

LANGUAGE VARIETY OF HEALTH CARE SERVICES AT PUSKESMAS BANTARAN KABUPATEN PROBOLINGGO

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Abstract: This study analyzes the language variety used by nurses and patients of health care services at Puskesmas Bantaran Kabupaten Probolinggo. Language variety refers to variants of language caused by the speakers' different backgrounds. Puskesmas Bantaran is a referral puskesmas with medical personnel and patients from different backgrounds and it causes challenges in the communication process during health care services. The theory used to analyze the data in this study is the theory from Janet Holmes (2013). Language variety is divided into two aspects namely, language variety of speakers and language variety of the use. This research is important to improve the effectiveness of communication between medical personnel and patients. This research aims to describe the types of language variety used by a nurse to patients of health care services at Puskesmas Bantaran Kabupaten Probolinggo. The method used is descriptive-qualitative with data collection methods through observation, recording, transcribing, and interviews. The data source consists of all dialogs of conversational interaction between a nurse and patients of health care services containing language variety. The data were analyzed from 24 conversations, resulting in 101 language variety. The results of the analysis show that there are two language variety of health care services in the interaction between a nurse and patients, namely language variety of speakers and language variety of the use. The language variety of speakers has 87 data which is divided into five types, namely social status and ethnicity (51 data), gender (10 data), age (24 data), and social network (2 data). The language variety of the use or register of health has 14 data. These findings reflect the social interaction between a nurse and patients of health care services.

Keywords: Language Variety, Puskesmas Bantaran, Health Care Services, Medical Ward

INTRODUCTION

People use symbols to interact in daily life. These symbols are in the form of a system that includes spoken language, writing, signs, and other symbols that a particular group or community understands. This symbol is known as language. By using language, it can simplify various aspects of life and help people to build relationships. Language makes it possible to express ideas, information, and emotions of people (Mailani et al., 2022).

Language is considered as the most essential component that cannot be separated from human life (Keraf, 2004). It is because of its extensive role in

various aspects of social, cultural, and intellectual life. In social life, language is the only communication media used by humans to interact with each other. In the culture realm, language becomes the identity that represents the social behavior of an individual or a particular group (Sumarsono, 2002).

The science that studies language is called linguistics (Kridalaksana, 2009). Linguistics has several fields of study, namely phonology, morphology, semantics, and syntax which are general linguistics branches. Meanwhile, interdisciplinary fields of study in linguistics are psycholinguistics, sociolinguistics, neurolinguistics, ecolinguistics, etc. This study focuses on sociolinguistics as one of the subfields of linguistics studies.

Language as a communication tool that is closely related to the social life of society can be studied in the branch of linguistics study, namely sociolinguistics. It is the study of how language functions in everyday life and how social interactions and structures influence and are impacted by language. In this case, sociolinguistics plays a role in exploring how language is influenced by and affects social factors in society. How language is used in different social groups, how language changes over time, and how social factors affect language are important aspects of sociolinguistics studies. It involves examining various aspects of language as it relates to social factors such as social class, gender, age, religion, etc. Therefore, language and society cannot be separated. They must complement one another because people can't conduct their activities in society such as in the market, school, hospital, and office without using language.

Sociolinguistics is a large field and includes various subfields that study the relationship between language and society, one is language variety. Language variety is explained as the use of language according to its users, which differs according to the topic being discussed, according to the relationship between the speaker, the speaking partner, and the person being discussed, and according to the medium of conversation (Suwito, 1983: 23), language variety is variants of language with particular patterns that resemble the general pattern of the original language. Heterogeneous language speakers and their social interactions cause language variety.

Language variety occurs in a place caused of the different backgrounds of the speakers. This means that every group of people has its characteristics and rules, especially in terms of language, which causes language variety. Even within the same group, language variety can occur due to factors such as age differences, education levels, social status, and others. Language variety occurs when these groups interact with each other to achieve the same goal. It can be concluded that language variety refers to variants of language that are used according to their functions and situations, without ignoring the main rules that apply in the language concerned (Coupland, 2007). Language diversity will grow if it is used by communities of people who come from various places that have social backgrounds, cultures, traditions, customs, education, religion, and other differences.

According to Chaer & Agustina, 1995, language variety is distinguished based on the criteria: (a) geographical and social background of speakers, (b) medium used, (c) subject matter. Chaer divided language variety based on the criteria (a) language variety in terms of speakers, it means who the language users are, where they live, what their social status is, what their gender is, and when they use the language. (b) language variety in terms of use means what is language used for, (c) language variety in terms of formality, (d) language variety in terms of means (Chaer & Agustina, 2014)

This research focuses on the language variety used in health care services at Puskesmas Bantaran Kecamatan Bantaran Kabupaten Probolinggo. In the context of healthcare service, medical personnel and patients must communicate effectively to ensure a correct understanding of health conditions, diagnoses, and treatment recommendations. The variations of languages used by patients and medical personnel, which can include dialects, medical terms, and local or foreign languages, can affect communication quality and understanding in healthcare.

Puskesmas Bantaran is a reliable puskesmas that received grade A, it means Puskesmas Bantaran is the referral puskesmas. It treats patients from Kecamatan Bantaran and surrounding, such as Kecamatan Kuripan and Wonomerto. Therefore, interactions between doctors and patients often come from diverse cultural and linguistic backgrounds. Patients may come from different tribes, have different

levels of education, or even speak a different language than that used by medical personnel. Due to linguistic phenomena that take place there, the puskesmas was turned into a research site. This research is essential to determine whether the puskesmas language variety influences patient and medical professional communication and information comprehension.

The focus of this research is The language variety that occurs between nurse and patients of health care services. Health service is efforts to prevent, diagnose, treat, restore, or cure diseases, injuries, and other physical and mental disorders to maintain or improve health (Telaumbanua, 2020). Ensuring the physical, mental, and social happiness of individuals and society at large is the goal of health care, which is a crucial component in creating an efficient and equitable health system. Generally, health care services have kinds of services such as medical ward, dental poly, KIA poly, etc.

This research analyzes language variety that occur in medical ward of health care services. Medical ward is one of the service categories offered by Puskesmas which raises public awareness of health issues while also offering medical services to patients and the community in the form of health examinations, treatment, and counseling. The medical ward is the first place that patients usually visit. Medical doctors will see patients in this clinic with a range of common ailments, including fever, headaches, and the flu. It is the primary “gateway” for the diagnosis and treatment of common health issues before the patient is sent to a specialist (Teknik, 2023). During these activities, medical personnel and the patients involved communicate. Most of the time, patients and nurses use different languages, which causes language issues in health service activities.

The health care services provided by the Puskesmas Bantaran in the medical ward section are very diverse, ranging from simple to wide in scope. The health services provided cover the family, personal, and community environments. The health care service process cannot be separated from communication to achieve solutions and goals in health care services carried out between doctors and patients, nurses and patients, or doctors and nurses. Patients in puskesmas Bantaran come from different regions, age levels, education, and social status causing the language variety phenomenon when the health service process is

carried out. The existence of language variety is an important thing that health service providers need to pay attention to avoid miscommunication and misunderstanding which causes the health service process does not run well (Mubarak, 2020).

People in Kecamatan Bantaran and its surroundings use some languages to communicate. It means they have a complex language. Language variety in Kecamatan Bantaran is caused by the heterogeneous society, resulting in complex language phenomena. The language variety that exist in Kecamatan Bantaran can occur anywhere and at any time when the interaction process is carried out, especially during the health service process at the Puskesmas Bantaran. Language complexities in the health care service process at the Puskesmas Bantaran, occur between nurse and patients who use different languages when communicating. This is the reason why it is necessary to research the language variety of health care services at the Puskesmas Bantaran, apart from there having never been any related research, this can also increase knowledge and information about the uniqueness of the language at Kecamatan Bantaran.

In conducting this study, several previous studies related to this study have been read by the researcher. From previous studies, the researcher obtained references that they could use to know how the research was conducted to analyze the language variety of health care service at Puskesmas Bantaran Kabupaten Probolinggo. This study uses a conversational interaction of nurses and patients in health care service as the object of the study and an interview script to support the data source. The conversational interaction is one of the reasons why language variety is interesting to be discussed in this research. This proposal will focus on analyzing the language variety of health care services at puskesmas Bantaran Kabupaten Probolinggo.

There are some previous studies that have similarities and differences with this research. The first research with the same object but different theory was conducted by Husni Mubarak (2020) entitled Analisis Variasi Bahasa pada Pelayanan Rumah Sakit Umum Daerah Kotabaru. The second research with the different theory and object is entitled Ragam Bahasa pada Pelayanan Pedagang di Pasar Impress Sadabuan Kajian Sociolinguistik by Eva Yulija Ritonga, Hasian

Romadon Tanjung, Toras Barita Bayo Angin (2023). The third research by Azri Rifalda, Mudrika Maharani, Ratna Dewi Kartika Sari (2022) "Variasi Bahasa Masyarakat Minangkabau Dalam Kajian Sociolinguistik".

This research is more specifically focuses on language variety by Janet Holmes theory in health care services at Puskesmas Bantaran. It means that the theory and object used are different from the previous research. This research analyzed 24 conversations that occurred in health services at the medical ward of the bantaran puskesmas taken on May 30th, May 31st and June 3rd, 2024. The data in this study is written alphabetically referring to the standard spelling that has been recognized and used in Madurese and Javanese dictionaries, it is because language variety research is descriptive and intended for a wider audience.

From the previous studies, it can be concluded that research about language variety at Puskesmas Bantaran has never been found. In addition, the previous researches have different objects and theories from this research. So, this research is eligible to be carried out because this research is new research and no one has ever examined it.

This research uses a qualitative descriptive method, theoretically using a sociolinguistics approach. It means the researcher selects, classifies, and describes by calculating the data of language variety types from the conversational interactions between nurse and patients of health care service at the Puskesmas Bantaran. The data analysis in this study is to extract data that has been recorded in oral form to written form, identify the language of the data source, analyze the language variety contained in the utterances, and draw conclusions based on the results of the existing analysis. The population in this study is puskesmas society who participate in communication interactions of health care services at the Puskesmas Bantaran such as doctors, nurses and patients. The sample used in this study is a stratified sample of nurse in the medical ward and patients from different social statuses, age groups, genders, and ethnic backgrounds.

Based on the explanation above, study aims to describe the types of language variety used by doctors and patients, doctors and nurses and the factors that affect it. So, this research entitled "LANGUAGE VARIETY OF HEALTH CARE SERVICES AT THE PUSKESMAS BANTARAN KABUPATEN PROBOLINGGO".

METHOD

The method used for analysis in this study is the descriptive qualitative method. This information is collected and analyzed for various purposes, such as answering research questions, proving hypotheses, or reaching research objectives (Sudaryanto, 2015). The data of this research is the utterances in the form of words, phrases, clauses, sentences, and dialogues from the conversational interactions between a nurse and patients of health care services at the medical ward of Puskesmas Bantaran. The primary data in this research is a conversation between the nurse and patient of health care service. The secondary data of this research is interviews with the public relation of Puskesmas Bantaran about health terms that occurs in conversations of healthcare services at Puskesmas Bantaran . The population of this research is the society of Puskesmas Bantaran who are involved with patients in health care services. This study uses a stratified sample, which divides the population into strata or subgroups based on social status, gender, age, ethnicity, social network, and health register, and then randomly selects a sample from each subgroup. The data collection techniques used in this research *are simak bebas cakap* (indirect observation), recording, transcribing and structured interview techniques.

ANALYSIS AND FINDINGS

The various types of language variety are found in the conversational interaction between the nurse and patients of health care services at medical ward Puskesmas Bantaran. The analysis is based on Janet Holmes' theory and categorizes the language variety data into different types. The types are language variety of the speaker and language variety of the use. The following are the results of the analysis of language variety of the nurse to patients in health care services at medical ward Puskesmas Bantaran.

Language Variety of The Speaker

a. Social Status and Ethnicity

Language variety based on social status is divided into two categories namely, social caste and social class dialect. Social caste data is selected based on the use of speech levels in Madurese and Javanese. Dialect social class data is the use of vocabulary based on professions, namely employees, farmers, and students. The social class and social caste will determine the ethnicity of the speakers, whether Madurese or Javanese.

Table 1. Language Variety of Social Status and Ethnicity

No	Data	Utterance	Social Caste	Social Class Dialect	Ethnicity
Conversation 1					
1	1	Pr : Anapah bu'? Ps : Pèlengngên, kèlêsmah pa'	Bahasa Madura Tengahan	Farmer	Madurese
Conversation 14					
26	65	Pr : Umur berapa kamu? Ps : Dua tujuh Pr : Oh, wayahe wes, seumuran ku dulu kawin umur dua tuju podho wes. Udah kerja opo mas?	Basa Jawa Ngoko	Employee	Javanese
27	66	Ps : Di BRI Pr : Oh, ya ga bakal ditolak wes lek kerjho kui, coba ndak kerjho paling dh ikon boleh boleh hahaha	Basa Jawa Ngoko	Employee	Javanese
28	67	Ps : Kemaren sabtu libur ya pa'? Pr : Iya tanggal merah kalo biasanya masuk, kalo BRI libur ya sabtu ya?	Indonesia	Employee	Javanese
29	68	Ps : Iya kalo awal bulan libur, kalo akhir bulan ya sama aja Pr : Kalo disini ya masuk terus, kecuali tanggal merah	Indonesia	Employee	Javanese

The study's results found as many as 51 data from the type of language variety based on social status and ethnicity. The data used as sample analysis are data 1, 67 and 68.

DATA 1

- Pr : **"Anapah bu?"**
(*What's wrong ma'am?*)
Ps : **"Pèlengngên, kèlêsmah pag"**
(*I have dizzy and selesma Sir*)

On May 30, 2024, Data 1 was collected. Two people are speaking at the same time. They are both patients and nurses. The nurse proposes the Madurese word "*anapah*" when he asks for some information about the patient's condition. He uses Madurese

because his patient is a farmer and usually does not understand the Indonesian language well. The Madurese language used by the nurse concludes that the patient is from Madurese ethnicity.

The word "*anapah*" means "why" and it is included in the Bahasa Madura Tengahan because it is used by nurses to the older patients (Mahmud, 2014). It means that the nurse uses language variety in the form of Bahasa Madura Tengahan when he serves older patients. Therefore, the dialog above is included in the caste social status category because there is the use of speech levels in the form of the word "*anapah*" used by the nurse.

DATA 67&68

- Ps : "Kemaren sabtu libur ya pa'?"
(*Was it a day off yesterday, Sir?*)
- Pr : "**Iya tanggal merah kalo biasanya masuk, kalo BRI libur ya sabtu ya?**"
(*Yes, yesterday was national holiday but usually we still go to work on saturday, how about BRI?*)
"Iya kalo awal bulan libur kalo akhir bulan ya sama aja"
- Ps : (*Yes, we get a day off at the beginning of the month but at the last month it is same*)
"**Kalo disini ya masuk terus kecuali tanggal merah**"
- Pr : (*We only get a day off on national holiday here*)

In the data above, there is a conversation between a nurse and a patient who comes from the employment social class. It can be seen from the topic of their conversation, which was each workplace's holiday schedule. When the patient inquired as to the reason the puskesmas was closed, the nurse explained. The topic continued when the doctor asked about holidays in the patient's workplace who was a bank employee. Generally, the word "holidays" is closely related to employees because holidays are scheduled times for rest from routine work that every employee should get.

The social class of employees can be represented in a variety of ways by the topic of holidays. This is contingent on several variables, including the kind of job, income, and company culture. The nurse may not use the utterance when he communicates with patients who do not have official holiday schedules or types of work that are not bound to the company. The nurse uses Indonesian because of patient's social background that shows the patient is from Javanese ethnicity. So, this dialog becomes a language variety based on social class dialect because there are vocabularies that show certain professions and language variety of ethnicity because of the types of language used by the nurse.

b. Gender

Language variety based on gender is divided into two categories namely, male and female gender. Language variety based on gender is selected by the kinds of language use, vocabulary choice, speaking style, sentence structure, and topic of conversation.

Table 2. Language variety of gender

No	Data	Utterance	Male	Female
Conversation 18				
6	78	Pr : Iyâh mon tédung, mon teppa' en bhi' bherèngngah rokok an bhênya'. Apah rokok en biasanah? Surya? Yeh napah beih pa' Ps :	Bahasa Madura Kasar	
Conversation 21				
7	89	Pr : Ngandung degghi' Ps : Njà' riah jhâ' le esompet pa' hahaha mon te' sompet ta' rèng ngandung		Bahasa Madura Kasar
8	90	Pr : Beh makkêh êsompet mon mandhîh Hahaha pas mandhîh yen sompettah Ps :		Bahasa Madura Kasar

The results of the study found as many as 10 data from the type of language variety based on gender. The data used as sample analysis are data 78, 89 and 90.

Data 78

- Pr : "Iyâh mon tédung, mon teppa' en jhu' tojhu' bhik bherèngngah rokok an bhenya'.
Apah rokok en biasanah? Surya?
(Yes, it is when you sleep, but when you gather with friends, you must smoke a lot.
What kind of cigarette that you usually use? Surya?)
- Ps : "Yeh napah beih pa"
(Anything Sir)

The conversation above happens between a male nurse and a patient. It is known that the patient has health complaints due to smoking. To get the patient to admit that he smokes too much, which makes him sick, the nurse asked what kind of cigarette he was using. Since the majority of men smoke, they are familiar with the various types of cigarettes such as the name of cigarette products or how to enjoy the cigarette. Although some women smoke it is a minority and it is a taboo in Indonesian culture.

In conversations with male patients, doctors may prefer more direct language, such as "Apah rokok en biasanah? Surya?" That means what kind of cigarette the patient uses. Men are often more receptive to communication that goes to the point without much elaboration, especially in a medical context. The nurse also mentions the type of cigarette "Surya" because she knows that this type of cigarette is associated with a certain social status or group, where the patient in the conversation is a student. The merk of cigarette is

also one of most popular cigarettes used by men in Indonesia. The language variation used by the doctor when asking about the type of cigarettes used by the male patient aims to adapt to a communication style that is considered more comfortable and acceptable by the patient, facilitating a more effective conversation, as well as ensuring relevant information can be obtained in the most appropriate way. Therefore, this data includes the type of language variety by male gender.

Data 89 & 90

- Pr : **Ngandung degghi'**
(*I think you are pregnant*)
- Ps : Njâ' riah jhâ' le esompet pa' hahaha mon te' sompet ta' rèng ngandung tah ni'
(*No, I won't get pregnant because I have a pregnancy prevention implant*)
- Beh makkêh êsompet mon mandhih**
- Pr : (*What is if it doesn't work*)
Hahaha pas mandhih yen sompettah
- Ps : (*hahaha so the implant is more powerful*)

The conversation shows a male nurse joking with a female patient about the possibility of getting pregnant if her implant doesn't work properly. The nurse used humor "Ngandung degghi'" and "Beh makkêh êsompet mon mandhih" as a way to break the ice and make the patient feel more relaxed. This humor is used to lower nerves and create a more comfortable situation. By using humor, the nurse shows familiarity and welcome. He uses a soft tone and friendly body language to ensure that her intention is only to create a relaxed mood, not to offend. Moreover, the nurse and female patient is in the same age so it is like they talk with friends.

This language variety indicates the nurse's attempt to maintain relaxed and friendly communication, while still respecting the patient's medical situation. It is an approach that considers the balance between humor and professionalism, as well as gender sensitivity in the interaction. The nurse's utterances make the conversation become the language variety of female gender.

c. Age

Language variety based on age is divided into three categories namely, older, same-age and younger patient. Language variety based on age is selected by the kinds of language use, the speech level in Madurese and speaking style.

Table 3. Language variety of age

No	Data	Utterance	Older	Same-age	Younger
Conversation 7					

10	37	Pr : Senikah amit kulâh benni ghıghır : ghı Ps : Ngghı ngghı tak papah pa'	Bahasa Madura Tengaan
11	38	Pr : Amit ghı kulâh benni ghıghır kulâh niser ke sampêyan, mon ghulâh nikah control ghi Ps : Engghi	Bahasa Madura Tengaan
Conversation 11			
15	52	Pr : Engghi pon, ndak boleh es dulu ya Iya pa' Ps :	Indonesian
21	83	Pr : Abdul somad? Ps : Iyet Pr : Kiyaeh? Aceramah? Ps : Benni	Bahasa MaduraK asar
22	84	Pr : Derih dimmah riah ghuuruh? Kramatagung Ps :	Bahasa MaduraK asar
23	85	Pr : Hahah songghuin kancanah kiyaeh sapah? Ps : Tak reng bādâh Sumatra ruah	Bahasa MaduraK asar

The results of the study found as many as 24 data from the type of language variety based on age. The data used as sample analysis are data 37, 38, 52, 83, 84 and 85.

Data 37 & 38

- Pr : **“Senikah amit kulâh benni ghıghır ghı”**
(I am sorry, I did not mean to offend you)
- Ps : **“Ngghı ngghı tak papah pa”**
(Yes, it does not matter Sir)
- Pr : **“Amit ghı kulâh benni ghıghır kulâh niser ke sampêyan, mon ghulâh nikah control dègghik mon tègghih bahaya ke eampeyan, toron ye bahaya ke èmpêyan dhâddih tetep kontrol terosan, du mingguh sepolo areh ghı”**
(Sorry, I didn't mean to scold you, I just feel sorry for you, if you have diabetes it must be routinely controlled because it will be very dangerous if it is too high or too low as well. So, it is suggested to keep control, it can be done every two weeks or ten days)

In the data, the nurse is talking to an older patient. It is known that the patient's condition is not good enough due to the patient's misunderstanding regarding the schedule for checking his diabetes. The nurse reminds the patient that it can be dangerous for the patient. Without intending to offend the patient, the nurse repeatedly uses the phrase apologize “*amit*”, she also uses Madura Tèngaan language which shows the nurse's respect for the older patient. So, this conversation includes language variety based on age.

Data 52

- Pr : “Èngghì pon, **ndak boleh es dulu ya!**”
(That's all and please do not drink ice first!)
- Ps : “Iya pa”
(Yes Sir)

There are 2 people in the conversation above, namely the nurse and the 8-year-old patient. It is known that the patient is sick because he eats too much food containing sweeteners and flavorings so the nurse asks the patient to reduce the portion of the food. Because he is talking with a child, the nurse uses informal language with softer intonation. The type of language used by the nurse aims to calm and reduce the fear of children who mostly feel afraid when taken for treatment because they are afraid of injections. Because of the utterance, there is a language phenomenon in the form of language variety based on age in the conversation above.

Data 83, 84 & 85

- Pr : Abdul somad?
(Abdul Somad?)
- Ps : Iyet
(Yes, I am)
- Pr : **Kiyaeh? Aceramah?**
(Kiyai? Preach?)
- Ps : Benni
(Nope)
- Pr : **Derih dimmah riah ghuuruh?**
(Where have you been?)
- Ps : Kramatagung
- Pr : **Hahaha songghuin kancanah kiyaeh sapah?**
(I was wondering, who is this friend of the Kiyai)

In the conversation, the nurse used more casual and informal language because he was in the same age as the patient. the nurse used the utterance “*Kiyaeh? Aceramah?*” with a familiar tone to start the conversation. where the patient's name was similar to the name of a famous ustad so the nurse teased the patient whether he was also a religious figure who liked to give lectures. This humor is used to create a relaxed and pleasant situation, while building a closer relationship with the patient. When the patient responds to the doctor's jokes, the interaction becomes more interactive and mutual. The doctor may continue with additional jokes or laugh with the patient, strengthening the bond through egalitarian communication. Despite the joking around mode, the doctor still keeps the conversation from overstepping boundaries that could be considered unprofessional.

Overall, the variety of language used by the doctor in this situation incorporates humor, familiarity, and equality, while still maintaining professionalism. This allows for a

fun and relaxed interaction, which can strengthen the relationship between doctor and patient, as well as make the patient feel more comfortable in the medical environment. Because of the nurse's utterances, the language variety based on age is found.

d. Social Network

Language variety based on social networks is divided into two categories namely, density and plensity. Language variety based on density and plensity is selected by the kinds of language used whether informal language that show familiarity, the topic of conversation and the speaking style.

Table 4. Language variety of social networks

No	Data	Utterance	Density	Plensity
Conversation 27				
1	99	Pr : Ghâbây apah riah mintah surat kesehatan, Indah riah? Palèng soro lakoh bik èma' èn riah	Bahasa Tengahan	-
		Ps : Hehehe njhâ' pa'		
2	100	Pr : Yeh nda ghâbây apah ndah? Iyâh soro lakoh gèna, Jhâ' aghâllè' hahaha	Bahasa Tengahan	-
		Ps : Mak pas bâdâh soro lakoh pa'		

The results of the study found as many as 2 data from the type of language variety based on social networks and the data used as sample of analysis.

Data 99 & 100

- Pr : "Ghâbây apah riah mintah surat kesehatan, Indah riah? **Palèng soro lakoh bik emak en riah**"
(*What do you ask for a health certificate, Indah? Did your mother tell you to work?*)
- Ps : "Hehehe enjâ' pa"
(*Hehehe no Sir*)
- Pr : "Yeh nda ghâbây apah ndah? **Iyâh soro lakoh genna, Jhâ' aghâllè' hahaha**"
(*I'm sure you were told to work, don't laugh hahaha*)
- Ps : "Mak pas bâdâh soro lakoh pa"
(*Where was I told to work sir*)

Data 99 & 100 recorded on June 3th are conversations between nurses and patients who already know each other. It can be seen from the utterance "*palèng soro lakoh bik emak en riah*" spoken by the nurse, from the utterance it is known that the nurse is also familiar with the patient's family, so they are likely siblings or close neighbors. The utterance may not be used by the nurse to people who are not too familiar such as patients who are unlikely to be met every day. Therefore, the language variety used by nurses to patients is included in the language variety type of density of social networks.

Language Variety of The Use Register of Health

The language variety of the use in this study is called Register. In this study, register refers to the variety of language used in conversations between nurses and patients during health services. The register in this study is words related to professions or special fields such as health.

Table 5. Register of Health

No	Data	Utterance
Conversation 1		
1	3	Pr : Èngghì cek tensi kadhâ'
Conversation 3		
2	15	Pr : Ke' cêtak nak, beto' an, kèlêsmah polè pa'. Sambih cek dârâ pa' tako' kadar gula
3	17	Pr : Iyâh pancen, anoh ndik kencing manis derih wa-tuwannah?
Conversation 6		
4	32	Pr : Umum èmpêyan, kammah compo'en èmpêyan?
Conversation 7		
5	35	Ps : Cek gula darah
Conversation 10		
6	48	Ps : Anoh TBC ruah
7	49	Pr : Oh ka'roah, ruju'en kantoh ka'ruah
8	50	Ps : Ngontrol du kaleh pon bileh selasah ruah
9	51	Ps : Soro ngamar polè
Conversation 12		
10	53	Ps : Bênjolan pa'
11	59	Ps : Kalo tyroid itu gaada obatnya?
Conversation 13		
12	61	Pr : Ruju'en napah pa'? Jantung ghi?
Conversation 16		
13	72	Ps : Anu tipesnya kambuh
Conversation 23		
14	98	Pr : Pèràksah asam urat yeh, bungkonnah dimmah?

The results of the study found as many as 14 data from the type of language variety of the use or register. For the data used as sample analysis are data 17 and 32.

Data 17

Pr : "Iyâh pancen, anoh ndik **kencing manis** derih wa-tuwannah?"
(*Of course, so do your parents have diabetes?*)

Diabetes mellitus is a persistent ailment demonstrated by high glucose (glucose) levels over a lengthy timeframe, and is known as "kencing manis" in Indonesian. The phrase comes from the two primary symptoms of diabetes: increased frequency of urination and the presence of glucose discharged in the urine, which gives rise to the name. The most common causes of diabetes mellitus are the body's inability to properly use insulin to control blood sugar levels or the hormone insulin's lack of synthesis. The

condition requires good management to prevent serious long-term complications such as heart problems, visual impairment, nerve damage, and kidney problems.

Data 32

Pr : **“Umum** èmpêyan, kammah compo ken èmpêyan?”
(*You are a general patient, where do you live Sir?*)

This term refers to patients who do not have health insurance through BPJS and usually pay for their treatment or medication directly at the health facility they visit. These public or independent patients may use private health insurance or pay for treatment privately without support from social security programs such as BPJS.

The analysis of 101 data samples revealed two significant patterns in language variety, namely: language variety of the speakers and language variety of the use. The language variety of speakers which is divided into 5 types has 87 data. Social status and ethnicity (51 data), the social status determines the ethnicity of patients, whether Javanese or Madurese. The results are the nurse uses Bahasa Madura Tengahan when he speaks with patients from the farmer social class, which shows that the farmer is from Madurese ethnicity. When he serves the employee he often uses Indonesian or Javanese, which shows patients are from Javanese ethnicity. While he serves the student, the nurse tends to use the mixed language of Madurese and Indonesian, which shows that patients are from Madurese ethnicity. Gender (10 data), language variety between nurse to men and women patients affect communication in a medical environment. This includes different word choices, intonation, and communication patterns. Age (24 data), The data found are 10 data for older patients, 4 data for same-age patients, and 10 data for younger patients, for a total of 24 data.

The language used for older patients is Bahasa Tengahan, Bahasa Kasar for same-age patients, and Indonesian for younger. Social network (2 data), two data of social network density for language variety were uncovered in this study. This pattern shows how close the relationship between individuals in a social group can influence language production and change. The language variety of the use or register of health has 14 data which is indicate how specialized language is used by healthcare professionals, patients, and in medical documentation, which is essential for effective communication in this field.

Based on the research result, social status based on caste is the most dominant type of language variety with a total of 23 data, describing the language variety through the use of speech level in Madurese. It means that social caste status is the main factor in influencing the way people speak in Madurese society especially in social interaction of health care service at Puskesmas Bantaran.

CONCLUSION

Based on an analysis of the language variety of health care services at Puskesmas Bantaran Kabupaten Probolinggo, which includes 101 data points from 24 conversations. The social interaction that takes place between a nurse and a patient receiving health care is reflected in the variety of language used. In this study, the results show that there are two types of language variety, the first is the language variety of speakers that are categorized by social status, gender, age, ethnicity, and social networks. The second type is the language variety of the use or register in healthcare. The languages mixed are Madurese, Javanese, and Indonesian. This analysis provides insights into how social dynamics, cultural and complex language influence the use of language variety in health care services at the Puskesmas Bantaran, which requires in-depth understanding to ensure effective and inclusive health care services.

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