

CHAPTER I

INTRODUCTION

1.1 The Background of the Study

Communication is simply the act of transferring information from one place, person, or group to another, as Wunea, Ayalewb, Hailub & Gebretensayec (2020) said. Effective communication is if a two-way dialogue between two parties occurs and both understand each other's messages, where both speak and listen without interrupting, both ask questions for clarity, express opinions and information between changes, with both being able to capture and understand information. Health professionals in general and nursing staff in particular, spend more time with patients and their families than other health care workers. Effective nurse-patient communication is essential for patient satisfaction. Communication is considered ineffective when verbal and non-verbal messages are in sync, and the nurse decoded message is conveyed to the nurse. To achieve this, nurses must be able to use simple language in the communication process so that it can be understood by the patient and the parties involved in it.

Effective communication has always been one of the ingredients of success in all fields of work. Ordward (2016) stated effective communication is defined as communication between two or more persons in which the intended message is properly encoded, delivered through appropriate channel, received, properly decoded and understood by the recipient. It means having good communication skills is considered a ladder to success. Communication barriers are anything that prevents us from receiving and understanding the messages others use to convey

their information, ideas, and thoughts. Brown (2016) said In healthcare settings, trust and communication are a tool for better patient care and improve patient satisfaction.

Chandra, Nezhad, and Ward (2018) reveal in their study that there is a need to have a certain level of trust to build a climate in which honest communication can thrive. Effective and efficient communication is a base of skill for medical practice in the delivery of health care service with purpose the affected of the quality of interaction with the patients is positively related to trust and patient satisfaction (Chandra, Nezhad and Ward, 2018). Sibiya (2018) in his research stated, at healthcare organizations, the type of patient-physician or patient with team healthcare relationship and the effectiveness of cultural communication is one of the critical elements in deciding the success of patient care. There are several things that need to be considered in communicating with patients, it is the nurses' duty to provide care and support to the patient's health and to achieve this, the nurse must be open, and friendly in interacting with patients, paying attention to aspects of using simple phrases to make it easily understood, and using a polite tone of voice.

Moreover, Amudha, Hamidah, Annamma, and Ananth (2018) said effective communication helps to make collaborative decisions toward patient-centered care and promote positive outcomes. Overall, the quality of patient care in healthcare organizations is highly related to effective communication among patients and staff healthcare and the type of relationship and determines patient safety. The conflicts of cultural communication, as well as misunderstandings caused by the difference in opinions and interest among patients and healthcare,

upset the relationship. Moreover, the lack of a good relationship can interfere with effective communication and collaboration. Improving patient safety requires addressing the current hierarchical professional relationship inherent in healthcare delivery. It is highly relevant that efforts are taken to determine the type of doctor-patients relationship in this context.

Sometimes, people don't realize that there were many obstacles in communication and causing jargon, It can be medical term or strange word they never heard before. Researcher found preliminary data obtained by recording conversations between nurses, and patients' families. The quote of conversation can be seen as follows:

N: *Okelah kalo gitu kita pasang NGT ya.*

("Ok, lets fixing tube NGT")

F: *Maksudnya?*

("What did you mean?")

N: *Kami pasang selang amang dari hidung biar bisa kami keluarkan isi perutnya sama racunnya.*

("We put a tube sir from the nose so we can remove the contents of his stomach and the poison.")

From the conversation above, it can be seen that data medical terms are also a barrier to communication. This was shown when the nurse was about to install NGT, and the pasien did not know about the terms.

So in this case the researcher is interested in analyzing the communication barriers that occur in the families of patients who seek treatment in the emergency room of the Doloksanggul Hospital that lead to misunderstandings which have to be addressed carefully to ensure the patient's wellbeing.

1.2 The Problems of the Study

The problems of this study were formulated as follow:

1. What types of communication barriers are most frequently encountered in emergency room of the Doloksanggul Hospital?
2. How do the communication barriers occur between nurses and patients' family?
3. Why do the communication barriers occurs in communication between nurses and the patient's family?

1.3 The Objectives of the Study

The objectives of the study were to identify:

1. To investigate the types of communication barriers that often occur in the Doloksanggul Hospital.
2. To describe the occurrence of communication barriers between nurses and patients at Doloksanggul Hospital.
3. To explain the reasons for communication barriers occurring.

1.4 The Scope of the Study

The scope of this study in this research is focusing on communication barriers between nurse and patients' family in Doloksanggul Hospital from the point of view of the nurses.

1.5 The Significance of the Study

The result of this research was expected to be useful theoretically and practically and contribute to the assessment and discovery of problems in communication especially for those who serve patients in hospitals. Theoretically, this research can be used to add knowledge and references, especially in barriers

of communication in workplace and type of communication barriers. The result of this study can be useful for:

1. To readers, to get more information about communication barriers in workplace and why barriers happen.
2. To Lectures, to support materials in teaching about communication barriers
3. To researchers and educational institutions, this research can be used as a reference to find out aspects related to communication barriers that occur in the workplace and analyze the main factors that cause differences in understanding the meaning of the language conveyed.

