

DICTION ANALYSIS IN MAKING EMPATHETIC RESPONSES FOR DIABETIC OF NURSING STUDENT IN STIKES BINA USADA BALI

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ABSTRACT

English for specific purposes is useful to be used in some sectors like tourism, hospital, law, and so on. In STIKES Bina Usada Bali especially, the students as the second language learner may face some errors during learning how to use the correct English expression. They hardly choose the correct word or expression when they try to speak to the patient in making empathetic responses especially for diabetic. This study aimed at describing diction by identifying meaning and supporting element context and the implication toward English learning especially in making empathetic responses for diabetic of nursing student of Stikes Bina Usada Bali. This research used the descriptive qualitative method. In the form of research word used in making empathetic responses for diabetic when the student do speaking activity. Data analysis based on the use of word meaning denotation and connotation context.

Keywords: diction, speaking, empathetic responses, diabetic

ABSTRAK

English for Specific Purposes berguna untuk digunakan di beberapa sektor seperti pariwisata, rumah sakit, hukum, dan sebagainya. Di STIKES Bina Usada Bali khususnya, siswa sebagai pelajar bahasa kedua mungkin menghadapi beberapa kesalahan selama belajar bagaimana menggunakan ekspresi bahasa Inggris yang benar. Mereka tidak memilih kata atau ungkapan yang benar saat mereka mencoba berbicara kepada pasien dalam membuat respons empati terutama untuk penderita diabetes. Penelitian ini bertujuan untuk mendeskripsikan diksi dengan mengidentifikasi makna dan elemen pendukung dan implikasinya terhadap pembelajaran bahasa Inggris terutama dalam membuat tanggapan empati untuk penderita diabetes pada siswa Keperawatan Bina Usada Bali. Penelitian ini menggunakan metode deskriptif kualitatif. Dalam bentuk kata penelitian yang digunakan dalam membuat respons empati untuk penderita diabetes saat siswa melakukan aktivitas berbicara. Analisis data didasarkan pada penggunaan kata yang berarti denotasi dan konotasi konteks.

Kata kunci: diksi, berbicara, respon empati, diabetes

I. INTRODUCTION

Language is an integral part of human life. Language is needed by the people to interact and to convey the translation of the activities, thoughts and feelings. The international language which is important in this globalization era is English as stated by Ramlan (1992:2-3) especially English for specific purposes which is useful to be used in some sectors like tourism, hospital, law, and so on. Moreover, the new policy which had been declared by our ministry emphasizes us to be able to comprehend at least English in order to compete with foreigners in finding good job. This condition demands us to learn more deeply English language.

This case also occurred in STIKES Bina Usada Bali which is known as one of the health institution in Bali oblige their students to be highly competent in English because of their location near the tourism area and their vision to be international, therefore English is highly required as the basic skill.

The students are expected to master four skills of learning English, including writing, speaking, reading and listening. In this study, writing will be the focus of the discussion. On writing, students are expected to be able to write any kind of text which can be beneficial for them.

Speaking ability is really required by the students who are being nurses after they graduated because in their workplace they should treat and handle their patients physiology and psychologically. They are required to speak well and precise accordance with the purpose and meaning by choosing the correct word in delivering the meaning. The topic will be chosen related to medical case such as in making empathetic responses for diabetic

Diabetes mellitus chosen because of the rising number of diabetic patient nowadays. Bad life style is one of causing diabetes suffered by people especially in Bali. People commonly eat junk food, fast food, soft drink, alcohol and they do not limit the consumption. As the result some of them do not realize that they have high blood glucose level. In handling diabetic, the nurse must consider how to speak properly because they are very sensitive psychologically.

Bali which is known as an international area, the development of international hospital is growing rapidly. The requirement of competent medical staffs who are expert in foreign language particularly English also increase. Based on that case, the student of Stikes Bina Usada got English for specific purposes for facing the globalization era and they can compete in English.

The difficulties of students in speaking especially in making empathetic responses for diabetic sometime bring some misunderstanding. The hardly to choose the word in accordance with the meaning when they want to delivering their meaning especially medical English besides grammar.

Based on the explanation above, some problems can be formulated as follows: types of diction based on denotation, connotation made by students in speaking and the implication toward English learning in STIKES Bina Usada Bali. The benefit of this research for student is they are expected in understanding English for specific purposes especially in English for nursing. They can improve their vocabulary and grammar also in four basic aspects in English that are speaking, writing, listening and reading. After getting that skill they compete for working in International workplace. Besides, this research is expected to be

lecturer's reference material in teaching process particularly in ESP for nursing.

The output of this research is scientific publication in local journal with ISSN and module enrichment.

II. THEORETICAL REVIEW

Some concepts related to the topic of this study could be described in order to make enlightenment for the reader about what actually the study was about.

2.1 Diction

Diction or lexical choice is an important thing in communication done in the form of both spoken and written. This is because diction will support the accuracy in delivery the meaning. Diction will exactly help someone to express effectively and communicatively whether orally or writing. In addition diction must be accordance with the situation and place its use.

The meaning of diction itself based on KBBI has meaning interpreted as choice of proper and brought an idea in use to comfortable in order to obtain a certain effect as expected. Based on that statement that the mastery of someone will affect the language activity including the moment the make essay.

The word is used by someone is not placed carelessly but selected and divided so that the information presented denied on target. In every language there are also few words when used impressed usual and some impressed or invite emotion. Thereby, a person indicted to be able to use it to be more effective, sorting, electing, and the word when someone is speaking is called diction (Fuad, 2015)

Based on the explanation above it can be concluded that diction is a choice the right word and aligned in its use to express the idea in order to obtain and certain effect as expected.

Diction is not only questioned the accuracy of the word, but also questioned does the word selected it can also be received. A word appropriate to specify some reason, not necessarily acceptable by the audience. The community fastened by norm, will also wanted that every word be used fix with norm and accordance with the situation.

The diction utilization is suitability. The differences between the accuracy and suitability first about which word will be used in a particular occasion, although sometimes there is a difference in supplementary such as grammar, pattern sentence and etc.

2.1.1 The diction accuracy requirement

The accuracy is the ability of the word to inflict the same point of ideas on the imagination as the thinking and perceived by writer or speaker. Every writer or speaker must try carefully in choosing word in order to reach the meaning. The correct word can be seen on the reaction next, verbal and nonverbal from reader or listener (Widyawati : 2012)

There are some consideration to achieve the diction accuracy (Keraf : 2007)

- a. Distinguish denotative of connotative carefully.
From the two word which has similar meaning with other similar word is set the meaning to be used in in order to reach the meaning. Denotative is used to get the basic meaning but connotative is used to get emotional reaction.
- b. Distinguish the word which almost has synonym.
- c. Distinguish similar word which has similar spelling
- d. Avoid slang word.

- e. A verb that uses the preposition should be used in idiomatic
- f. To ensure the diction accuracy, writer or speaker have to distinguish common and special words.
- g. Observing the change of meaning in word already known
- h. Observing diction continuation

2.2 Word Meaning

Pateda (Pamungkas :2012) said that the relation between meaning and word. Meaning is as a meaning and concept of owned which is found in a sign of linguistic. Based on the explanation above it can be said that the terms of meaning is very hard to determine because every single person in using language has ability and different perspective in interpret a speech or word.

The following is some explanation of denotation and connotation that are part of word meaning.

a. Denotation

Denotation is the main definition of a word. It is the word which has general meaning, traditional and presidential, the denotations are usually the result of the use of word for centuries. Finally all that contained in dictionary and changed slowly. Furthermore, it has meaning of a word or group of word based on pointedly relation between a single language or out meaning which is applied in a unit of language exactly (Widyawati, 2012).

Denotation meaning is natural meaning is related to scientific language. A writer who wanted to deliver information to reader especially in scientific will use denotative word.

The accuracy of the chosen word can be seen of its capacity to leads reader on ideas who want to transmitted by, which is not for other interpretation than speaker attitude and ideas to be delivered. In choosing proper denotation itself is easier than choosing connotation.

The denotation of a word or phrase is its explicit or direct meaning. Another way to think of it is as the associations that a word usually elicits for most speakers of a language, as distinguished from those elicited for any individual speaker because of personal experience.

Example:

Mr. William lays on the bed.

Word “bed” has denotative meaning because it word has a meaning in accordance with the fact and does not contain feeling or value of sense. The word bed containing the basic meaning is a furniture that one sleeps on.

b. Connotation

Connotation is the meaning of emotive who can be roused by a word. (Wijana, 2015). A word has connotative meaning if they received a sense of that word, neither positive of negative (Chaer:2009). Connotation can be called connotation, emotive meaning, or evaluative meaning. It is a kind of meaning where there are stimulus and response contain emotional value. Connotation result arises as a result of language user association felling toward the word is heard and is read (Pateda, 2010).

The connotation of a word or phrase is the associated or secondary meaning; it can be something suggested or implied by a word or thing, rather than being explicitly named or described.

For example, the words home and house have similar denotations or primary meanings: a home is “a shelter that is the usual residence of a person, family, or household,” and a house is “a building in which people live.” However, for many, these terms carry different associations or secondary meanings, also known as connotations. Many people would agree that home connotes a sense of belonging and comfort, whereas house conveys little more than a structure.

2.3 Diabetes Mellitus

a. Definition

Diabetes Mellitus is a cluster of heterogeneous disorders which being signed by the increasing of blood glucose level or more known as hyperglycemia (Brunner dan Suddarth, 2002). Besides, diabetes mellitus is a group of symptoms which appear to somebody that being caused by the increasing of blood glucose level as the result of insulin deficiency in spite of absolute or relative (Arjatmo, 2002).

b. Epidemiology

Diabetes Mellitus more often happened to adult (up to 65 years old) than teenagers and children, especially in DM type 2. In addition, the risk of DM also increases if somebody has a family history with diabetic mellitus and obesity.

c. Etiology

1) Diabetes type 1

- Genetic factor

A patient with diabetic does not be hereditary of it, but descend a causes or genetic tendency into DM type 1. This genetic tendency is being found in somebody who has

HLA (*human leucocyte antigen*) antigen. HLA is a gene cluster which has responsibility of transplantation antigen and the other immune process.

- Immunological factors

There is an autoimmune response which is an abnormal response where antibody is being directed to normal body tissue by reacting to that tissue which being appeared as a foreign tissue, such as autoantibody to cells of Langerhans Island an endogenous insulin.

- Environmental factor

Virus or certain tocsin could trigger autoimmune process that make a destruction of beta cell.

2) Diabetes Type 2

A correct mechanism that could causes insulin resistance and disorder of insulin secretion to diabetic type 2 still have not found yet. Genetic factors have an important role in the process of insulin resistance happen. Risk factors including:

- Age (insulin resistance is lean increasing in age more than 65 years old)
- Obesity
- Family history (Corwin, 2001)

d. Clinical Manifestation of Diabetes Mellitus

- 1) Polyurine (the increasing of urinate)
- 2) Polydypsia (the increasing of thirsty)
- 3) Tired feeling and muscle weakness as the result of protein catabolism in the muscle and disability of a number of cells for glucose use as energy. The disorder of blood flow which can be found in an old

diabetic, it also can causes the weakness.

- 4) Polyphagia (the increasing of hungry feeling) as the result of a condition with chronic post absorbance, protein and fat catabolism, and relative starvation of cells. And it will happen decreasing of body weight.
- 5) The raising of infection level as the result of high glucose concentration in mucous secretion, immune function disorder, and decreasing of blood flow in chronic diabetic.

e. Communication focus : Empathetic Responses

Ideally, diabetes treatment is provided by a team of health care professionals that consists of a physician, diabetes nurse educator, dietitian, and psychologist. The psychologist provides direct services to the patient via promotion of health behaviors and treatment of psychological problems, and also provides consultation to the medical team on how to incorporate psychological principles into patient care to enhance clinical outcomes. The bulk of the psychological services in diabetes care are provided to patients who do not have diagnosable psychological problems (Michael, 1988).

Patient-centered communication is critical to good patient care. Patient-centered communication drives treatment planning through the transmission of information and provides a therapeutic and supportive environment for the patient. Empathy is of particular importance in effective patient-centered communication.

A nurse's ability to recognize patients' empathic opportunities and respond to a patient empathically, communicating a desire to understand, can help patients understand and cope effectively with their illnesses. Patient-centered communication is especially vital in diabetic care. Diabetic care report high needs for information and emotional support . However, distressed patients do not always disclose their concerns directly to clinicians (Duric & Hack, 2005). Rather, patients often display distress via a cue or a signal, defined as "a verbal or non-verbal emotional hint which suggests an underlying unpleasant emotion, but lacks clarity" . This verbal and non-verbal communication requires that the clinician seek clarification to understand the concerns, which is part of the empathic process (Zimmermann, 2011). A review by Neumann and colleagues (2009) delineated two pathways by which empathic communication may improve patient outcomes. First, empathic communication can lead to a patient disclosing more about their symptoms and concerns, which consequently leads to the clinician getting more information, making a more accurate diagnosis, and understanding and responding to patients' individual needs. This leads to improved outcomes. Second, empathic communication can also lead to the patient feeling listened to, valued as an individual, and understood and accepted. Through patients feeling valued, understood, and accepted, empathic communication can indirectly lead to improved patient outcomes. Further, a 2012 systematic review examined the link

between empathy measures and patient outcomes in diabetic care (Lerorian, 2012).

Making empathetic responses encourages open communication and indicates emotional support by listener. A rising and falling intonation is often used with expression indicating understanding and support; for example: *oh dear/ Oh, that's not good/ I'm sorry to hear that.*

III. RESEARCH METHOD

The design of this study was descriptive analysis in form of qualitative research. The qualitative research was analyzed on students' speaking activity especially in making empathetic responses for diabetic. The use of types of diction based on denotation, connotation made by students in speaking and the implication toward English learning in STIKES Bina Usada Bali were analyzed in this study.

The population of this study was the entire sixth semester students of STIKES Bina Usada Bali in 2017 which consists of four classes. The number of population was 138 students.

Sample is a part of population which will be investigated (Arikunto, 2010:174). The sample was taken by using purposive sampling which means that the data taken from the students had been chosen intentionally. The purposive sampling which had been done in this study was done by selecting fifteen speaking activities in doing role play in making empathetic responses for diabetic by student.

This study was carried out in STIKES Bina Usada Bali on Jl. Padang Luwih Tegal Jaya Badung. This place was chosen as the research location because it is one of the health institutions in Bali which promote itself being international by emphasizing the students to put highly English as their additional skill in order to find a good job and go abroad.

IV. DISCUSSION

The use of types of diction based on denotation, connotation made by students in speaking and the implication toward English learning in making empathetic responses for diabetic analyzed below on the table below.

Tabel 1.1
Diction Analysis Guidelines in Making Empathetic Responses for Diabetic.

| No | Indi-cator | Sub indicator | Descriptor |
|----|------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Denotation | | Denotation is the real meaning Example: <i>"I'd like to talk to you today about lifestyle and nutrition".</i> Lifestyle and nutrition on the sentence above has is denotation. Both have real meaning where, Lifestyle has basic meaning is the way of life, typically reflect of individual attitude. Then nutrition is the science that interprets the interaction of nutrient and other substances in food in relation to maintenance, growth, health and disease of an organism. |

| | | | |
|---|-------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | <p><i>"Hmmm, how many meals a day do you eat?"</i></p> <p>The expression above carries denotation. It is asking for food that the patient consume in a day. The word "meals" has dictionary meaning is an eating occasion that take place at certain time and includes specific, prepared food or the food eaten that occasion.</p> |
| 2 | Connotation | Positive | <p>Positive connotation is when the word implies something positive.</p> <p><i>"Oh dearie, it was challenging but it is very important to you to stop smoking if you want avoid your circulation problem"</i></p> <p>The expression "oh dearie, it was challenging" implies positive meaning.</p> <p>The word dearie indicates a sense of care. When elderly patient who is addressed as dearie loses any sense of quality which may have existed had their name been used. The nurse who care with elderly patient especially on a long term basis report telling as they would with their own grandparent like to reflect this in the use of terms of endearment.</p> <p>The word challenging has express positive meaning on the sentence. It has meaning of a thing that should do and win in it. Based on the expression of 'challenging' above, the patient have to stop smoking for his health.</p> |
| | | Negative | <p>Negative connotation is the word implies negative meaning</p> <p><i>"hm, you are complaining about your high blood glucose and you are fat right now.</i></p> <p>The words "complaining" has negative sense based on the sentence expression above. It has meaning about the thing annoyed or not satisfy about something.</p> <p>It should replace into positive connotation by word "repots"</p> <p>Word "fat" implies negative connotative. It should replace by "overweight".</p> <p>Both word in denotation has same meaning. But in connotation are in different though. Word "overweight" is more gentle than "fat".</p> |

The implication toward English learning in making empathetic responses for diabetic patient is the student know more about vocabulary in accordance with the meaning and function based on it needs when they try to make communication to patient during in hospital when they do practice. They are also know the way how to get good communication without offending patient by selecting the right word.

CONCLUSION

Based on the data, result and analysis obtained that diction is used in making empathetic responses for diabetic consist of denotation and connotation words. The conclusion of diction presented below.

Denotation expressions were used in conversation are more frequent than denotation in making empathetic responses for diabetic during role play by the student.

They delivered the information based on the meaning of the word originally without any sense. The words were used in formal situation in giving question, statement and advice for the patient.

Connotation expressions during role play were less than denotation. Positive connotations were used to deliver positive meaning. The nurse wanted to give their good care so the patient feel enjoy with them during the consultation. On the other

hand, negative connotation used mostly because they hard to find the correct word to deliver their meaning. So that they have to change it more accurately.

Students were more selective in choosing a word in making a sentence especially during speaking practice. They knew that patient is more sensitive in determine the meaning of each spoken word. Finally they tried to study English better.

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