
THE SPEECH ACT POLITENESS OF THE INFORMATION STAFF ON THE INFORMATION SEEKER IN THE HOSPITAL

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Abstract

The hospital carries out its role as one of the health service providers to the community. They will need information before needing medical assistance. Therefore, first, they will meet with the information staff or counter staff to get the information needed. Communication between information staff and information seekers is unique, and many factors can arise behind this matter because it occurs between people from different groups. Therefore, the quality of communication between staff and information seekers could be better. There often needs to be a better understanding between parties. The speech acts of the information staff towards information seekers or patients who come are very different. Data sources in this study were utterances in the form of conversations between information staff and information seekers at the hospital, both men and women. Exchanges obtained by recording, which are then transcribed, will be processed by classifying the data. The data was obtained from the recording and transcribing into written form. In this study, speech acts will be discussed from their illocutionary as proposed by Searle, then analyzed using Searle's speech act theory, which was then seen from the politeness phenomenon. From various views regarding politeness, this study will analyze data using the Leech politeness principle and the Principle of Mutual Consideration (PMC) developed by Aziz. It found that many types of speech acts are used. At the same time, the PMC principles that are adhered to and violated are (1) the principles of favor/harm, (2) the principle of sharing feelings, (3) the principle of first impression, and (4) the principle of continuity.

Keywords: Speech Act, Politeness, Information Staff, Information Seeker, Principle of Mutual Consideration (PMC)

Introduction

The hospital carries out its role as one of the health service providers to the community. Some people visit the hospital for medical services or treatment, visits, etc. People need information before achieving their goals, especially those needing medical assistance. Before getting medical services, the patient or family of the patient will look for information. Therefore, first, they will meet with the Front Office staff/information staff to get the information needed.

Information seekers are the patient's family, patient or even relatives who deliver. They will queue up to get more precise information before getting medical services. Communication between information staff and information seekers is unique because the staff are sometimes friendly but sometimes wry or less friendly. Many factors can arise behind this matter. It will cause a lack of understanding between both parties, making communication easier. Sometimes, the staff are also impatient to face information seekers because of the many detailed questions asked that make them ignore politeness norms.

In addition to considering linguistic values, it should also look at the ready, where, about what problems, and the atmosphere of how he speaks. It signals that the place of speech can determine the speech quality of the speech partner. Likewise, the main contents of the speech can color the ongoing speech (Wijana in Rahardi, 2006).

Speakers will interact in the form of information in each communication, such as directly pouring ideas, the purpose of feelings, thoughts, and emotions. Therefore, in every communication process, it is called the speech act, which is a language activity. The interaction between information officers and information seekers in hospitals at a particular time that uses language as a communication tool is a speech act. As in Austin, language can act by distinguishing between constant speech and performative utterances (Cummings, 1999). Constative utterances describe or report events or situations in the world. Thus, consistent utterances can be said to be correct or wrong utterances. Performative utterances are the opposite of constative utterances, which do not describe or report right or wrong.

According to Yule (1998: 81-84), to express something, people not only produce speech that contains grammatical words and structures, but they also show actions through these speeches.

The relationship between the information staff and information seekers is sometimes based on something other than the principle of politeness. From the way of speech acts of officers against customers, where officers are occasionally reluctant to provide detailed information and sometimes seem 'bitchy' to information seekers who have many questions. Several possible reasons cause officers not to look friendly to information seekers. The possibility can be seen from the social, age and gender. Because there are too many patients who must be served, officers want to be able to clean up their work quickly, so they look too lazy to respond to information search complaints that they might not understand the explanation that has been conveyed.

This phenomenon often occurs in public and private hospitals; unsatisfactory services from how staff serve can be seen from the realization of speech acts and politeness that is often neglected. Because the quality of communication between staff and information seekers could be better, there is often a misunderstanding in the process of mutual understanding between parties. Because the phenomenon is usually found, this research intends to examine the realization of speech acts in hospitals between information staff and information seekers. Information seekers in this study are prospective patients and people who bring patients to the hospital and communicate with staff.

This research looks at how the realization of speech acts often occurs in interactions between information officers and information seekers at the Hospital, as seen from the social variables, and then how the phenomena of communication between information staff and information seekers at the Hospital from a theoretical framework is seen from the politeness of the Principle of Mutual Consideration (PMC).

It intends to discover the realization of speech acts that often occur in interactions between information staff and information seekers in hospitals seen from the social variables. As well as to discover the phenomena of communication between information staff and information seekers at the hospital regarding the theoretical framework seen from the Principle of Mutual Consideration (PMC) politeness.

Literature Study

1. Speech Act Theory

Austin (1962), one of the groups of lay language observers, saw another phenomenon of language use, and it was revealed that many were illogical and difficult to prove but were used and mutually understood by speakers. Through his performative hypothesis, which forms the basis of speech act theory, Austin argues that by speaking, we do not only say something (to make statements) but also do something (to perform actions) (Thomas 1995: 31; Clark 1996: 133; Paltridge, 2006, p. 55).

In his book *How to Do Things with Words*, Austin (1962: 1-11) distinguishes utterances whose sentences are in declarative mode into two, namely constative and performative. A constative speech act is a speech act that states something whose truth can be tested – true or false – by using knowledge about the world. While performative speech acts are acts in which the utterance is used to do something, the language user cannot say whether the utterance is wrong or right but is valid.

The sentences "I promise I shall be there" and "I shall be there," as explained in Leech (1983: 176), further strengthen Austin to state that all utterances are performative regardless of whether the sentence contains a performative verb or not because the two sentences It contains elements of action and elements of statements. Furthermore, Austin elaborates the performative into explicit and implicit performatives. Since then, Austin no longer believes in a constative sentence because a declarative sentence contains a performative aspect (Thomas, 1995, p. 49; Smith 2010, p. 8). Regarding performatives, Verschueren (1980 in Clark 1996:134) notes that there are approximately 150 more illocutionary verbs in English. Earlier than that, Austin claimed that the English verbs denoting these illocutionary acts numbered in the thousands (Searle, 1969, p. 23).

The reality of utterances like this encouraged Austin to elaborate on three types of acts in every utterance or statement made by speakers, starting from the arrangement of words to the effects those sequences of words have on the speech participants. These acts are locutionary, illocutionary, and perlocutionary. Locutionary acts are utterances that use

words and sentences according to the meaning in the dictionary and according to their syntactic rules; illocutionary acts, namely utterances that contain a specific purpose; and perlocutionary acts, namely the effect of speech on the speech partner (Austin 1962: Clark 1996:133; Paltridge 2006, p. 55).

Based on the assumption that between performative verbs and speech acts, there is a one-on-one relationship, Austin classifies utterances into five types, which include expositives (describing views), verdictives (giving decisions), commissives (readiness to do something), exercitives (applying influence or authority), and behabitives (reacting to the behavior of others).

The idea of performative speech acts initiated by Austin (1962) was followed by Searl (1969) with a different view. The Principles of expressibility coined by Searle (1969:19), which reads "whatever is meant to be said," is Searle's attempt to differentiate his theory from Austin's in that it is possible for speakers to clarify the illocutionary power of their speech through appropriate performatives. It means that performative verbs are one of the **Illocutionary Force Indicating Devices (PPMT or Illocutionary Force Indicating Devices-IFIDs)** (Levinson, 1983) that can be used to express illocutionary power because there are other tools such as intonation, punctuation, and so on (Searle, 1969, p. 30).

Austin (1962) and Searle (1975) (as well as (Bach & Harnish, 1979; Allan, 1986) state that there are certain conditions, which they call felicity conditions, which must be met by speakers and their speech partners so that narrative can be realized. These conditions include propositional, preparatory, sincerity, and essential conditions.

2. Types of John R. Searle's Speech Acts

John R. Searle stated that there are three kinds of speech acts in the actual practice of using language. The three kinds of speech acts successively can be mentioned as follows:

- Locutionary acts are speech acts with words, phrases, and sentences according to the meaning contained by the words, phrases, and sentences themselves.
- Illocutionary acts are doing something with a specific purpose and function in actual speaking activities. Illocutionary speech acts can be expressed with expressions in English, the acts of doing something.
- Perlocutionary acts are acts of growing influence on the speech partner by the speaker.

Furthermore, Searle (1983) in Rahardi classifies illocutionary speech acts in speaking activities into five types of speech forms, namely as follows:

- a. The assertive form of speech is a form of speech that binds the speaker to the truth of the proposition he is expressing in that utterance. The assertive form can include the following: (a) stating, (b) suggesting, (c) boasting, (d) complaining, and (e) claiming.
- b. The directive form of speech is the form of speech intended by the speaker to make an impact so that the speech partner takes the actions he wants as follows: (a) ordering, (b) commanding, (c) requesting, (d) advising, and (e) recommending.
- c. An expressive form of speech is a form of speech that functions to express or show the psychological attitude of the speaker towards certain circumstances as can be stated as follows: (a) thanking, (b) congratulating, (c) asking to pardon, (d) blaming, (e) praising, and (f) condoling.
- d. Commissive speech is a form of speech that is used to express specific promises or offers as follows: (a) promising, (b) swearing and (c) offering.
- e. The declaration form is a form of speech that connects the contents of the utterance with reality, such as (a) resigning, (b) dismissing, (c) christening, (d) naming, (e) appointing, (f) excommunicating, and (g) sentencing.

3. Direct and Indirect Speech Acts

Speech acts are also divided into two, namely direct speech acts and indirect speech acts. The use of conventional speech marks the continuity of a direct speech act. Declarative, interrogative, and imperative utterances are conventionally spoken successively to state some information, ask something, and order the hearer to do something.

Conventionally, this conformity between mode and function is a direct speech act. On the other hand, if a declarative utterance is used to ask or command – or another mode of utterance that is used unconventionally, the utterance is an indirect speech act.

Wijana (2006) has described that there are two types of speech acts in language practice, namely (1) direct speech acts and indirect speech acts, (2) literal speech acts and non-literal speech acts.

What is meant by a direct speech act is a speech act that is stated by the mode of the sentence. Declarative or declarative sentences are sentences that are used to convey information. Interrogative sentences are used to ask something, while imperative sentences express orders.

What is meant by an indirect speech act is an action that is not stated directly by the mode of the sentence. There are times to convey the intention of ordering people to use news or even interrogative sentences.

What is meant by a literal speech act is a speech act whose meaning is the same as the meaning of the words that compose it. At the same time, non-literal speech acts are speech acts whose meaning is not the same or even opposite to the meanings of the words that compose them.

4. Politeness Principles

There are several politeness principles put forward by figures such as Brown and Levinson, Geoffrey Leech, Robin Lakoff, etc. According to the figures, the principle of politeness has a different meaning from one to another. As stated by Brown and Levinson in the concept of Brown and Levinson (1987), politeness is an attempt to save face. So, language politeness is very close to the concept of advance (Yule, 1996). The face shows one's self-esteem, distinguishing between positive and negative. Thus, it can also be distinguished between a person's cheerful face and a negative face. A negative face refers to a person's desire to have their wishes respected and approved. Thus, impolite actions are actions that hinder or hinder one's desires and will. Nadar (2009, 33-35) outlines again that actions that can violate a person's negative face are as follows: (1) expressions which are orders and requests, suggestions, advice, warnings, threats, and challenges; (2) expressions about offers, promises; (3) expressions of praise, expressions of strong negative feelings such as hatred and anger.

As for the actions that can be categorized as positive face violations are as follows: (1) expressions of disapproval, criticism, acts of condescension or embarrassment, complaints, anger, accusations, insults; (2) expressions about contradictions, disagreements, challenges; (3) expressions about uncontrolled emotions that make other people feel scared or humiliated, (4) impolite expressions, mentioning things that are taboo or inappropriate in certain situations, including not appreciating one's values by the interlocutor and ignores the things that are feared by the interlocutor; (5) expressions about bad news about the interlocutor, or boasting of good news, which shows that the speaker does not hesitate to show unpleasant things to the interlocutor and does not really care about the interlocutor's feelings; (6) expressions about things that are dangerous and topics that are divisive in nature such as political, racial, religious issues; (7) expressions that show that the speaker is not cooperative with the speech partner, namely the speaker interrupts the conversation of the interlocutor, states things that do not show concern; (8) expressions about designations or expressions that indicate the status of the interlocutor at the first meeting.

Meanwhile, according to Robin Lakoff in Rahardian, politeness of speech can also be seen differently; Robin Lakoff (1973) shows that politeness of speech can be observed from three things, namely from the side of formality, hesitancy, and ranking of parallels. Or close friends. The more informal, the less assertive, the lower the parallel rating. It is determined that the speech will have a lower politeness gradation and vice versa. The politeness of an utterance can also be measured by considering how close the social distance is (social distance between speaker and hearer), how close the social status rating is between the speaker and the hearer (speaker and hearer relative power), and the degree of imposition between speech acts, speakers and hearers. Brown and Levinson (1987) stated this notion of politeness and, in essence, emphasized that the politeness of an utterance can be observed from these three social parameters.

In contrast to Leech, who divides it into maxims, according to Leech, there are six maxims of courtesy, namely,

1. Tact maxim (in impositive and commative illocutionary)

- a. Make the loss of others as small as possible
 - b. Make as much profit as possible for others
2. Generosity maxim positive and commissive illocutionary
 - a. Make your profit as small as possible
 - b. Make your losses as large as possible
 3. Approbation maxim (in expressive and assertive illocutionary)
 - a. Criticize others as little as possible
 - b. Compliment others as much as possible
 4. Modesty maxim (in expressive and assertive illocutions)
 - a. Praise yourself as little as possible
 - b. Criticize yourself as much as possible
 5. Agreement maxim (in assertive illocutionary)
 - a. Try to keep as little disagreement between yourself and others as possible
 - b. Try to make agreements between yourself and others happen as much as possible
 6. Sympathy maxim (in assertive illocutionary)
 - a. Reduce the feeling of uncertainty between self and others to a minimum
 - b. Increase as much sympathy as possible between self and others.
- (Leech, 1993: 207).

From various views regarding politeness, this study will analyze data using the Leech politeness principle and the Principle of Mutual Consideration (PMC) developed by Aziz.

5. The Politeness Principle of Mutual Consideration (PMC)

Politeness is always seen as a phenomenon related to language and social reality. The relationship between politeness and the age of speakers is expressed by Aziz (2003): "The age difference of the speech participants is a social variable that determines the realization of politeness in language". Aziz (2003:11) further says that there are four parameters to (not) compensation, which can be seen from 1) level of directness, 2) use of greeting words (terms of address), 3) use of pleasantries (courtesy words), and 4) use of slang words (use of youth slang).

Aziz (2000; 2005; 2007) believes that the formulation of a more comprehensive language politeness theory must contain at least three types of politeness, namely politeness before the occurrence of communication transactions (pre-communicative politeness), politeness during communication transactions (on-the-spot politeness), and post-communicative politeness. So, Aziz formulated a politeness theory called the Principle of Mutual Consideration (PMC). PSTR/PMC is built on four fundamental values, namely:

- a. Harm and Favour Potentials

This fundamental value implies that an utterance, no matter how small it is, has the potential to make the speech partner feel flattered or, vice versa, hurt. There is no value-free speech, including expressive acts such as Good Morning or exclamatory acts such as Ouch! Though. Thus, this first essential value implies the need for caution in speech.

b. Shared-feeling principle

This second essential value reminds the speaker of the necessity always to pay attention to the feelings of the speech partner as he pays attention to his feelings. In this way, speakers will be guided to have subtle feelings, both for themselves and especially for other people.

c. First Impression Principle (prima facie principle)

The evaluation given by the speech partner to a speaker, whether he is cooperative, polite, or even vice versa, is primarily determined by the initial impression the speech partner gets when they interact for the first time. It implies the need for caution from each speaker in interacting for the first time, and it will determine the success rate of communication at the next stage.

d. Continuity Principle

Through this principle, speakers are reminded about the continuation of the next stage of communication, which depends on the success of ensuring the comfort of communication currently. Therefore, there must be an effort to build mutual trust between speakers and speech partners.

The social dimension of PMC is the impact of fulfilling and understanding the values and principles of PMC by members of a speaking community. It means that the social dimension in the form of harmony among all citizens will be guaranteed to materialize if everyone understands the importance of the values and principles in the PMC. It is the logic and second law of causality of PMC.

6. Realization of Speech Acts

Interaction between two or more people can be done in various places face-to-face. Interaction or conversation can occur within the same group or with different groups; for example, teachers and students, lecturers and students, patients and doctors, and even information staff and information seekers are face-to-face interactions.

The interaction between information staff and information seekers at the hospital is an interaction that occurs between people from different groups; when information seekers come to the hospital wanting to ask various questions, information staff do not yet know who that person is for patients who have just come to the hospital. In general, if the patient was an old patient, the staff would already know him. Still, from the interactions that occur, the speech acts of the information staff towards information seekers or patients who come are very different.

Even so, an information staff should refrain from discriminating between information seekers who come to the hospital because their job is to serve people who are looking for information and be able to provide in-depth information to the prospective patient before deciding what to choose. Heritage (2010: 43) in Nargis reveals that a series of question-answers is a series of interaction organizations that can show the social context of interaction and the social identity of speakers and speech partners. The series of questions-answers is a study of speech acts in the exchange of doctors and patients, which is the core of the interaction.

Research Methods

This study will produce data from the research results on the realization of the speech acts of information seekers and information staff in hospitals. The data was obtained by recording and transcribing it into written form. Therefore, the researcher will be directly involved during the speech. The data is to determine what types of speech acts are often used by information staff against information seekers in hospitals. As well as to discover the politeness phenomenon information staff use towards information seekers during communication. The data collected in this study were from conversations or utterances made by information staff and information seekers. These were processed using Searle's speech act theory of illocutionary and looking at politeness phenomena using PMC theory seen from the form of conversational discourse that occurs in interactions. Based on the description above, this study has qualitative characteristics. Qualitative research is a type of research that produces findings that cannot be achieved using statistical procedures or other quantification methods (Sadikin, 2002). Therefore, this study will use qualitative methods. Besides

that, added to the statement of Moleong (2007), qualitative research is research on natural planes or in the context of a whole.

Research Data Sources

Data sources in this study were utterances in the form of conversations between information staff and information seekers at the hospital, both men and women. Exchanges obtained by recording, which are then transcribed, will be processed by classifying the data into five types of illocutionary speech acts, namely assertive, directive, expressive, commissive and declaration, which will then be analyzed using PCM politeness anchovies. Other data sources are written sources from books, journals, articles, and website theses.

Data Analysis Techniques

The data units in this study are fragments of conversations between information staff and information seekers in hospitals at the discourse level. In this study, speech acts will be discussed from their illocutionary as proposed by Searle. In dissecting illocutionary power using Searle's theory, it can be seen from Illocutionary Force Indicating Devices (IFIDs), which can be used to express illocutionary passion because there are other devices such as intonation punctuation. So on (Searle 1969, p. 30). According to Clark (1996: 137), the basic idea of IFIDs or PPMT (Devices to Demonstrate Intent of Speech) according to Clark (1996: 137) is nothing but conventional tools used by speakers to specify the illocutionary acts of their speech with the aim that the speech partner can recognize the address as intended by the speaker. However, if there is an expression "sit here", as Clark (1996: 137) explained, it can be multi-interpreted. It can be expressed as a request, order, suggestion, threat, promise or offer because it does not contain PPMT. However, Searle stated that there are certain conditions, which they call felicity conditions, which the speakers and their speech partners must meet to realize a narrative. These conditions include propositional, preparatory, sincerity, and essential conditions. Thus, the expression "sit here" is a request if it fulfils the following felicity condition (Searle, 1969, p. 66):

1. The condition of the proposition is the action that the hearer will carry out in the future.
2. Condition of readiness: The speech partner can carry out the action intended by the speaker.
3. Condition of sincerity: The speaker wants the speech partner to take action.
4. Essential condition: an attempt by the speaker to ask the speech partner to perform a delay.

Data Analysis

Conversational data in this study were analyzed using Searle's speech act theory, which was then seen from the politeness phenomenon. The interaction data in this study are conversations carried out when information seekers ask for information from information staff. A conversation occurred between an information worker and an information seeker at the Hospital. The topic of the conversation was asking about registration, the room, and the steps that patients must pass to get medical services.

1. Data description

Speech acts (conversation 1)		
	Number of speech acts	duration
Receptionist	9	
Customer	8	
		2:03

The number of speech acts of assertive information staff is 2; the directive is 5, expressive is 1, commissive is 1; customer speech acts are assertive 1, the directive is 6, expressive is 1, and commissive is absent. From the first conversation, there are more directive speech acts from information staff and seekers.

Speech acts (conversation 2)		
	Number of speech acts	duration
Receptionist	33	
Customer	33	
		8: 56

The number of speech acts of assertive information staff is 16, directive 13, expressive 2, commissive 2, while information-seeking speech acts are assertive 23, directive 9, expressive 1, commissive no.

Speech acts (conversation 3)

	Number of speech acts	duration
Receptionist	29	
Customer	24	
		7:31

Number of speech acts of information staff who are assertive 9, directive 17, expressive 2, commissive 1 while information seekers are assertive 15, directive 8, expressive 1, commissive no.

Speech acts (conversation 4)

	Number of speech acts	duration
Receptionist	19	
Customer	20	
		3:27

Number of speech acts of information staff who are assertive 8, directive 8, expressive 1, commissive 2 while information seekers are assertive 9, directive 9, expressive 1, commissive 1.

a. Assertive speech acts, as explained in the previous section, include things that include assertive speech acts, namely (a) stating, (b) suggesting, (c) boasting, (d) complaining, and (e) claiming.

- As in conversation 2, there are fragments of assertive speech acts

F : *Ruangan 490rb/ hari 1 dokter 150 perawat 95 alat- alat oksigen, infuse, pemasangan dll 1 juta tapi diluar obat dll, 1 hari 1 juta kurang lebih*

The above fragment is an assertive speech act that states or explains the room cost per day and the services obtained.

- In conversation 1 there is a fragment of the speech act of suggestin

F : *..., kalau ibu belum booking mungkin yang masuk hari ini kan yang terdata hari ini ya bu, kalau ruangan belum ada ibu paling di daftar tunggu dulu, ibu bawa pengantar dari dokternya ?*

The fragment of the conversation above is an assertive form of suggestion, where the frontline suggests being on the waiting list because they have yet to book beforehand.

- In conversation 3 there is a form of complaining assertive speech

F : *BPJS mah seuer surat, nya lieur kuduna bikina yang langsung jadi praktis nya, ibu ka palih pendaftaran nu palih ditu.*

In this fragment of conversation, there are complaints expressed by lighting staff or receptionists who complain about the complicated use of Social Security Administrator (BPJS), which requires lots of letters or requirements.

- In conversation 4, there is an assertive form of claiming.

F : *Sanes nu ieu pak...ini nih, nih, nih, nih*

In the above passage, there is a claim made by an information staff in which he claims that it is not that one but this one.

- b. The directive form of speech is the form of speech intended by the speaker to make an impact so that the speech partner takes the actions he wants as follows: (a) ordering, (b) commanding, (c) requesting, (d) advising, and (e) recommending.

- The Directive Speech Act Orders
C : *saya booking aja dulu ya*

In the above conversation, a fragment is a form of directive ordering where the information seeker orders a room on his behalf or booking.

- The directive speech act of commanding

F : *Tanya atuh ke siapa ke perawat di NCCU nya*
C : *Kebetulan barusan ketemu sama pak dokternya*
F : *Ya, tanya ke dokternya dok kenapa harus ke HCU apa bedanya NCCU dan HCU gitu, bapak tanya ke dokternya mungkin lebih dari medis atau apanya biar bisa menjelaskan*

In the conversation above, there is a directive speech act commanding where a lighting worker orders to ask the nurse or doctor directly.

- The Directive Speech Act-Advises

F : *No. ini nanti lagi jangan ilang ya bu, mau berobat mau enggak kalau ke RSHS harus bawa*
The above passage is a directive advising speech, and the information staff advises information seekers or their patients to remember to bring their medical cards again. So, the card must be brought every time you go to the RSHS.

- The Directive Speech Act Recommends

C : *kalau normal ya..belum BPJS gitu belum obat*
F : *belum penunjang lain kaya lab, atau periksa- periksa lain*
C : *iya*

F : *kalau bapak di kelas 2 mah insyallah gratis paling bayar- bayar dikit, kalau naik ke kelas 1 aja, jadi bedanya ga beda jauh, jadi jangan langsung ke VIP kalau mau*

In the conversation above, there is a directive speech act in which there is a sentence recommending that the patient to the information seeker remain in the BPJS class, namely class 2, so as not to pay too much for others.

- Directive speech acts also have the function of asking
C : *saya mau nanya- nanya dulu masalah ruangan*

The fragment of the conversation above is a directive speech act asking where the customer wants to ask about the room in the hospital.

F : *Coba saya liat ya bu, ibu minta utama apa bu?*

Like the previous conversation fragment, the sentence above is also included in the directive asking where the receptionist asks for the room the patient wants.

- c. Expressive speech is a form of speech that functions to express or show the psychological attitude of the speaker towards certain circumstances as can be stated as follows: (a) thanking, (b) congratulating, (c)) pardoning, (d) blaming, (e) praising, and (f) condoling.

- Forms of expressive speech acts of thanking

C : *Iya nuhun*
F : Sami-sami

In the above conversation fragment, there is an expressive form of gratitude expressed by information seekers to information staff; in each conversation, generally, gratitude is expressed by information seekers to information staff. While the expressive form expressed by the receptionist to the customer is in the form of a greeting. As in the following conversation,

F : *Pagi pak, kenapa pak? Bisa di bantu?*

The conversation is an expressive form of greeting expressed by the information staff.

- The expressive form of blaming

C : *Ieu dua- dua na name abdi?*
F : *Oh, kedahna nu di luhur mah nu bertanggung jawab name suaminya atuh bu.*

The form of speech in the conversation above is an expressive speech act of blaming where the information worker blames the writing written by the information seeker, *kedahna nu di luhur mah nu bertanggungjawab name suaminya atuh bu*.

- d. The form of commissive speech is a form of speech that is used to express specific promises or offers as follows: (a) promising, (b) swearing, and (c) offering.

- The commissive form of speech promises
F : *Nanti kalau udah ada ruangnya kita kabari ya bu.*

The fragment of the conversation above is a form of promised commissive speech in which the information staff promises to contact the information seeker if the room ordered by the information seeker is available.

- The commissive form offers something.
F : *Nanti tergantung bapak mau A, B, C karena A, B, C menentukan biaya mau yang mana? Nanti saya sebutkan biaya operasinya*

This part of the conversation is a form of commissive speech, an act of offering something because, in this conversation, the information staff is speaking, "*Nanti saya sebutkan biaya operasinya.*" It is a form of speech offering something.

2. Principles of politeness in interactions

As mentioned in the previous discussion, Azis (2003) states, "The age difference of the speech participants is a social variable that determines the realization of language politeness". Further, Azis (2003:11) says that there are four parameters to (not) compensation, which can be seen from 1) level of directness, 2) use of greeting words (terms of address), 3) use of pleasantries (courtesy words), and 4) use of slang words (use of youth slang).

In this study, the politeness theory used is Politeness theory according to Azis, which has been discussed previously. Politeness theory: According to Azis, a more comprehensive language politeness theory must contain at least three types of politeness, namely politeness before a communication transaction occurs (pre-communicative politeness), politeness at the time of communication transactions (on-the-spot politeness), and politeness after communication transactions (post-communicative politeness). So, Azis formulated a politeness theory called the Principle of Mutual Consideration (PMC), which is not a tautology but based on the law of causality. The study of politeness principles will be seen from two studies, namely adherence to politeness principles and violations of politeness principles.

1. Compliance with PMC Politeness

a. Harm and Favour Potentials

This fundamental value implies that an utterance, no matter how small it is, has the potential to make the speech partner feel flattered or, vice versa, hurt. There is no value-free speech, including expressive acts such as Good Morning or exclamatory acts such as Ouch! Though. Thus, this first essential value implies the need for caution in speech.

Conversation 1

F : *Ada yang bisa saya bantu bu ?*

The conversation above is a greeting to information seekers made by the information staff as a welcome greeting; this obeys the principle of flattery.

F : *Pagi pak, kenapa pak? Bisa di bantu?*

The conversation above also has the principle of flattery because it greets the information seeker first before making a communication transaction.

b. Shared-feeling Principle

This second primary value reminds the speaker of the necessity to always pay attention to the feelings of the speech partner as he pays attention to his feelings. In this way, speakers will be guided to have subtle feelings, both for themselves and especially for other people.

Conversation 2

C : *Bade dialihkeun ka dieu the ka 4.11*

F : *Muhun kan teu janten*

C : *Teu janten da emang ngdrop deui ka ICU deui cepet- cepet tapi ayeuna teh di HCU*

F : *janten bade lebet ka HCU ayeuna the?*

C : *Emang HCU sareng NCCU gemana?*

F : *Tinggian NCCU maksudnya gini kalau NCCU itu pasien yang memang apa ya untuk kasus bedah saraf yang memang kaya ICU nya di bedag saraf lah mungkin ya.. tapi di bawah jadi ini ICU ini NCCU ini HCU jadi ICU, NCCU, HCU berarti pasien kalau udah pindah ke HCU sedikitnya sudah tidak terlalu apa ya sudah tidak membutuhkan alat seperti di NCCU gitu.*

C : *Oh, jadi udah lumayan membaik*

F : *membagus dalam arti ke ruangan biasa belum tapi paling tidak harus tetap di intenif*

In the above conversation fragment, the speech act of the information worker adheres to the principle of sharing feelings because the information seeker responds to the feelings felt by the information seeker by saying *Muhun kan teu janten*, then explains the differences between the HCU and NCCU rooms, and encourages the customer.

c. First Impression Principle (prima facie principle)

The evaluation given by the speech partner to a speaker, whether he is cooperative, polite, or even vice versa, is primarily determined by the initial impression the speech partner gets when they interact for the first time. It implies the need for caution from each speaker when interacting for the first time, which will determine the communication success rate at the next stage.

Conversation 1

C : *Saya mau tau dulu harga- harga ruangan nya mbak*

F : *Ini ada tiga ya bu, utama A sendirian harganya 950 per hari dokternya satu dokter 200 perawat 70 totalnya 1 hari 1.335.000 DP nya 9,5 juta, B sendirian ruangnya 765 dokter 150 per hari perawat 70 jadi totalnya 985 DP 7,5 juta, C dua orang dalam satu ruangan tergantung dari diagnose bisa disatukan atau enggak ruangan 565, dokter 100 perawat 70 total 735 DP 5 juta, ibu mau yang mana A, B, C?*

C : *saya booking aja dulu ya*

F : *Boleh mangga, namanya siapa bu?*

In the above conversation fragment, the information worker adheres to the first impression principle, where the information staff is cooperative with the information seeker by providing explanations and answering questions according to what the information seeker wants.

d. Continuity Principle

Through this principle, speakers are reminded about the continuation of the next stage of communication, which depends on the success of ensuring the comfort of communication currently. Therefore, there must be an effort to build mutual trust between speakers and speech partners.

Conversation 1

F : *Kalau diagnosanya apa bu?*

C : *CR makasih ya mbak*

F : *Nanti kalau udah ada ruangnya kita kabari ya bu.*

The above passage complies with the continuity maxim, where the interlocutor (information staff) and the speech partner (information seeker) build trust in one another to maintain communication.

2. PCM violations

a. Violation of the Favor/Harm Power Principle

Previously, it was mentioned about the power of favor and the power of harm, where an utterance, no matter how small it is, can make the speech partner feel favor or, vice versa, harm. A violation of this principle is a speech act that hurts the speech partner.

Conversation 2

F : *Ibu udah booking belum sebelumnya ?*

C : *Belum,*

F : *Aduh kalau,,*

C : *saya mau nanya- nanya dulu masalah ruangan*

F : *Boleh, mangga, kalau ibu belum booking mungkin yang masuk hari ini kan yang terdata hari ini ya bu, kalau ruangan belum ada ibu paling di daftar tunggu dulu, ibu bawa pengantar dari dokternya ?*

In the fragment of the conversation above, there is harm spoken by the lighting worker to the information seeker when he says Oops, even though, in the end, the receptionist is trying to be cooperative again with the customer.

Conversation 3

F : *Tah eta nab u kartu nomorna dicandak teu bu?*

C : *Duh hilap deui*

F : *Em..soalna rawat jalan teu tiasa di handphone abi mah eh di computer abi, ieu teh jadi kapan pun ke RSHS harus no.kartu dibawa*

In the conversation above, what the information worker said to the information seeker as the interlocutor was hurt because, by saying *Em..*, he violated the PMC principle.

b. Violation of the Sharing Principles

Violating the principle of sharing feelings, the speaker should pay attention to the feelings of the speech partner, but here, he does not pay attention to the feelings of the speech partner.

Conversation 4

C : *pami abi ieu nu C*

F : *Nu C..seueur bayarna pak sih didieu mah pak, baru operasinya aja yang ini ya pak, baru operasinya aja 18 juta, belum obat, belum ruangan, belum yang lain, alat belum sekitar 4-6 juta, tarolah berarti yang barusan the berapa 18 tambah 6 berarti..*

C : 24

F : *eum.. 24 ya belum ruangan bapak BPJS cuman gambaran ya 11 juta jatah kelas 2 itu dipotongnya*

In the fragment of the conversation above, it is clear that what the information staff said violated the principle of sharing feelings because the lighting worker had already said it *Nu C..seueur bayarna pak sih didieu mah pak*, which will make the customer feel that their feelings are not being cared for. And the information staff added by saying *eum.. 24 ya belum ruangan bapak BPJS cuman gambaran ya 11 juta jatah kelas 2 itu dipotongnya*.

Conversation 5

C : *Disana tadi ngantrinya itu sampai 400*

F : *Habis kita rumah sakit rujukan jadi pasti semua ke sini pak dari seluruh bukan jawa barat aja di luar jawa barat juga pada semua keisni, kalau bapak bersedia mah mangga*

The fragment of the conversation above also violates the principle of sharing feelings because there is no sympathy from the information worker for the information seeker but immediately makes an antipathy statement by saying *Habis.....*. With that, the receptionist ignores the customer's feelings.

c. Violation of the First Impression Principle

In the first impression principle, it has been explained that whether the speaker is cooperative and polite, then the speaker obeys the first impression principle. However, if the speaker does the opposite and is uncooperative and polite, then the speaker violates the first impression principle.

Conversation 6

F : *Nanti tergantung bapak mau A, B, C karena A, B, C menentukan biaya operasinya. Bapak mau yang mana? Nanti saya sebutkan biaya operasinya*

C : *Sabaraha ibu?*

F : *Nya bapak bade nu mana nya engke abdi sebatkeun biaya operasina*

C : *ieu upami abi nu ieu*

F : *Sanes nu ieu pak...ini nih, nih, nih, nih*

C : *Oh ieu*

In the conversation above, the lighting worker violated the first impression principle because he answered customer questions impatiently by saying *Nya bapak bade nu mana nya engke abdi sebatkeun biaya operasina* and *Sanes nu ieu pak...ini nih, nih, nih, nih*. Moreover, the receptionist is not cooperative with the information seeker in this case.

Conversation 7

F : *Gimana bapak setuju? Kalau ruangan sih ada*

C : *setuju ya maksudnya pengen tau, oh berarti udah ada perkembangan*

F : *Tanya atuh ke siapa ke perawat di NCCU nya*

C : *Kebetulan barusan ketemu sama pak dokternya*

F : *Ya, tanya ke dokternya dok kenapa harus ke HCU apa bedanya NCCU dan HCU gitu, bapak tanya ke dokternya mungkin lebih dari medis atau apanya biar bisa menjelaskan*

In the conversation fragment above, the receptionist's speech violates the first impression principle because the receptionist is uncooperative, asking the customer to ask someone else.

d. Violation of Principles Continuity

The continuity principle was discussed earlier, and this principle reminds speakers about the continuation of the next stage of communication, which depends on the success of comfort in communication. Therefore, there must be an effort to build mutual trust between speakers and speech partners. If it did not happen, then the principle of continuity is violated.

Conversation 8

C : *di dieu berapa kira-kira?*

F : *Apanya bu?*

C : *operasinya?*

F : *Pami orthopedic mah awis di atas 20 operasinya aja belum alat, alat tuh kadang ga masuk ke BPJS suka bayar di SMF biasanya*

C : *Oh, ieu neng ieu diisi ku abi?*

F : *iya ibu saksi yang di bawahnya, jadi ibu kamari juga orthopedic pasien aliansi islam dari 100 berapa ya di cover Cuma..dia pokoknya besar aja bayarnya, dugi ka payun ka direktur*

C : *Oh..*

In the conversation above, it was seen that information staff do not build trust with information seekers about operating costs using BPJS by saying *Pami orthopaedic mah awis di atas 20 operasinya aja belum alat, alat tuh kadang ga masuk ke BPJS suka bayar di SMF biasanya*. It violates the rules of the principle of sustainability, and then the information staff slanders the other party in front of new people.

Conclusions

From the results of this research on types of speech acts and politeness phenomena in hospitals between information staff and information seekers, the following conclusions are obtained:

1. Types of speech acts found and used by information staff against information seekers, namely 1. assertive speech acts, including (a) stating, (b) suggesting, (c) complaining, and (d) claiming, (e) answering, 2. directive speech acts, including (a) ordering, (b) commanding, (c) requesting, (d) advising, and (e) recommending, (f) asking, 3. expressive speech acts, including (a) thanking and blaming, 4. Commissive speech acts include the function of (a) promising and (b) offering something (ordering).
2. While the PMC principles indicated that are adhered to and violated are: (1) the principle of favor/har; (2) the principle of sharing feelings; (3) the principle of first impression; and (4) the principle of continuity. The conclusion from the phenomenon of civility is that more violations are committed by information staff studied from the PMC theory. So, it still needs to be realized in communication between information staff and information seekers.

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