

Dissemination of Politeness in Directive Speech Acts on the Medical Records Officer in the Admissions Section at Rs. TkIII Dr. Reksodiwiryo Padang

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Abstract

Language as a very important role in everyday life cannot be separated from human life. In various language activities humans use to interact with other humans in each of their activities. The activities in question are all human daily activities from waking up to going back to sleep, for example when chatting with family, going to school, playing and at work. Mastering speech techniques is one of the supporting aspects that must be owned by a medical recorder of health information (PMIK). especially by the medical recorder in charge of the admissions section, because the admissions section is the first source of data that is recorded when a patient arrives. This Community Service (PKM) aims to improve the ability to use polite speech in good language for medical record officers, especially admissions section.

Keywords: Language, medical record, speech acts.

INTRODUCTION

Services at the hospital at this time are very concerned about patient-based health services starting from the patient arriving until the patient is treated. Admission of inpatients to the admissions department is a series of processes of admitting patients to receive services from the admissions department. The admissions department as the front guard in a hospital is required to be able to provide admission services, among others, to improve the provision of information to patients and families, create an orderly administration, and provide medical record files and clarification of data on patients who will be admitted to the hospital. When clarifying patient data by the administration department to the patient's family, good communication is needed.

Language as a communication tool plays an important role in human life. Language is used to interact with other humans in all their activities. The activity in question is all human daily activities from waking up to going back to sleep, for example when chatting with family, at school, in the hospital and at work. The role of language can be said to be very crucial, especially in work activities.

These rules or rules are by being aware of the extralingual aspect, Hymes (in Santoso, 2005:3), according to him, the extralingual aspects that need to be known include who is involved in the interaction, how is the relationship and social distance between them. or their relative status, the setting in which the speech event took place, the other goals attained, the channel used, the means of expressing an intention. This is very important to be understood by the admissions department because it will determine and organize speakers to be able to convey information or ideas clearly and avoid misunderstandings. In communicating.

Acceptance of inpatients (admission), is a series of processes of admitting patients to obtain services in inpatient units that are tailored to the needs of patients at the reception of inpatients. The process of admitting inpatients at the hospital Medical record management is an activity process that begins when the patient is admitted to the hospital, continues with the recording of patient medical data and continues with the handling of medical record files

which includes organizing storage to serve requests from patients or for other purposes. (MOH RI, 1997).

According to Mulatsih (2014: 214), politeness is generally defined as social compliance, namely an action in which a person shows regular behavior and respects others according to the norms prevailing in society. To be polite, one must obey the rules that apply in social ties. (Fraser, B & Nolen, 1981:96).

Leech (1982: 132) reveals that in communicating, rules other than cooperation are needed, namely politeness rules or politeness principles. The rules in question are rules for maintaining interactional relationships between speakers in order to maintain personal relationships that respect each other, do not harm and do not threaten each other's faces.

According to Brown and Levinson (in Syahrin, 2008), there are four general politeness or behavior patterns that can be applied by speakers. (1) bold-on record strategy (without strategy), (2) positive politeness strategy (positive/familiar politeness strategy), (3) negative politeness strategy (negative/formal politeness strategy; (4) Off-record politeness strategy (indirect or covert strategy

METHOD

This Community Service (PKM) was carried out on Friday, October 19, 2022 at RS. Reksodiwiry Padang. In implementing the activities, the steps that have been taken are as follows: 1. Conduct coordination meetings with community service members within the specified time.

- Choose a theme related to the form of activity to be held.
- Conduct a location survey by visiting the place or activity location directly. This activity ended by forming a collaboration in the form of rescheduling the PKM activity schedule.
- Properly record all activity participants and facilities used during the activity.
- Realize all of the agenda above in writing in the PKM activity proposal text. Then submit it to LPPM APIKES IRIS in accordance with the directions and procedures that have been determined.

In this community service activity, the method used is to provide socialization on how to Socialize Politeness of Directive Speech Actions to Medical Record Officers in the Admissions Section at RS. TKIII DR. In the Admissions Section at RS. TKIII Dr. Reksodiwiry Padang. provides an explanation of the material on the basics of communication in English which is effectively used by the Admissions section. Furthermore, the PKM Team provided material about examples of conversations in English between patients or patient families and officers in the hospital admissions section.

Implementation of activities can be described as follows:

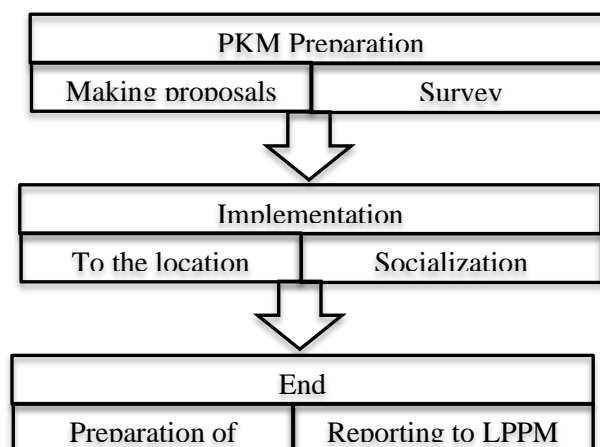


Figure 1. Activity Implementation Process Diagram

RESULTS AND DISCUSSION

This Community Service (PKM) was carried out on Wednesday 19 October 2022 at RS. Reksodiwiry Padang. The PKM grant team consists of 3 people, consisting of two lecturers and one student. There were 9 participants who attended, consisting of the Head of the RM Room and Admission Officers at the Padang Reksodiwiry Hospital.

At the beginning of the activity, the PKM team introduced themselves, then after that gave a little explanation about the community service carried out by the PKM Apikes Iris grant team, then the PKM TEAM delivered material to explain the socialization of politeness directive speech acts to medical record officers in the admissions section at rs.tkiii dr. reksodiwiryo padang.



Figure 2. The presenter gives socialization of directive speech acts

On the Medical Records Officer in the Admissions Section. Overall, the activity ran smoothly, all participants who attended attended the activity from start to finish. Participants who attended were very enthusiastic and active during the delivery of material and practice.



Figures 3. The presenter gives Pre-Test questions

In this activity the officers in the admissions section of Reksodiwiry Hospital Padang were very enthusiastic to listen to and receive the material presented by the head of the service.

During the delivery of the material the PKM participants responded well to the material provided by the service leader, although when asked about the readiness of the admissions department to accept patients or families of patients who came from abroad which required them to use English as the language of instruction to carry out conversations, they said they did not. can.

The admissions department at the Reksodiwiry Hospital stated that the hospital provides someone who is specifically assigned to handle patients who come from abroad. which requires them to use English as the word of introduction.

So the admissions section of the Reksodiwiryong Padang hospital who is currently on duty is not responsible if patients come from abroad. In other words, they only serve patients from within the country. Because they stated they couldn't speak English.

After a question-and-answer session and discussion regarding conversations in English related to the Admissions section, this activity ended with a group photo with admissions officers, medical records, heads of rooms and several hospital staff.



Figure 4. Group photo shortly after the PKM event ended

Based on the evaluation of the activities carried out, admissions officers at Reksodiwiryong Hospital get some new information related to conversations that are often used by the admissions department using English, and can practice it.

CONCLUSIONS AND RECOMMENDATIONS

Activities to Improve Conversational Ability in English in the Admissions Section at RS.Reksodiwiryong Padang have been carried out well and smoothly. Partners from RS.Reksodiwiryong Padang are very enthusiastic in getting additional knowledge about directive speech acts in the hospital admission section

This socialization activity is expected to provide new knowledge on how to use good, effective and polite directive speech acts used by the admissions department at the hospital.

This socialization activity is expected to provide new knowledge in improving English conversation skills in the admissions and medical records section and can support the quality of service at Padang Reksodiwiryong Hospital.

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