

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

Based on the analysis, the conclusion stated as follows:

- 1) The types of communication barriers most frequently encountered in emergency room of the Doloksanggul Hospital 4 % related to process barriers, 32 % related to semantic barriers, 12 % related to physical and cultural barriers, 36 % related to psychological barriers, and 16 % related to perception. Then, the dominant type is related to psychological barriers. From the result of analysis data, it is concluded that mental and mindset affect greatly in barrier to communication in Hospital at Doloksanggul, while all type is appropriate with the theory.
- 2) In the result of analysis of data, it was found that 5 nurses that was interviewed by the researcher stated misunderstanding, misinterpretation, misinformation, and and incorrect feedback often happen as why the communication barriers occurs between nurses and patient's family at Hospital Doloksanggul. From the results of the analysis, it was found that it is appropriate with the theory.
- 3) In the result of analysis data, it was found that many things prevent from receiving and understanding the messages conveyed by the sender to recipient about the information, ideas and thoughts. In this case, based on the researcher analysis: environmental, culture factors, and miscommunication are the causes of barriers to communication occurred in Hospital at Doloksanggul.

5.2 Suggestions

Related to the conclusion, the suggestions were proposed as follows:

- 1) It is suggested to the patient's family to be more calm and avoid panic, this is to minimize the occurrence of communication barriers so that patients can be handled properly.
- 2) Nurses are also suggested to be more patient in facing families and patients so that communication barriers can be overcome so that they can understand well what is conveyed by the patient's family.
- 3) Psychological barriers are the highest cause of miscommunication at Dolok Sanggul Hospital. Therefore, it is necessary to conduct further studies on communication that is in accordance with the condition of the message recipient who is in a state of panic / worry in the hospital environment. This study is expected to be the reason for further actions to provide communication guidelines that can be used by medical workers in hospitals to prevent miscommunication that can become an obstacle in handling the patient's sickness.

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