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The Analysis of Register as Professional Identity Used by Indonesian Nurses in Community Health Center

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Abstract: The aim of this study was to present the types of register and the reasons why those types of register are spoken in Indonesian nurses in Community Health Center (CHC) Pakisaji, East Java, Indonesia. This was a descriptive qualitative research and the data were taken from the recording of the Indonesian nurses' conversation, observation, and interview technique. The participants of this study were Indonesian nurses and a head of nurses in CHC. The analytical approach was based on the types of formal and reporting registers. The findings showed that the CHC nurses' reasons of using such registers were (1) to show professional identity, (2) to provide the effectiveness of communication, (3) to proof the strength of data, (4) to provide the security of data, (5) to show prestige, and (6) to show integrity.

Keywords: Register, Professional identity, Indonesian Nurses, CHC

1. Introduction

People use language as one of communicative means in various institutions, groups, or communities. In that way, a certain people use some specific vocabulary items based on the condition when and where they are in, to make the addressee get the point of what the speaker really wants to deliver. Trudgill as cited by Paolilio, (2000) argues that register has described a variety of language which is determined occupationally. Holmes, (2012) defines register as a variety of language of groups of people which is allied with such parameters as setting, addressee, mode of communication, task or topic. It can be stated that special vocabularies are established on the whole component of interaction and communication occurrences that subjects of the messages are conveyed, what kind of situation and when the interaction occurs and what they are talking about or the topic of interaction.

Register focuses on the situational parameters to show the happening natural situation. Each different register is learned and employed by speakers through socialization in different cultural groups in a society. So, one register could be spoken in various groups of people such as a lawyer, a supervisor, a

dentist or a nurse. A register supports you to organize an identity at a specific time or place. Despite, the register should be deliberated by assuming textual perspective as their definition register as an example of language in action within the association of situational factors and communicative purposes (Biber & Conrad, 2009).

The sociolinguistics phenomenon of the register has been applied in many sectors both consciously and unconsciously such as in public institutions; hotel and tourism, telecommunications, financials, and informal communities; Vespa motorcycle community, transgender community, debater community, etc. because some vocabularies are not only used in medical sector but also in other sectors. This research, however, only focuses the use of registers in medical sector which are especially spoken by nurses in CHC Pakisaji, Malang, Indonesia. There are some reasons why the register is implemented by Indonesian nurses in CHC. Generally, the use of a register by some group of people is to obtain intimacy, prestige, identity, solidarity, and social distance. Holmes, (2012) assumes that register is different from styles. It deals with particular groups of people. In line with the previous statement, Indonesian nurses want to get other people's recognition that they have their own uniqueness. This research is beneficial both theoretically and practically. Theoretically, this study is expected to give valuable contribution to enrich sociolinguistics discipline especially in register study. While the practical side, hopefully, the findings of this research can help the students of language and literature to widen their knowledge about the implementation of registers in real-life situation, and also it can be a reference for the next researchers who are interested to conduct a research with the same topic. Brott & Myers (1999) argue that professional identity as the result of a developmental process in the understanding of profession involved to the role, concept, and philosophy of the chosen field. In other words, professional identity is a general image of a person in performing their job or career. Therefore, professional identity of Indonesian nurses reflects their abilities and knowledge about their profession. So, nurses utilize some special vocabularies of the medical term in their professional conversation. Holmes (2012) assumes that register inclines to connect with particular groups of people. A certain group of people of nurses wants other people know that they have their own characteristics in conversational process.

2. Literature Review

2.1 The Perspective of Register

People and group of people use different language and ways to communicate each other. Linguistic factors such as pronunciation, morphology, word choice, and grammar that are chosen by speakers of a language have influenced the variation of the register. In this case, the analysis of the systematic patterns of variation associated with these factors has led to establish two main kinds of language varieties as well as registers, referring to define varieties in a certain situational factor, and dialects. It refers to speakers' varieties (Lewandowski, 2010).

Ferguson as cited by Biber & Conrad, (2009) argues that the use of the register is recognized by the communicative situation; participants, setting, communicative function. Holmes (2012) asserts that there are parameters as addressee, setting, mode of communication, task or topic forming register as a

language variety of groups of people. It shows that register is a set of special language items which is performed by certain group of people with the same professional background. *306* and *per net* are the examples of some special vocabularies which are used by hotel employees as their register in communication within their daily work which is in each vocabulary has the different meaning. The meaning of a certain register can be understood by the people who have similar occupational background only.

Halliday in Lewandowski (2010) argues that register is what you are speaking of a set of language items, whereas dialect shows what you speak. Thus, something that is showed by register is about what someone is doing with similar occupational background, possibly in term of what you are Front Office Assistant (FOA), airline pilots, bank tellers, sales, clerks, Vespa fans, mechanic, cashier, and pimps exactly employ different registers in their daily occupational conversations; it is supported by Ferguson (1987) which investigates register used by sport announcer. So, certain group people need to perform what they are speaking at that time. Here, register is also described as the phenomenon of the language variation which is common, exists and only understood by some group of people in communication process as a strategy to show their identity.

Register is a set of special language items which is performed by a certain group of people within the similar occupational background. It is supported by Holmes (2012) who states that register performs as a communication need which has parameters such as addressee, setting, mode of communication, task or topic. Every register has different meaning and rules in any occupation. Due to that reason, vocabularies are used by a group of people automatically different from vocabulary from other group or community. Halliday (1978) says that a set of meaning that is appropriate to a particular function of language is called as register, they are both words and structures express meanings. Certain vocabulary and expression are associated with the different occupational group in a communication process. Thus, some groups of people always use set of meaning that derive from words and or structures in expressing something and it will only be understood by themselves. Despite to the previous study, Hudson as cited by Wardhaugh (2010), asserts that register shows what you are doing, whereas dialect shows who you are. Thus, something that is showed by register is about what someone is doing with the same background of a profession because every group of profession employs different registers in their daily conversations. Here, the researcher concludes that register is special vocabularies which are determined by what they are doing at a certain time. Register has also run as the phenomenon of the language variation which is common, exist and only understood by some group people in daily conversation as communication need.

2.2 The Types of Register

Register stands for language which is used by the language user which considers about word choice, topic and situation in which language use has occurred. Therefore, Hunt & Jones (1999) as reported by Hidayat (2014) classifies register such as (1) formal register which is used by professional profession and a type of register that incorporates Standard American English, (2) informal register, register is used by familiar people in ordinary or casual conversation which has negation, agreement, and slang or

colloquialisms may be used as the rules, certain abbreviations and deletions are permitted, but they are rule-governed, (3) over-formal register is able to be characterized by the use of a great high-pitched nasal voice to address her person who older and or higher in social status than her/him, (4) motherese, register which is characterized by high-pitched, elongated sounds and “sing-song” intonation which is used when people speak to infants, young children and or pets, and (5) reporting register, verbal and non-verbal cues: flat intonation, rapid rate of speech, relatively low pitch, absence of marked facial expressions, and gesture which are easily observable is the way to characterize this kind of register.

2.3 The Functions of Register

Wardhaugh (2010) says that register facilitates an effectiveness of communication besides register as a way to show the identity and express feelings. Agreeing to above statement, the implementation of register to express feeling and show the identity of speakers (Holmes, 2012). Certain group of people want other people to know that they have their own characteristics or identity as the result of using register. The other type of register is to express the feeling, it supports the member of certain group of people to show and explain their feeling. The last type of register can be called to show the effectiveness of communication, basically because they have made an agreement of vocabularies that are performed. Febriyani, (2011) finds various reasons of the using of the register by announcers of a radio station in their profession. Those reasons of register are (1) to show intimacy, (2) to develop prestige, (3) to show identity, (4) to increase solidarity, and (5) to decrease social distance.

Meanwhile from two studies above Wardhana (2013) reports numerous functions of register which are used in action trading forum on Kaskus website such as helping the members to simplify the language in communicating each other, recognizing the member and decreasing certain probability of deceit, and also building a seller-customer and a customer-customer relationship in good ways as their priority to provide great services of trading certainly.

3. Research Methodology

This research is qualitative research. Therefore, the data interpretation was made by the researcher in developing description. The data were obtained by recording the conversation of four Indonesian nurses when they met and talked to each other in daily activities in their work place. Besides, the researcher was also conducted observation, documentation, and interview to the subjects. In collecting the data, the researcher was being the primary instrument to gather data which include observation, interview, and documentation (Gray, 2004). Here, the researcher uses the combination of those three techniques (Lujiono, 2013). The participants were observed directly to involve in their activities used the combination of sensations (sight, sound, touch, smell, and even taste) and perception (Gray, 2004). It was helped by using tape recording as media to record the conversation before it was transcribed. After doing transcription, classifying the data was also conducted by the researcher in order to understand the theory of Hunt & Jones (1999). Moreover, interview was also done by the researcher to collect the data.

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A structured interview, semi-structured interview, and ¹⁷structured interview were three types of interviews (Minichiello, V., Aroni, R., Timewell, E., & Alexander, 1995). The researcher conducted ⁴ semi-structured interview to 4 Indonesian nurses as object of this research one by one to unite all their views and perceptions into one, because the interview allowed the interviewer do not need following researcher's script straightly and be able posing questions or responses which was provided by interviewee (Mujiono et al., 2013).

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In analyzing the data, the collected data were analyzed by using the descriptive qualitative method. The steps were data reduction, data transcription, data grouping, and conclusion. These steps were used to break down the data into smaller units to show each characteristic (Atkinson & Coffey, 1997; Naidoo, 2008). They were (1) transcribing the recording of conversation which was used by nurses of CHC, (2) categorizing the data into units of words (verb, adjectives, adverb, and noun), (3) coding and naming the transcript based on the limitation study, (4) analyzing the words based on the limitation study, (5) analyzing the meaning of the data based on the researcher interpretation, (6) comparing and checking the interpretation meaning with the interview data, and (7) finding and describing the purposes of the register. In the end of the steps, triangulation was applied to validate the data. Theoretical triangulation and methodological triangulation being used to ensure the trustworthiness of the data (Mujiono, Zalhairi, 2015), and even it was important to utilize multiple sources gathering data or the combination of triangulation (Denzin, 1989). In addition, the data of this research was validated by the head of nurses of CHC Pakisaji, the expert who understand well the special vocabularies used in medical terms.

4. Findings

The Occurrences of the Types of Register Used by nurses in CHC.

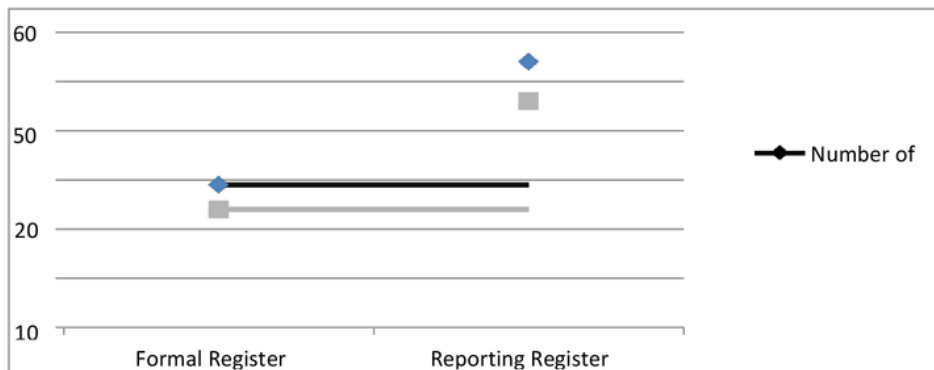


Figure 1: The Type of Register

4.1 Types of Register

4.1.1 Formal Register

DATA (N-002)

Bu SR dengan *GERD* Gout Artritis, keluhan perut Sakit, batuk, *injeksi Buscopan* 'e jam 18.00. ("Mrs. SR suffers Gastro esophageal reflux disease Gout Arthritis, she had symptoms of stomachache and cough, Buscopan Injection will be given soon at 18.00")

The researcher found two phrases of formal register in excerpts above: *GERD Gout Artritis* and *injeksi Buscopan*. Mrs. SR was diagnosed as "Gastroesophageal reflux disease Gout Arthritic" refers to condition when stomach acid, stomach content flows back into food pipe (esophageal) that irritates its lining, a symptom such as chest pain, shortness of breath or aim pain as heart attack. By having that diagnose, she has to get Buscopan Injection, refers to injection which is known as anticholinergic medicine to decrease vomiting, stomachache; as she suffers symptom of stomachache and cough before. So, the medical registers are appropriate to American standard.

DATA (N-003)

Terus Bed 6, Bu S dengan *DHF OF hari ke-5*, keluhan pusing, mual, gak panas, *rehidrasi asering 1 flash, drip B12* sudah, *injeksi Buscopan* jam 18.00, *injeksi Genta 70 mg*. ("Well, Bed 6, Mrs. S suffers Dengue Hemorrhagic Fever plus Observation Febris are detected in 5th day, she had symptoms of headache; vomiting; and with no fever, rehydration asering 1 flash and drip B12 had been given, Buscopan and Gentamycin injection at 18.00.")

The researcher found three phrases reporting register in excerpt medial data above such as *DHF OF hari ke-5, rehidrasi asering 1 flash, and drip B12*. Mrs. S who was a patient of bed 6 was diagnosed of "Dengue Hemorrhagic Fever plus Observation Febris in 5th day" which refers to condition of bleeding from nose; mouth; under skin, widespread rash, aqueous eyes, high produce of sweat, and atremble, fever as high as 41C up-down till in the 5th day. While, she needed "Rehydration asering Ringer Lactate 1 flash", refers to increase fasting the liquid need for patient's body in 1 flash (a bottle may be 15ml, 50ml, 1lt, etc) in order to not have dehydration or being weak, asering is better than RL which is great for nerve and brain because *asering* is good to treat DF due to over dehydration and trauma; and "Drip B12" as liquid of vitamins of B12 for giving nutrient the nerve cells in order to reduce body recovering period. The researcher found that nurses is conversing in the form of report in flat intonation and speak very fast.

The Occurrences of the Function of Register Used by Nurses in CHC

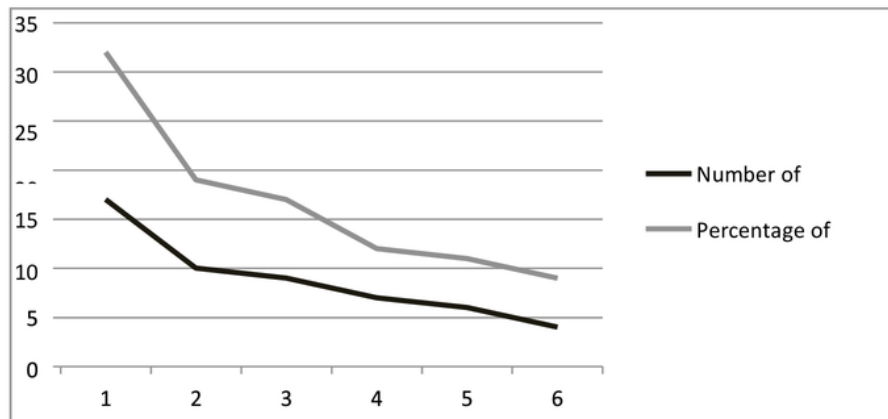


Figure 2: The Functions of Register

4.2 The Function of Register

4.2.1 To Show Professional Activity

DATA (N-001)

Bu SR dengan *GERD* Artristis, keluhan perut sakit, batuk, *injeksi Buscopan*'e jam 18.00 (“Mrs. SR suffers Gastro esophageal reflux disease Gout Arthritis, she had symptoms of stomachache and cough, Buscopan Injection will be given at 18.00”)

The use of a medical register which was urged the Indonesian nurses in data except (N-001) above had the function of professional identity. When Indonesian nurses converse medical register into their daily professional conversation such as: *Gastro esophageal reflux disease and Buscopan Injection*, both speaker and addressee were in conscious thoughts which understood the meanings of those several medicals' register then continually talked each other without any obstacles.

4.2.2 To Provide Effectiveness of Communication

DATA (N-009)

Bed 11, Bpk. T dengan *DF, Infeksi Saluran Pernapasan Atas, OF* hari ke-8, *trombo* 129.000, keluhan pusing, suhu 38.1. Drip Neurobion? (“Bed 11, Mr. T suffers Dengue Fever; Acute Upper Respiratory Infection and Observation Febris detected in the 8th day, his thrombocyte is 129.000, he had symptom of headache, his body temperature is 38.1C. Should we give him Drip Neurobion?”)

The use of a medical register which was urged the nurses in data (N-009) above had the function to provide effective communication. When Indonesian nurses converse medical register into their daily professional conversation, automatically that both speaker and addressee were in conscious thoughts and understood the meanings of any terms in abbreviation forms without any descriptions of those several medical register although in medical abbreviation then continually talked each other effectively by conversing some medical words such as *DF* (*Dengue Fever*) *ISPA* (*Acute Upper Respiratory Infection and Observation Febris*) *OF* (*Observasi Febris*) in the 8th day, and *thrombocyte*.

4.2.3 To Proof the Strength of Data

DATA (N-004)

Suhu masuk 39.8C, *KA-EN 3B*, *Drip Antrain ½ Amp* sudah, *rehidrasi 150cc* sudah. (“Body temperature is up to 39.8C, *KA-EN 3B*; *Drip Antrain ½ Amp* and rehydration 150cc had been given”).

The use of a medical register which was urged the nurses in data (N-004) above had the function to proof strength of data. When nurses converse medical register into their daily professional conversation such as *Drip Antrain ½ Amp*, *rehidrasi 150cc*, *KA-EN 3B*, and *maintenance 50tpm micro*; necessarily the speaker informed the interlocutor what medicines or treatments in proper way based on their patients’ diagnose within detail or accurate dosage.

4.2.4 To Facilitate the Security of Data

DATA (N-005)

DF + TF + Appendix akut, tadi *lekosit* sudah turun 10.3, keluhan tenggorokan sakit, injeksi Amox, Genta lanjut, Buscopan jam 18.00 (“*Dengue Fever*+ *Typhoid Fever*+ acute *Appendicitis*, her leukocyte felt into 10.300, her symptom is throat infection, Amoxicillin injection; Gentamycin injection and Buscopan injection at 18.00”).

The use of a medical register which was urged the Indonesian nurses in data (N-005) above had the function to facilitate security of the data. When nurses converse medical register into their daily professional conversation such as *DH* (*Dengue Fever*) + *TF* (*Typhoid Fever*) + *Appendix akut*; automatically only both nurses as speaker and addressee which had responsibility to know and they had to avoid anyone know it and takes the advantage by hearing the data. It is meant to avoid crime action.

4.2.5 To Show Prestige

DATA (N-017)

Bed 10, Bpk. MS dengan *disentri + DF* trombo ini turun 128.000, keluhan pusing, injeksi Ranit jam 18.00 & 06.00, Buscopan jam 18.00, besuk cek DL. (“Bed 10, Mr. MS suffers *Dysentery plus Dengue Fever*, his thrombocyte felt into 128.000, he had symptom of headache, Ranitidine injection will be

given at 18.00 and 06.00, Buscopan injection is going to be given at 18.00, re-testing of blood will be held tomorrow”.)

The use of medical register which was urged the nurses in data (N-017) above had function to show prestige. When nurses converse medical register into their daily professional conversation, both of nurses A and nurse C conversing proudly what medicines and or treatments such as *Dysentery plus Dengue Fever* that only they or medical employee have great understanding in those medical vocabularies or register.

4.2.6 To Show Integrity

DATA (N-016)

Bed 11, Bpk. T dengan *DF + ISPA OF hari ke-9*, trombo 129.000, keluhan badan lemas, drip B12 sudah, injeksi Buscopan jam 18.00, DL ulang besuk. (“Bed 11, Mr. T within *Dengue Fever plus acute Upper Respiratory Infection with Observation Febris* in the day of ninth, his thrombocyte felt in 129.000, he had symptom of weakness, he got drip B12, Buscopan Injection needs to be given at 18.00., re-testing of blood tomorrow”)

The use of medical register which was urged the Indonesian nurses in data (N-016) above had function to show integrity. When Indonesian nurses converse medical register into their daily professional conversation, they need to show they are really able in medical field (understand in what diagnose and how to treat it) by conversing medical register such as *DF+ISPA OF in the day 9th*.

5. Discussion

8 In perspective of sociolinguistics, the occurrence of the register in a certain group of people as dominant language which is only known and understood by themselves due to similar occupational or educational background and various factors related to functions nurses practice register. Register is performed by nurses and it cannot be separated from the purposes of communication. The use of register is determined by situational communication and express diversity of social process. Register can be seen by recording of nurses’ medical conversation in their daily activities performing their professional identity which is conducted in CHC as a formal institution. During communication process, register is used by nurses in their daily conversations classified into two types; formal register in 29 terms, and reporting register in 23 terms. It was different from the analysis of register in action figure trading forum on Kaskus by Wardhana (2013), the researcher found 14 registers in the forum. The language variety which is only able to be understood and used by the members belongs to register. The register consists of 14 terms which are categorized into casual conversation and only understand by this forum.

Therefore, the register is used by Indonesian nurses in CHC provides the functions of register. As result 1 this research, the aims of using register during the communication process in medical conversation are to

show professional identity, to provide the effectiveness of communication, to proof the strength of data, to facilitate the security of data, to show prestige and to show integrity. Brunelle (2005) has reported that register is focused on vowel quality to express the feeling in the process performing Cham dialect. Febriyani (2011) has shown the function why the announcers in radio station utilized the broadcasting register: to show intimacy, to explore prestige, to show identity, to increase solidarity, and to decrease social distance. Meanwhile, the register which is used in trading action on *Kaskus* help the members to simplify the language in communicating each other, to decrease certain probability of deceit and to recognize the member, and also to build a seller-customer and a customer-customer relationship in good way as their priority to provide great services of trading certainly (Wardhana, 2013). The previous researches above have shown that the functions of register are determined by occupational or educational background, and it has been communication needed.

Although conversations between Indonesian nurses are recorded by the researcher, there are no manipulation because the result of a medical records has validated by the nurse's coordinator. They do not realize that their habit of using medical register or special vocabularies of medical give an effect of their way of communication. Similar with an educational background in medical is the functions of why they utilize medical register into their professional conversations. How to provide a friendly communication with the partner of Indonesian nurse diversity is one of the crucial concerns of Indonesian nurses in CHC when they inform to others, and the diction should take.

6. Conclusion

This study discovers two findings based on the analysis of register as a professional identity which is utilized by nurses in CHC, this study discovered two findings. First, the researcher analyzes research findings of the types of register which occur on medical conversations. The result of this research shows that several amounts of register in medical which consisted of 24 words and 28 phrases and classified into two types of register such as formal register (29) percentage 56%, and reporting register (23) percentage 44%. The dominant type of register which is used by nurses is formal register because they are employed in formal institution which must utilize formal languages and terms during the profession conversation.

Second, this research is analyzed the functions of register which urged the Indonesian nurses practice medical register in their professional daily conversations in different situations (two shifts of work, morning and medieval) i.e. in order to show professional identity when medical register into habit in their daily conversation (17) percentage 32%, to provide effectiveness of communication when medical register becomes effective than descriptions (10) percentage 19%, to proof the strength of data when medical register is shown into information of patients' medical records (9) percentage 17%, to facilitate security of data when only nurses which are known the information of patients' medical records (7) percentage 12%, to show prestige when register shows proudness of nurses' ability in medical (6) percentage 11%, and to show integrity when register shows the medical knowledge of nurses (4) percentage 9%. The dominant function of the medical register which utilizes by nurses is to show

professional identity because they have the similar educational background in medical field in order to give the easiness as a communication tool. The objects used in this study are speakers and addressees of nurses in CHC.

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