

Running Head: THE PRAGMATIC AWARENESS OF
INDONESIAN NURSES

**The Pragmatic Awareness of Indonesian Nurses
in Their Interactions with Foreign In-Patients**

A Thesis

**By Sapto Dwi Anggoro
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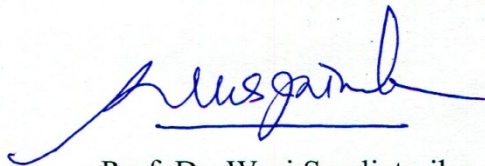
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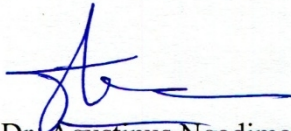
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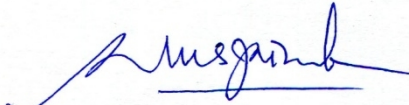
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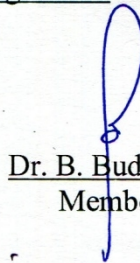
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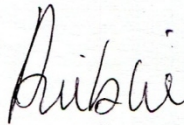
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STATEMENT OF AUTHENTICITY

I declare that this thesis is my own writing, and it is true and correct that I did not take any scholarly ideas or work from others dishonestly. That all the cited works were quoted in accordance with the ethical code of academic writing.

I also declare that I agree to submit my thesis entitled: The Pragmatic Awareness of Indonesian Nurses in Their Interactions with Their Foreign In-Patients to Widya Mandala Catholic University library and fully understand that it will be made public via Internet and other uses of online media.

Surabaya, February 23, 2016



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Abstract

Anggoro, Sapto Dwi. 2016. *The Pragmatic Awareness of Indonesian Nurses in Their Interactions with Foreign In-Patients*. S-2 Thesis, The English Department of Widya Mandala Catholic University Surabaya.

Key words: pragmatic awareness, foreign in-patients, therapeutic communication techniques, misunderstandings.

The issues of global village era have brought great concerns to local businesses and services in Indonesia. Attempts of improvement are inevitable to business and service providers, including healthcare services. There have been increases in numbers of foreign patients, who need medical treatments in some hospitals in Surabaya. The presence of foreign patients in some hospitals in some cases, has triggered some issues among health care practitioners. Among other problems related to foreign patients, communication is presumed to be the most serious barrier among healthcare practitioners. It was reported that some nurses were in great difficulties when they had to communicate with their foreign patients due to misunderstandings. In a private hospital acquiring Joint Commission International (JCI) in Surabaya, some nurses admitted having communication problems with their foreign patients coming from varieties of countries, most of whom speak English in different manners. Based on this issue, this study

entitled “The Pragmatic Awareness of Indonesian Nurses with Their Foreign Patients” is expected to provide essential information concerning communication problems occurring between Indonesian nurses and their foreign patients.

The study followed an observational case study research design. The data were collected through observation reports and interviews. The primary purpose of this study was to obtain a detailed description and gain an understanding of the case. The case discussed in this study concerns with nurse-patient interactions, in which the nurses are from the local society treating foreign patients coming from different parts of the world. In this study, the researcher attempted to discuss the presence of communicative problems experienced by some nurses and what strategies are used to cope with unsuccessful communication.

On investigating the Indonesian nurses’ pragmatic awareness, it is expected that the researcher obtained answers for the areas of pragmatic awareness which were missed, why the nurses failed to communicate with their foreign in-patients as well as how they coped with their communication problems.

Some findings were generated from this study. It was found that the participants of the study could apply 11 (eleven) therapeutic communication techniques during their interactions with foreign in-patients. Meanwhile, 7 (seven) techniques were not frequently used. These were accepted as complicated skills and required good command of English. In many cases the nurses avoid to apply some techniques

by which they were not confident with the success of their communication. A few techniques were reported to have difficulties and led to some misunderstandings. They were in terms of: being specific and tentative, using open-ended questions, seeking clarification, clarifying time or sequence.

The study resulted in some conclusions and recommendations. Regarding the findings of the study it was discovered that communication problems existing in nurse-patient interactions were mostly due to language barrier. Most of the problems experienced by the nurses was triggered by their inability to formulate utterances that suited the constructions of therapeutic communication techniques. Pragmatic awareness was seen to be the major issue. It was indicated by some misunderstandings or pragmatic failure that the nurses made signalled by unexpected perlocutionary force by their foreign in-patients. Recommendations can be made in terms of language training concerning the strategies to formulate utterances in line with therapeutic communication techniques. Furthermore, nurses' pragmatic awareness needs to be raised by improving language knowledge, especially the one dealing with pragmatic aspects. Subsequently it is recommended that the hospital should allow language instructors to assist and monitor the nurses in case misunderstanding and other forms of communication problems occur. It is also important that every nurse is provided with a guide book that allows them to use it as a reference when unexpected miscommunication take place during the caring processes.

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Table of Content

Chapter 1: Introduction

Background.....	1
Research Question.....	14
The Purpose of The Study.....	15
Assumptions of The Study.....	16
The Scope of The Study.....	17
Significance of The Study.....	18
Theoretical Framework.....	27
Definition of Key Terms.....	31

Chapter 2: Reviews of Related Literature

The Nature of Nurse-Patient Communication.....	34
Therapeutic Communication Techniques.....	41
Pragmatic Awareness.....	48
Pragmatic Principles.....	56
The Speech Acts.....	68

Chapter 3: Research Method

Research Design.....	75
Participants.....	80
Source of Data.....	81
Research Instrument.....	83

Data Collection Procedure.....	90
Data Analysis Procedure.....	94
Triangulation.....	100

Chapter IV: Findings and Discussion

The Use of Therapeutic Communication Technique.....	102
The Pragmatic Awareness of The Indonesian Nurses.....	174

Chapter V: Conclusion and Suggestion

Conclusion.....	190
Suggestion.....	197

Lists of Appendices:

1. Transcript of recorded conversation.....	208
2. Interviews with the nurses.....	220