

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Humans are dependable creature and in order to fulfill their needs, they communicate their thoughts and feelings. Communication, generally, is understood as the processes in which humans construct and make meaning together, whether it is verbal or nonverbal, spoken or written, cooperation or conflict, and face-to-face or not (Stewart, 2002). One of elements in a communication is language which makes a communication successful. It denotes everything in this world, concrete and abstract things. Humans use language for many purposes since language seems to have many different functions as there are occasions for using language, therefore, humans call it as *speech functions* (Kreidler, 1998); humans use language to tell others what they know or what they feel, to ask questions, to thank, to say hello and goodbye, and so on. Those speech functions will also affect its form, why they select one way rather than another to convey their message. The form of an utterance does not necessarily coincide with the speaker's real intention. A speaker may produce an utterance that is just the opposite of the message he wants to convey. What makes those utterances understandable is the context or the people being involved (Kreidler, 1998).

There are a lot of examples on how humans employ the speech functions to interact and fulfill their needs in daily speech community, how humans convey their message in many different ways, for example in medical consultation in

order to get health service. Based on Fischer and Ereaut (2012), medical consultations can be defined differently according to their organizing principles of purpose. In narrower sense, they might be organized around the achievement of a diagnosis, a transaction involving the transfer of knowledge, whereas in a complex sense means they might be organized around the development of complex shared understanding: the creation of new knowledge for both participants, unique to that patient. Medical profession who has right to deliver medical consultation is a midwife, for example.

A midwife is a woman who attends women in confinement (The American Medical Association, 1989) or she can be considered as a woman who is educated and trained to help delivering babies and to advise pregnant women. In Indonesia until 2013, the number of midwives is ranked at the top position with 136.489 persons compared to other medical professions (BKKBN, 2014). Midwives outnumber doctors (42.189 persons), dentists (13.022 persons), and specialist (38.210 persons). This is also supported with the data from *Badan Kependudukan dan Keluarga Berencana Nasional* or BKKBN (National Family Planning Coordination Board) in 2014 which claimed that in East Java the ratio for doctors/people is 7,43 : 100.000, while the ratio for midwives/people is 33,48 : 100.000.

The number above is also equivalent to health problems in Indonesia because health problems in Indonesia are dominated with maternal and children health problems which are the focus of midwives care (Wang *et al.*, 2009). In addition, Indonesia is one of developed countries involved in United Nations

Development Program which established eight goals named as Millenium Development Goals. Millenium Development Goals are eight international development goals as the result of United Nations summit in 2000 (UNICEF, 2012). Two of the eight goals are to reduce child mortality and to improve maternal health. Those two issues are pertinent to midwife's scope of activity. Those are the reason why midwives outnumber doctors in Indonesia and are still needed in health service according to dominant health problem in Indonesia.

Interaction between a midwife and a patient includes the process of examination and consultation. In this communication, the midwife differs from the patient because of her roles, one of them is as a medical consultant. According to Cohn (2003) the role of the medical consultant is to identify and evaluate a patient's medical status and provide a clinical risk profile, to decide whether further tests are indicated prior to surgery, and to optimize the patient's medical condition in an attempt to reduce the risk of complications. Based on the roles (explained by Cohn above), it can be considered that a midwife, as medical consultant, positions herself as a person who knows and gives the information while a patient positions herself as a client who needs and receives the information.

All of conversation characteristics of midwives are shaped in midwifery. In the midwifery, they are taught on how to do medical conversation with their colleagues and their patients. They practice to communicate in accordance with the foundation of professional conversation called as *Positioning Theory* proposed by Rom Harre (1990). Three key components of positioning theory include

position, storylines, and determinate *speech acts*, developing from the everyday social interactions of professional conversations (Davies and Harre, 1990). Furthermore, individuals manifest the concept of positioning by a certain set of right, duties, and obligations through the story line within speech acts of the conversation (Phillips & Hayes, 2007). Therefore, a midwife also uses different ways to express particular speech functions to fit the context of communication she is in and her position while she delivers medical consultation.

From the phenomenon above, the writer presumes there are some intentions and act performed differently by the midwives and the patients through their speech since they are involved in different role or position. In those speech functions, several different kinds of utterances, or *speech acts*, will be recognized then classified according to their general purpose. Smith *et al.* argued that “the notion of speech acts is a valuable contribution to health communication research because of the positive and negative affect certain acts can have” (2009, p.2). Therefore, the writer is interested in analyzing the speech acts mostly used in medical conversation or consultation between a midwife and a patient since this topic is valuable. The writer chooses midwives and patients as the research object because linguistic research on medical conversation delivered by midwife has not been conducted extensively, especially in Indonesia. In addition, it fits with Indonesian people health need phenomenon as mentioned above.

The writer conducts this research at a private clinic or *Bidan Praktek Swasta* in Geluran, Sidoarjo named *BPS S. Miraningsih, Amd.Keb* to be the research place. Private clinic is chosen because almost Indonesian people prefer

health facility of private sector to health facility of state sector for health cases such as maternity (birth), childhood diarrhea, and Acute Respiratory Infection. Moreover, a private clinic is chosen because the number of state clinic, such as *Puskesmas* (Public Health Centre), is still low only 9.599 unit compared to private clinic such as *Bidan Praktik Swasta* or BPS (Midwives in Private Practice) which is 47.000 unit. Considering this number, the needs for getting health service from midwives especially Midwives in Private Practice are high enough.

BPS is a Midwife who has *Surat Ijin Praktek Bidan* or SIPB (Midwives Practice License) in compliance with medical laws, registered legally to have private practice (Ikatan Bidan Indonesia, 2004). Therefore, BPS is always named with the BPS owner's name itself because BPS refers to the midwife as the individual. In addition, BPS S. Miraningsih, Amd.Keb is one member of *Bidan Delima*. *Bidan Delima* is a midwife system standardization program launched by *Ikatan Bidan Indonesia* or IBI (Indonesian Midwives Association) in 2003, to educate and incentives Indonesian private midwives to meet and maintain the standard of care. In contrast, there is still a major barrier in providing and maintaining quality maternal health services in Indonesia because of the lack of supervision, monitoring and evaluation of compliance with best practices of private midwives. Thus, this clinic is trusted because it has been accredited with *Bidan Delima*.

There have been many studies discussing speech acts. First is Ohtaki S, Ohtaki. T, and Fetters MD's study (2003) about doctor-patient communication in the USA compared to Japan. Ohtaki et al. found that ratios of questions and other

speech acts in the USA and Japan were similar. Syaifana (2007) conducted a study titled *Speech Act in Military Conversations Performed by the Indonesian Navy's Personnel at KRI Lambung Mangkurat*. She found that performative utterances that are found in each data contain order, question, request, advising, and warning. In addition, Amelia (2008) discussed the functions of speech acts used by male and female preachers in a church in Surabaya and drew to a conclusion that personal character, culture, and power-relation are determinant factors in the use of direct or indirect language style.

Another study was conducted by Arifin (2008) who analyzed the speech acts used by non-Madurese police officer and Madurese victims and witnesses and revealed that representative act is the act most frequently used by police officers and victims or witnesses and Indonesian is the chosen language in the process of interrogation. Smith *et al.* (2009) conducted a research on memorable messages about breast cancer and their speech acts (purposes of the messages). They found that individuals who had personal and friend or relative experience with breast cancer were significantly more possible to recall memorable messages than other respondents and the most frequently perceived speech acts were providing facts, providing advice, and giving hope. Hayati (2011) did an observation about speech acts analysis of public service advertisement and found that directive function was most frequently used. The last is Ismail (2013) who analyzed the illocutionary act used in Jokowi's campaign speech using John Searle's speech acts theory and found that Jokowi mostly used representative act in his campaign speech.

Almost all of studies above use the same theory that is five types of speech acts proposed by John Searle (1969) and different participants such as between doctors and patients in different culture, police and victim or witness, preachers, and so on. The present study, by contrast, utilizes Kreidler's theory, which proposes seven kinds of speech acts as analytic tool to examine the utterances in the medical conversation between a midwife and a patient. This study is conducted to examine what speech act frequently appears and why it appears most. The information about the most common used speech acts and whether those speech acts are effective and understandable is the importance of this study. By knowing this information, what speech acts frequently appear in the consultation between midwives and patients, the writer hopes this study could help the midwives to use effective speech acts for improving their service in their clinics better.

1.2 Statement of the Problem

According to position and role, a midwife and a patient will use different ways to express particular speech acts. To know more about speech acts used in consultation between midwives and patients and the relationship between speech acts and role, problems are discussed in this study as follow:

1. What kinds of speech acts used dominantly by both midwives and patients in consultation BPS S Miraningsih, Amd. Keb Geluran Taman Sidoarjo?
2. Why are those speech acts used in the consultation at BPS S Miraningsih, Amd. Keb Geluran Taman Sidoarjo?

1.3 Objective of the Study

Based on the statement of the problem mentioned above, the objectives of this study are:

1. To find the speech acts used dominantly by midwives and patients in BPS S Miraningsih, Amd. Keb., Geluran Taman Sidoarjo
2. To find the reasons why those speech acts are used in the consultation

1.4 Significance of the Study

The result of this study is expected to give both theoretical and practical significance to the society. The writer hopes it will give new insights to linguistic studies, especially pragmatics, since it concerns speech acts. Moreover, this study is expected to make linguistics readers, especially linguistics students, understand about speech acts theory as important in analyzing verbal communication uttered by each person with different role or position. Since this study is related health service, this study can be used as references to improve a better service in medical centers by using right speech acts to avoid redundancy and gain an effective consultation. It is also expected to be further reading or reference for other researchers who plan to conduct pragmatics studies, especially related to speech act theory.

1.5 Definition of Key Terms

Medical : pertaining to medicine or to the treatment of disease (The American Medical Association, 1989).

Consultation : a consultation with a doctor or other expert is a meeting with them to discuss a particular problem and get their advice (Collins COBUILD Dictionary on CD-ROM 2006, 2006).

Midwife : a woman who attends women in confinement (The American Medical Association, 1989)

Speech Act : an action performed through an utterance (Kreidler, 1998)

