Waluyo Jati Hospital because the doctor do not only explain about health, but also give advice, request, command, forbidden, asking, allow, etc to their patient.

METHOD

This research is used qualitative descriptive method in analyzing and to get the obtained data which is the speech act of communication on doctor and patient. The research not only explains the types of speech act of communication strategy between doctor and patient, but also concludes context and situation from each utterance and the dominant used of it. (Denzin & Lincoln, 2017; Tjahyadi, Andayani, & Wafa, 2020). Primary data that used in this research is sentence of the conversation. Data analysis method in this research is data analysis qualitative by miles and huberman that have three steps, ata reduction, data display and conclusion drawing/ verification (Miles & Huberman, 1984).

ANALYSIS AND FINDINGS

Dominant Use of Illocutionary Act by Doctor and Patient in Waluyo Jati Hospital

Illocutionary act refers to the fact that when we say something, we usually say it with some purpose in mind. In other words, an illocutionary act refers to the types of function the speaker intends to fulfill, or the action the speaker intends to accomplish in the course of producing an utterance. It is also an act defined within a system of social conventions. In short, it is an act accomplished in speaking. Examples of illocutionary acts include accusing, apologizing, blaming, congratulating, declaring war, giving permission, joking, marrying, promoting, ordering, refusing, swearing, and thanking.

Illocutionary act is a complete speech act that is often used in medicine or health. Searle said that illocutionary act refers to the fact that when people say something, people

usually say it with some purpose in mind. The table below shows total of using each types of illocutionary act that found in conversation script of Dermatologist.

Table 1. Table of Dermatologist

No.	Types of illocutionary act	Total	Persentage
1.	Asking	35	47.95%
2.	Explanation	11	15.06%
3.	Ordering	7	9.58%
4.	Advising	6	8.21%
5.	Requesting	5	6.85%
6.	Fact	4	5.47%
7.	Confirmation	2	2.73%
8.	Greeting answer	2	2.73%
9.	Prohibiting	1	1.36%
Total		73	100%

Based on the table above, it can be concluded that asking is dominant use than the other function. There are 35 utterances (47.95%). Asking becomes dominant use that found in the conversation script of Dermatologist. The intention of doctor used the utterance to : (1) improve interaction between doctor and patient or between patient to doctor, (2) the question presented to make patient give information during treatment process, (3) the patient get new information about the disease. (4) know the difference between one disease with another and the process of handling it, (5) know the complaints from the patient.

According to the result analysis of Dermatologist, there are 73 utterances of illocutionary acts that found in 74 data of doctor and patient conversation. From the 35 utterances (47.95%) that found in asking directive act. The doctor use prefix, such as apa, siapa, sebelah mana, dimana, masih, berapa, yang mana. Function of asking to get the information. The finding 11 utterances (15%) of explanation. Function of explanation, doctor explain something to make the patient understand of the statement. The doctor use explanations that are easily understood by the patient.

The finding 7 utterances (9.58%) of ordering. Function of ordering, doctor expect patient to doing an action that doctor want. Using prefix such as pake, didiamkan, nanti, cek lagi. The finding 6 utterances (8.21%) of advising. Function of advising is give an advice the hearer to doing something that advises. The finding 5 utterances (6.85%) of requesting. Function of requesting means hearer doing what the speaker want. The doctor hope the patient doing an action.

The finding 4 utterances (5.47%) of fact. Function of fact is speaker representing the world to believes it is. The finding 2 utterances (2.75%) of confirmation. The function of confirmation is the speaker take an action of confirming something to the hearer. The finding 2 utterances (2.75%) of greeting answer. Function of greeting answer is something that say when hearer get greet from the speaker. The finding 1 utterance (1.36%) of prohibiting. Function of prohibiting is the speaker doing action of forbidding something to hearer.

All of the types of illocutionary act, doctor more often use asking to do an interaction with patient in dermatologist room. The doctor use asking to get deeper and clearer information to find out what treatment is appropriate to give to patient. Another advantage that the doctor can develop is the interaction to patient with make a good communication and not cause misunderstanding, so that patient can freely to issue any complaints against the disease, the patient get new information about the disease, know the difference between one disease with another and the process of handling it. There are some findings that are not explained in theory but still part of the research theory, that is explanation, confirmation, and greeting answer. There are three new findings after analysis of conversation between doctor and patient in Dermatologist.

The table below shows total of using each types of illocutionary act that found in conversation script of Physiotherapist.

Table 1. Table of Dermatologist

No.	Types of illocutionary act	Total	Percentage
1.	Asking	18	54.55%
2.	Explanation	6	18.2%
3.	Ordering	3	9.09%
4.	Advising	2	6.06%
5.	Confirmation	2	6.06%
6.	Requesting	1	3.03%
7.	Prohibiting	1	3.03%
Total		33	100%

Based on the table above, it can be concluded that asking is dominant use than the other function. There are 18 utterances (54.55%). Asking becomes dominant use that found in the conversation script of Physiotherapist. The intention of doctor used the utterance to : (1) improve interaction between doctor and patient or between patient to doctor, (2) the question presented to make patient give information during treatment

process, (3) the patient get new information about the disease. (4) know the difference between one disease with another and the process of handling it, (5) know the complaints from the patient.

According to the result analysis of Physiotherapist, there are 33 utterances of illocutionary acts that found in 34 data of doctor and patient conversation. From the 18 utterances (54.55%) that found in asking directive act. The doctor use prefix, such as apa, kenapa, mana, dimana.. Function of asking to get the information. The finding 6 utterances (18.2%) of explanation. Function of explanation, doctor explain something to make the patient understand of the statement. The doctor use explanations that are easily understood by the patient. The finding 3 utterances (9.09%) of ordering. Function of ordering, doctor expect patient to doing an action that doctor want.

The finding 2 utterances (6.06%) of advising. Function of advising is give an advice the hearer to doing something that advises. The finding 2 utterances (6.06%) of confirmation. The function of confirmation is the speaker take an action of confirming something to the hearer. The finding 1 utterance (3.03%) of requesting. Function of requesting means hearer doing what the speaker want. The doctor hope the patient doing an action. The finding 1 utterance (3.03%) of prohibiting. Function of prohibiting is the speaker doing action of forbidding something to hearer.

All of the types of illocutionary act, doctor more often use asking to do an interaction with patient in physiotherapist room. The doctor use asking to get deeper and clearer information to find out what treatment is appropriate to give to patient. Another advantage that the doctor can develop is the interaction to patient with make a good communication and not cause misunderstanding, so that patient can freely to issue any complaints against the disease, the patient get new information about the disease, know the difference between one disease with another and the process of handling it. There are some findings that are not explained in theory but still part of the research theory, that is explanation and confirmation. There are two new findings after analysis of conversation between doctor and patient in Physiotherapist.

CONCLUSION

Good communication between doctor and patient is important from the first encounter, because it forms the basis of all future transactions. Specifically concerned with health communication, it is about all aspects of human communication that relate to health. In medical, especially in communication process in the hospital, before doctor

begin the medicinal treatment, the doctor have to know and understand how the condition of the patient, its important things of speech acts. The create a fun interaction, good communication is needed between doctor and patient. Doctor utterance during give medication is not monotonous, so the medical activity in the Dermatologist and Physiotherapist room is active. The data of conversation script between doctor and patient in Dermatologist and Physiotherapist are founds the types of illocutionary acts, they are directives (asking, explanation, ordering, requesting, advising, greeting answer, and confirmation), assertives (fact), and declarations (prohibiting).

From the data, founding the intention of doctor use the utterances (1) to do an interaction with patient, (2) get deeper and clearer information to find out what treatment is appropriate to give to patient, (3) the patient get new information about the disease, (4) know the difference between one disease with another and the process of handling it, (5) the doctor can develop the interaction to patient with make a good communication and not misunderstanding.

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