
The Study of Register Used by Doctors and Nurses at Adi Husada Undaan Wetan Hospital Surabaya

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Abstract

This study aims to describe the register used in the conversations between doctors and nurses at Adi Husada Undaan Wetan Hospital Surabaya. It analyzes the linguistic features including vocabulary and morphological features which mark the register of doctors-nurses conversations in this hospital. The analysis of the register is based on Holmes' theory (2013). Meanwhile, Bauer (2003), Yule's (2010) and Kridalaksana's theory (1992) are used in analyzing the morphological features. The objects of the study are the conversations between doctors and nurses in five clinics at Adi Husada Undaan Wetan Hospital Surabaya during their working hours. The findings show that the vocabulary features uttered by doctors and nurses in their conversation are obviously distinguishable from the vocabulary used in other contexts. Furthermore, the results of the morphological analysis show that many words used in the conversations are formed through shortening processes which are clipping and abbreviation. In brief, the conversations between doctors and nurses adopt certain linguistic features including particular vocabulary features and morphological features.

Keywords: register, vocabulary, morphological features, social context

Introduction

Language varies according to its uses. In every group, there is a series of varieties and people are able to choose each of the varieties in accordance with the context in which they are speaking. The varieties of a language in different social contexts attract the researcher to study the linguistic features used in a particular context by a particular group.

The use of a particular style of a language by a particular group also appears in conversations between doctors and nurses in hospital. Visitors (common people) often find it hard to understand the terms used in hospital as they do not have enough knowledge about the meaning of those particular terms. Only the insiders (hospital staff) are able to use the medical terms. This situation indicates the emergence of a language variety, which is known as *register*.

In sociolinguistics perspective, register is described as the language used in situations associated with such group of people with common interest or job, and it refers to the use of a particular style of a language by a certain group of people in conditions they are involved in (Holmes, 2013). Register can be defined either narrowly or broadly (Stockwell, 2002). The narrow definition views register as an occupational style, for example, doctors, mechanics, or sociolinguists tend to have particular ways of speaking which involve certain word-choices and grammatical structures. On the other hand, the broader explanation sees it as a type of social genre of linguistic usage, such as, the language of a newspaper article or a recipe in a cookery book (Stockwell, 2002).

Analyzing language variety in hospital is interesting because many terms are found to have different meanings from their common meanings and which can only be understood from the social context. This study is conducted to find out and describe how the register features used in the conversations between doctors and nurses at Adi Husada Undaan Wetan Hospital.

The Linguistics Features of Register

The linguistic features of a register are variations which provide the speakers with a selection of ways of expression containing the distinct vocabulary choices, syntactical patterns, word structures

(morphology), and pronunciation (Holmes, 2013). Thus, it can be inferred that linguistic features include vocabulary, syntax, morphology and pronunciation or phonetics. The choice of the vocabulary depends on the context because the meaning of the vocabulary is understood from the context (Bauer, 1998). As an example, a two-year old boy has a musical box with a picture of dog on its front part, and he does not know what to call it. Since it makes music, it seems obvious to him that it must be some kind of radio. The crucial thing about this one, as different from other radios he is familiar with, is that it has a picture of a dog on it. He, therefore, calls it a *dog radio*. The compound is unfamiliar to us, but perfectly understandable in context.

The morphological features of words are marked by the word-building processes which involve affixes, reduplication, word-building by modification of the base, relationships with no change of form, cases involving shortening bases, processes involving several lexemes, alphabet-based formations, unique morphs, and suppletion (Bauer, 2003). Some categories are supported by Kridalaksana's theory (1992), the morphological structure of Indonesian words, such as, abbreviation, alphabetical symbol, and meta-analysis.

Social Factors

The use of register depends on context and it is uttered by a particular occupational group in their activities (Holmes, 2013). Therefore, register is needed to be analyzed along with the situation or context. Holmes (2013) developed context or social factors which influence the use of register. The social factors include participants, setting, topic, and function.

The users of language are called participants. Holmes (2013) divided the participants into addresser and addressee. Meanwhile, setting includes what time and where the conversation takes place. Topic is what being talked about. It controls the idea of the conversation. Finally, function describes the purpose of the conversations. It explains the function of the utterance whether the utterance contains information or is used to show affection.

Several studies on register have been conducted; one of them is an unpublished thesis by Daristin (2015). In her thesis, she identified the linguistic features of register in auctioneer's talk and she used some theories by Holmes, Radford, and Wells in her analysis. In this study, she found some features that marked the register of auctioneer's talk. They were syntactic reduction, syntactic inversion, distinct vocabulary, and intonation patterns. Another unpublished thesis is the one conducted by Nirmalasari (2009). She conducted her study to analyze register through lexico-grammar approach and dimension of register.

Method of the Study

This study uses qualitative approach because the result of the analysis is in the form of description rather than in the form of number. The data for the study were taken from the conversations between doctors and nurses in Adi Husada Undaan Wetan Hospital. The subjects of the study are doctors and nurses, while the objects of the study are the conversations between the doctors and the nurses. The conversations chosen for the data are the conversations between the doctors and the nurses during their working hours. The participants of the study were doctors and nurses in five clinics. There were 2 doctors and 2 nurses in Diabetic Clinic, 3 doctors and 3 nurses in Internal Medicine Clinic, 1 doctor and 2 nurses in Eye Clinic and Stroke Clinic, and 1 doctor and 1 nurse in Nerve Clinic. The data were gained by observing the context or the situation of the talk, recording and taking notes the utterances in the conversations between the doctors and the nurses.

Findings and Discussion

The findings of the study include the vocabulary and the morphological features of the register, and the description of the use of the register in context.

Vocabulary Features

As a part of linguistic features, vocabulary is one of the most noticeable features which differentiate a certain register from other registers (Holmes, 2013). Register is used to describe the specific vocabulary

associated with different occupational groups. The table below presents the vocabulary found in the data which characterizes the register of doctors-nurses conversations in Adi Husada Undaan Wetan Hospital.

Table 1: The Vocabulary Features

No.	Vocabulary	Register Meaning on the Context	Meaning Based on KBBI
1.	Bedah	<i>klirik bedah</i> (surgical clinic)	A treatment of disease by cutting a part of body to relieve an illness
2.	Gigi	<i>klirik gigi</i> (dental clinic)	A hard, small, and white bone arranged in the gums
3.	Gula	blood glucose	A crystalline sweetener made from cane
4.	Jantung	<i>klirik jantung</i> (heart clinic)	A part of body which becomes the central of blood circulation
5.	Mata	<i>klirik mata</i> (eye clinic)	A pair of globular organs in the head
6.	Progresif	a type of lens	A condition which develops in stages
7.	Saraf	<i>klirik saraf</i> (nerve clinic)	A tissue in the body which distributes a stimulation to the whole body
8.	Status	medical record	A relative position in society
9.	Stik	a tool to check blood sugar	A tool to hit the ball in golf or hockey
10.	Stroke	<i>klirik stroke</i> (stroke clinic)	A brain attack along with paralysis

The result of the vocabulary analysis showed that there were 10 terms considered as the register of doctors-nurses conversations in Adi Husada Undaan Wetan Hospital. Those terms underwent shifts in meanings from their original meanings as described in dictionary, in this case, Kamus Besar Bahasa Indonesia (KBBI) online version to the meanings which were based on the context of the conversations. Terms, such as “*gula*” in KBBI means a crystalline sweetener made from cane, while in the doctors-nurses conversation, it means blood glucose in the body of human or animal.

Based on KBBI, the term “*progresif*” is a condition which develops in stages, yet the meaning is different from the meaning of the word “*progresif*” in its context. Based on its context, the word “*progresif*” is a type of lens. Next, the word “*status*,” in KBBI, means a relative position in society while in doctors-nurses conversation, the term “*status*” means a medical record of the patient. The word “*stik*” in KBBI means a tool to hit the ball in golf or hockey; whereas, in doctors-nurses conversation, “*stik*” means a tool to check blood sugar.

Furthermore, the terms “*bedah*”, “*gigi*”, “*jantung*”, “*mata*”, “*saraf*”, and “*stroke*” in their contexts refer to clinic divisions. However, in KBBI, the word “*bedah*” means a treatment of disease by cutting a part of the body to relieve an illness. On the other hand, the words “*gigi*”, “*jantung*”, “*mata*”, and “*saraf*” in KBBI refer to parts of the body. In addition, the word “*stroke*” in KBBI is a disease which attacks brain and causes paralysis.

In general, the findings of the vocabulary analysis show that the meanings of the vocabulary in the data are different from their common meanings as described in dictionary. Those findings are in accordance with Holmes’ theory (2013) which stated that a certain group uses a certain language variety to make an effective and efficient communication. As in the word “*stik*”, it is impossible to explain the word “*stik*” by mentioning a tool which is used to check blood sugar (based on the context) because it is too long and makes their communication not effective and efficient.

Morphological Features

The morphological features were analyzed using on Bauer’s theory and Kridalaksana’s theory. Kridalaksana's theory was used because some catogories were found only in Indonesian. The morphological features found in this study are affixes, compounding/composition, clipping, abbreviation, borrowing, and multiple processes. Each of them is described in the following.

Affixes

According to Bauer (2003), affixes can be added directly before (prefix), after (suffix), or in the middle of the root (infix). In doctors-nurses conversations, the researcher only found one term which has

undergone affixation process. The term “*visite*” was derived from the root “*visit*” and suffix “*e*”. In dictionary, the word “*visit*” means going to see someone or something for a specific purpose. Meanwhile, in this case, the word “*visite*” means examining the hospitalized patient. The addition of suffix “*e*” to the term “*visit*,” so it becomes “*visite*” does not change the word class, both are categorized as verb.

Compounding/composition

Compounding or composition is the formation of a new lexeme by adjoining two or more lexemes (Bauer, 2003). The table below presents the terms which have undergone compounding process.

Table 2: Compounding process

No.	Terms	Word Classes Combined	Type of Compounding
1.	cek gula	verb + noun	verb compound
2.	obat gula	noun + noun	noun compound

The term “*cek gula*” appears in the utterance “*Suruh cek gula dulu aja sebelum dikasih steroid mbak*”. The term “*cek gula*” has undergone compounding process from the verb lexeme “*cek*” and the noun lexeme “*gula*.” Therefore, the compound is grouped as a verb compound. The term “*cek gula*” which was produced by one of the doctors in doctors-nurses conversations refers to “*tes gula darah*” (*blood glucose test*).

The second term, “*obat gula*” which was uttered in the sentence “*Nggak pernah minum obat gula ya berarti?*”, was formed by compounding two noun words; “*obat*” and “*gula*”. In the context, the term “*obat gula*” means “*obat diabetes*” (diabetes drug).

Clipping

Clipping is the process of shortening a word without changing its meaning or part of speech (Bauer, 2003). In the register found in the conversations between doctors and nurses, the terms that involve clipping process are listed in the table below.

Table 3: The clipping process

No.	The Terms	The Base
1.	Leko	<u>Leukosit</u> (leukocyte)
2.	Trombo	<u>Trombosit</u> (thrombocyte)
3.	Hipo	<u>Hipoglikemi</u> (hypoglycemia)

There are 3 terms found in the category of clipping. The first term “*leko*” was formed by clipping the term “*leukosit*” (leukocytes). The three syllable word was then clipped to two syllable word “*leko*”. However, the last letter in first syllable “*u*” was omitted. The omission of “*u*” was done in order to conform to the pronunciation. The term “*leukosit*” (leukocytes) refers to white blood cells.

The second term, “*trombo*”, was derived by clipping the third syllable of the word “*trombosit*” (thrombocyte). “*Trombo*” is a term which refers to blood platelets.

The third term, “*hipo*”, was formed from the first and the second syllable of the word “*hipoglikemi*” (hypoglycemia). Thus, the word “*hipoglikemi*” which was a five-syllable word was clipped to two syllable word. The term “*hipo*” refers to low level of blood glucose.

The process of clipping of three or four syllable words above supports the evidence that register is developed to ease the communication.

Abbreviation

Bauer does not include this category in his theory, but he uses acronym which is more than just abbreviations because it is pronounced as word. On the other hand, Kridalaksana (1992) uses abbreviation to describe the morphological process of Indonesian words. In Indonesian language, abbreviation is

known as *pemendekan* (shortening). Abbreviation is the result of shortening process which appears in combined letters. The pronunciation of the abbreviation includes spelling the letter (Kridalaksana, 1992).

The list of the abbreviations found in the doctors-nurses conversations is presented below.

Table 4: The abbreviations

No.	Abbreviations	The stand for
1.	BMI	Body Mass Index
2.	GDP	Gula Darah Puasa
3.	UKG	Ultra Korte Golf
4.	DL	Darah Lengkap

The term “*BMI*” stands for “*Body Mass Index*”. It refers to a measure of body based on height and weight. The term “*UKG*” stands for “*Ultra Korte Golf*”, which is physiotherapy of sinusitis.

The term “*GDP*” stands for “*Gula Darah Puasa*”. It refers to a measure of blood glucose levels after around eight hours of fasting. The term “*DL*” stands for “*Darah Lengkap*” (complete blood). It means a measure of the components of blood.

The abbreviations were formed by joining the first letter of their component. The term “*BMI*” and “*UKG*” stand for English words; whereas, “*GDP*” and “*DL*” stand for Indonesian words.

The findings of the morphological analysis show that there are several word-building processes which become the features of the doctors-nurses conversations. They are compounding, clipping, and abbreviation. Clipping and abbreviation are the most features appear in the doctors-nurses conversations because the speakers want to communicate effectively and efficiently within their working hour.

Borrowing

According to Bauer (2003), borrowing is a process of taking words from other languages. The terms which were borrowed from other languages are shown in the following table.

Table 5: The borrowing process

No.	Terms	Original form	Language origin
1.	febris	febris	Latin
2.	status	status	English
3.	stroke	stroke	English

From the table above, it is found that there are 8 terms borrowed from other languages. The term “*febris*” is Latin borrowing word. It means “fever” in English. Thus, the meaning of the term “*febris*” has no changes in doctors-nurses conversations.

Furthermore, some words were borrowed from other language with no changes in forms, such as “*status*” and “*stroke*”. However, they have different meaning from the original terms. Generally, “*status*” means relative social or professional in the original term, while in doctors-nurses register, “*status*” means a medical record of the patient. The same case happens in the term “*stroke*”. Whereas “*Stroke*” means a brain attack along with paralysis; it means stroke clinic in doctors-nurses conversation.

Multiple Processes

One of the word formation processes is called multiple processes. It is a word formation process which involves more than one process in the formation of a word (Bauer, 2003). The table below presents the terms which have undergone multiple processes.

Table 6: The multiple processes

No.	The terms	The processes
1.	Leko	Clipping and Borrowing

No.	The terms	The processes
2.	Trombo	Clipping and Borrowing
3.	Hipo	Clipping and Borrowing
4.	Visite	Affixes and Borrowing
5.	BMI	Abbreviation and Borrowing
6.	UKG	Abbreviation and Borrowing

The terms “leko”, “trombo”, and “hipo” have undergone borrowing and clipping process. “leko” was clipped from the term “leukosit” and borrowed from the word “leukocyte”. “trombo” was clipped from the term “trombosit” and borrowed from the word “thrombocyte”. The term “hipo” means “hipoglikemi” was borrowed and clipped from the word “hypoglycemia”. The term “visite” is the only term which has a suffix and borrowed from English.

The other two terms have experienced abbreviation and borrowing. The term “BMI” stands for “Body Mass Index” which was derived from English term. Meanwhile, the term “UKG” stands for “Ultra Korte Golf” and also comes from English.

The Use of the Register Features in the Context

The results of the vocabulary analysis show that the word “status” is found in the following conversation:

- D : Matikan lampunya ya mbak.
 N : Nggak kembali lagi dok?
 D : Enggak, aku belum visite.
 N : Oh iya dok.
 D : Status yang terakhir masih di meja mbak.

When the doctor said, “*Status yang terakhir masih di meja mbak,*” the setting or the social context was in the clinic outside the doctor’s room. It happened when the doctor was about to leave the clinic. The topic of the talk was the doctor asked the nurse to turn off the light because the doctor was about to leave. Then, the function of the doctor’s talk was to inform the nurse that the “status” of the patient was still in his room. The doctor said it by pointing to a medical record of the patient. Thus, status here means a medical record of the patient. However, this meaning is different from the definition from KBBI which describes “status” as a relative position in society.

On the other hand, the morphological analysis of the term “visite” can be seen in the following conversation.

- D : Matikan lampunya ya mbak.
 N : Nggak kembali lagi dok?
 D : Enggak, aku belum visite.
 N : Oh iya dok.
 D : Status yang terakhir masih di meja mbak.

The conversation occurred after the doctor examined the patient and was about to leave the clinic. The topic of the conversation was the doctor wanted to leave the clinic. When the nurse asked him whether he would be back to the cilinic, the doctor said no because he had not done visite. He wanted to leave the clinic to examine the hospitalized patient in the next building. Thus, the word visite means examining the hospitalized patient.

Discussion

The findings above indicate that there is a limited range of vocabulary used by either doctors or nurses in their interactions and whose meaning can only be understood by them. The meanings of the vocabulary, such as, *gula* and *status*, in the context are different their meanings in the dictionary. The vocabulary, then, become the features of the register of doctors-nurses conversation.. Since register is generally used in a particular context and uttered by a particular group, people who are not part of the group will find it

rather hard to comprehend. In this case, it fits to Bauer's theory (1998) that the choice of vocabulary depends on the context. The meaning of the vocabulary can be understood when it is analyzed along with the social factors including the participants, the setting, the topic, and the function.

The findings of the morphological analysis show that many words used by doctors and nurses in their conversations have particular forms. Abbreviation is the most appeared feature in the conversations. The participants used abbreviation, one of the shortening processes in order to have an effective and efficient communication. It conforms to Holmes' theory (2013) that a particular group uses a particular language variation to build an effective and efficient communication. Doctors and nurses have to serve many patients in a day; thus, they have to use their time efficiently. Though using abbreviation, they do not have a kind of miscommunication in understanding the abbreviation in their conversations.

Conclusion

It can be concluded that the register of doctors-nurses conversations at Adi Husada Undaan Wetan Hospital Surabaya is marked by particular vocabulary and morphological features. The vocabulary features cover words whose meanings depend on the context and are different from the meanings in the dictionary. Meanwhile, the morphological features are indicated by the use of many abbreviations. Abbreviation appears to be the highest features in this register. In brief, the characteristics of the occupational style used by doctors and nurses in their conversations are relevant to the effectiveness of their communication because they have to serve many patients in a day. In order to communicate effectively, the doctors and the nurses use short forms or speak little but meaningful and can be understood by each other. In this case, the doctors and the nurses develop their own language style.

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