

REGISTER OF PARAMEDICS IN MAKASSAR CITY (*Ragam Bahasa Paramedis di Kota Makassar*)

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Abstrak

Tujuan penelitian ini adalah mendeskripsikan istilah-istilah dan bentuk-bentuk bahasa ragam paramedis, perilaku berbahasa paramedis, pengaruh ragam bahasa paramedis di lingkungan kerja, dan menguraikan ciri khas ragam bahasa paramedis di Kota Makassar. Metode yang digunakan adalah metode simak dengan teknik rekam, interview, dan angket. Teknik angket yang digunakan terhadap paramedis yang terdiri atas dokter, perawat, dan bidan. Analisis data digunakan adalah analisis deskriptif kualitatif. Hasil penelitian menunjukkan bahwa perawat kesehatan (paramedis) dalam berbahasa kepada pasiennya sering menggunakan istilah-istilah kedokteran. Ditemukan delapan jenis perilaku berbahasa perawat kesehatan yaitu: membujuk, memerintah, menjelaskan, melarang, memaksa, menggoda, mengintrogasi, dan menasihati. Faktor-faktor yang memengaruhi bahasa perawat kesehatan adalah asal, bahasa, lingkungan kerja, penghasilan, pekerjaan, dan pasien. Adapun ciri khas ragam bahasa perawat kesehatan (paramedis) adalah menggunakan istilah kedokteran, melakukan interferensi bahasa daerah ke dalam bahasa Indonesia, memerintah, dan mengintrogasi.

Kata kunci: *ragam bahasa paramedis*

Abstract

This research aims to describe the terms and forms of register, language behavior, and the influence of register of paramedics, and to explain the typical characteristics of register of paramedics in Makassar City. This research used scrutinized method, recording of doctors, nurses, and midwives. The data were then analyzed using descriptive qualitative analysis. The results show that paramedics often use medical terms in communicating with patients. There are eight types of behaviors made by nurses in communicating to patients namely to persuade, to command, to explain, to forbid, to force, to tempt, to interrogate, and to advise. The factors affecting paramedics' language are the place of origin, language, working environment, income, job, and patients. The typical characteristics of language behavior of paramedics cover in medical terms, making interference of local language into Indonesian language, commanding, and to interrogating.

Key words: register of paramedic

1. Introduction

The register of paramedics has typical characteristics which are different from other registers. In this register, there are terms which are only understood by paramedics themselves. Those who are not involved in health would be difficult to make interpretation and would probably cause misunderstanding. If patients or patients' family misinterpret and misunderstand it, it could probably cause a serious problem on the patients' diseases.

Health terms used by paramedics have many similarities with the ones used in Indonesian language in general, but they sometimes have different meanings. For example, the word *trauma* (trauma) means *cedera* (injury) in medical science, while in Indonesia language it means *fear* because of having an accident. The word *perkusi* means *knock*, while Indonesian language it means make peace or come to an agreement (a quarrel between a husband and a wife). On account of these different interpretations between paramedics and patients, it may then cause misunderstanding.

Apart from this, there are many medical words or terms used by paramedics are not understood by patients and their family. For instance, a nurse said "please take you child to *pediatri* (pediatric)". Hearing the word *pediatri* the patient's parents are confused because they do not understand the meaning of the word. This word actually means child care. Another example is that a doctor ask a nurse to inject a patient saying "Please *di prik* nurse". In this case, this utterance means "Please inject nurse". The word *prik* which means *inject* is confusing for the patient. Similarly, the expression "You are suffer from amenorthea", is confusing for the patient since the word *amenorthea* is difficult to understand. In this context, this word means a hindrance where there is no prob-

lem on the occurrence of menstruation. In using this word, the doctor should give further explanation.

Misunderstanding of patients and their families was caused by paramedics who did not attach words explanation or medical terms used by paramedics themselves. This is based on (in Suwito: 1983: 39) that language contacts can occur in a social situation. Paramedics in communicating with their patients occurred language contacts.

In addition to using words or terms which are difficult to be understood by patients and their family, paramedics are also frequently emotional to communicate with their patients. For instance, a nurse angrily said to her patient "Don't wander around anymore because you will have an operation soon" followed by a growl. Using such an expression, the patient will feel scared. The nurse should be more polite saying "Could you please just stay on your bed because you are going to have an operation?". Compared to the first expression, this one is more polite so the patient will not feel scared to have the operation. Similarly, a nurse said to a mother who is going to give a birth "Don't always shout, Madame." In the same case, a nurse said to a husband who is waiting for his wife to give a birth "Your wife has *partus*." This word meaning give a birth is not understood by the husband so the nurse should have said "Your wife has given a birth".

By using many medical terms which are not understood by those who do not involve in this field, the paramedics are frequently not understood by their patients. Therefore, it is necessary to write and record those terms, registers, and the way to communicate to the patients. Thus, even though the paramedics use medical terms, the patients can understand them.

Due to the misunderstanding between paramedics and the patients and

their family in communication, the writer tried to reveal (1) terms and registers used by paramedics in Makassar, (2) describe the behavior of paramedics, (3) the influence of paramedics' registers in their work environment, (4) the special characteristics of paramedics language.

1. To find out the terms and forms of registers used by paramedics in Makassar.
2. To describe the language behavior of paramedics
3. To describe the factors affecting paramedics' language..
4. To disclose the typical characteristics of paramedics' language.

2. Library Review

2.1 The Scope of Psycholinguistic and Sociolinguistic

This research used psychological and sociolinguistic approaches. Psychological approach was focused on language behavior of paramedics by analyzing their utterances (Clark and Clark, 1977 : 3-6). Communication using languages is done through two basic human activities, namely speaking and listening. Both mental activities guide to the essence of human thinking. Furthermore, it is said that the existence of human behavior can be seen from his/her languages. Besides, Langacker (1973:6) stated that psycholinguistic is a science that focuses on language behavior. Linguistics behavior refers to language competences and performances.

Meanwhile, sociolinguistic approach was used to reveal the form of paramedics' language and the influence of their language. According to (in Pateda, 1987:2) stated that sociolinguistics is trying to explain the types of languages with social identity. In addition, Fishmann (in Chaer & Agustina, 1995:4) formulated that sociolinguistics is the study of the characteristics of language varieties, the charac-

teristics of their function and characteristics of their speakers as these three constant interact change and change one another within a speech community. Meanwhile Sumarsono & Partana (2002:7) stated that the main object of sociolinguistics is language variant and not a society.

2.2 Language contact

In Indonesia, language contact is most probably happen. This relates to the geographical factor of Indonesia where there are many tribes, local languages, and culture. People from suburb are going to city with their own dialect, and having interaction to the people in the city. In that situation, not only they interact socially but languages they use also interact with the language use in the city.

Language contact happens in social situation. In learning language for instance, there will be language contact between the native language of the speaker and the language they learn. Mutual influences of languages happen to the speaker personally, Mackey (in Suwito, 1983:39) states that language contact happen since there is the influence of one language to another, both direct and indirect process. Furthermore, Kridalaksana (1989:108) defines that language contact is the inter-influence of some language as the result of the interaction of the linguists.

2.3 Bilingualism

In sociolinguistic, term of bilingualism is the habitual use of two languages by someone interchange. To someone that many use two languages interchange, we call bilingualism. In the other words, the only someone who are able to use more than two languages we call bilingualism.

Bilingualism as mentioned by Samsuri (1981:55) is the use of two languages interchange. The speaker who are in habit to speak two languages interchange called bilingual. Bloomfield (in

Suwito) states that bilingualism in the ability of someone to use two languages in the same time. Furthermore, Lado (in Chaer and Agustina, 1995:114) claims that the ability to speak two languages simultaneously where one is almost as good as another one. But, Kamaruddin (1992:16) states that bilingualism covers two aspects: bilingual and bilingualism. Bilinguality is the ability to use two languages, whereas bilingualism is habitual use of two languages in social interaction.

3. Methods

This research was a qualitative study using the scrutinize method. The data were obtained through recording, interview, and questionnaire. The scrutinize method was parallel to observation in social research (Sudaryanto, 1988 : 8). Recording method was used to record language phenomena expressed by paramedics to their patients and their family. Questionnaire was used to obtain data related to the influence of paramedics' registers. The record done by employing a direct recording towards the characteristics of their languages from in charge paramedics without being known by them. This technique used to take their data of conversation directly (between paramedics and patients, patients and their families). A questionnaire was used to find out factors influencing their language characteristics. An interview was used to know paramedics' language behaviors when they are on duty. This direct interview covered lists of closed questions prepared by the researcher.

4. Results and Discussion

4.1 Diction of Paramedics' Registers

Paramedics belonged to a group of society who works as public health services dealing with members of society that has a problem of his/her health. In their workplace, they use their own typical lan-

guage what is called paramedics' typical language characteristics. This type of language has its own characteristic thus other language speakers who do not use this type of language will not understand.

In communicating, paramedics use many medical terms which are not understood by patients and their family. Among those medical terms are *dibiopsi* (some of the tissues are taken from human body for laboratory need), *ultikarian* (itches), *foto engkol* (roentgen photo), *Rectal Touchel* (to poke finger into anus), *mitela* (splint used to bandage a broken part of body), *diguyur aja infusnya* (to quicken the flow of infuse), *labsito* (to quicken the work for a patient in a laboratory), *trombositnya* (the freezing of blood), *control poli* (to control disease in polyclinic), *spalak* (material used to bandage a broken part of body), *diagnos* (act of determining characteristics of disease), (induction of hepatitis caused by medicine), *disuction hiematom* (swollen under the skin), *external fixasi* (percussion), *divakum* (empty of air), *di visiteki* (to be visited), *roentgen* (a unit of x-ray radiation international).

In addition, several abbreviations are also used daily by paramedics. For examples, GE (Gas Enteritis), KID (Kartu Instruksi Berobat), RT (Rectal Touchel), PPOK (Penyakit Parah Obstruksi Kronis).

Almost all of the medical terms and words mentioned above are not understood by patients and their family. They are very confusing for the patients or their family. Therefore, it is expected that paramedics explain those medical terms if they communicate them to their patients.

4.2 Paramedics' Language Behavior

According to Seagal (2001:357-359) "language behavior is one of the variables between something that bridges a certain stimulus referring to somebody and responses to that stimulus." Behavior is not something momentum but something

that has been going on for relatively long period. Behavior is belief network and value that give tendencies to somebody to act and to react towards an object in a certain pleasant way.

It is necessary to know the language behavior of paramedics through the way they communicate to their patients, and the words and sentences they use in their communication. Based on the recording, it is found that there are 8 language behavior used by paramedics :

1. To persuade
2. To command
3. To explain
4. To forbid
5. To force
6. To tempt
7. To interrogate
8. To advise

The eight mentioned above language behaviors used by paramedics is greatly determined by the use of vocabulary, sentences, and situation and condition of patients. *To persuade* is usually used by paramedics if it is difficult for them to arrange the patients especially children and elderly. For example, "Could you please straighten your hand ?" "Please why don't you eat!", "wait.. wait a moment! *To command* is used by paramedics if persuasion does not succeed. For instance, "Lift up your shirt." "Lie down", hold it!. *To explain* is used by paramedics if the patient or his/her family need to know the disease of the patient. For instance, "He is lack of liquid, so he has to drink a lot.", no need to ask, Mam!, don't use cold water, Mam!, don't yell!, *To forbid* is used by paramedics if there is something wrong with the patient and his/her family. For example, "Don't shout and move." *To force* is used by paramedics if the command given is not responded by the patient or his/her family. For example, "Open your mouth. Try to straighten your hand ." *To tempt* is used by paramedics

especially for the children who please them. For example, "He is shy.", you wa a female doctor, a female doctor wearing veil, you will be taken care by a babysitter who will shower you (*Kalau ini dikasih bebisiterko, bisako dikasi mandiko*). *To interrogate* is mostly used by paramedics to obtain clear information from a patient. For instance, "Has he suffered from his intestine disease for a long?" "He used to have black feces, didn't he?" *To advise* is used by paramedics in order that the patients recover from his illness soon. Besides, the patients do not have to eat prohibited meal. For instance, "Did you use to drink alcoholic drink?. Don't drink it anymore." It is dangerous! This baby needs to be fed with porridge but mother's milk continues. Please pay attention Mam, give him porridge because he has not got teeth.

4.3 The Factors Affecting Paramedics' Language

Factors affecting the language behavior of paramedics in this research are as follows :

1. Place of origin of paramedics
2. The language used by paramedics
3. Working pleasure
4. Salary
5. Working place
6. Choice of job
7. Patient

The place of origin of paramedics affects their speech. If the paramedics come from Makassar, their language is influenced by Makassar language. For instance, "ambilko" (Take it). Paramedics coming from Bugis used their own Buginess, for example, "taru cedde (Put little bit). Likewise a Torajanese paramedic used hie/her language such as kurre sumanga (thank you), mabusa (dirty). This also happens to other paramedics coming from other places mentioned previously. According to their language use frequency, paramedics from Makassar and Bugis are

dominant.

Similarly, the use of daily language influences their language. Working pleasure determine very much the language they use. Salary could influence language performance. Working place also influences their language use. If their working environment is cool, it will influence their speech. Salary could influence their performance which will then affect their speech. Choice of job really influences paramedics' language. If they are interested in their job, they will work well and honestly which will then influence their speech. Similarly, patients' factor could influence paramedics' speech. Fussiness patient could cause paramedics' emotion and anger. This will give effect to their speech.

4.4 Typical Characteristics of Paramedics' Language

Every language has its own typical characteristics. Sumarsono & Partana (2002:46) stated that "typical situation of social class is different." Typical characteristics of regional dialects can be differentiated clearly with other regional dialects. The limits of differences are geography, politics, and the ruling government administration. This research found typical language characteristics in Makassar as follow:

a) Using many medical terms

Paramedics use many medical terms in doing their jobs which are not understood by patients and their family. This is not very advantageous for the patients. Those terms such as "suspect" (infected), "biopsy" (the examination of tissue taken from the living body in laboratory).

Suspecch, ultikarian (*gatal-gatal*), *diguyur*, *trombositis*, *injus* (induksi hepatitis yang disebabkan obat), *hiematoma*, *uriun*, etc.

b) Doing many interference

In communicating with patients, paramedics do many interference (use lo-

cal language in using Indonesian language). In this case, paramedics use Makassar language or Buginese language in using Indonesia language when communicating with patients or their family, for example :

1. Move your leg (*Kasih goyang kakita*)
2. Lift up your shirt (*Kasih naik bajuta*)
3. He is shy (*Malu-maluki tauwa*)
4. It is good, isn't it? (*Baik ji ini*)
5. Try to take a breathi (*Tarik nafaski*)
6. Please lay down! (*Berbaringki!*)
7. I check your blood pressure (*Ditensiki di?*)

The bold-typed and italic words are Makassar and Buginese elements. There are many Makassar elements which interfere Indonesian language when paramedics communicate with patients or their family. This is influenced by their place of work in Makassar.

c) Using many interrogations and commands

To find out the patients' diseases, paramedics use many interrogations (asking) and commands. For examples :

1. Drink much
2. What color is your *berat* ?
3. Do you have many *batu* ?
4. Have you had hypertension before ?
5. How does it begin ?
6. How did it start, Madam!
7. Had a headache last night?
8. Took any medicine for the last six months?
9. What about his/her urine?
10. He used to like drinking alcohol?

In addition, to have a maximal treatment, paramedics use more interrogations. For example :

1. Open your legs!
2. Don't shout!
3. Straight your hand!
4. Be patient, sir!
5. Don't move!

6. Pull up your shirt!
7. Use cold water for compress!
8. Pick up your medicines at pharmacy!
9. Please take a breath!
10. Please walk!

5. Conclusion

In communicating with patients or their family, paramedics frequently use medical vocabulary or terms. There are eight language behaviors used based on the patient situation faced by paramedics namely (1) to persuade, (2) to command, (3) to explain, (4) to forbid, (5), to force, (6) to tempt, (7) to interrogate, and (8) to advise. The factors affecting paramedics language are the place of origin and language used by paramedics, working pleasure, salary, choice of job, and patients themselves. Meanwhile, the typical characteristics of paramedics' language are to use many medical terms, to do interference (using local languages in using Indonesian language, and to do many interrogations and commands.

In communicating with patients or their family, paramedics are suggested to use words or sentences that could be understood by patients or their family. If they choose to use medical vocabulary terms, it had better to give them explanation.

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