

## Navigating Politeness: The Forms of Polite Sentences between Health Workers and Patients in Padang's Government Public Hospital



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**ABSTRACT:** The ineffectiveness of communication in health services is reflected in the impoliteness of communication which makes the interaction between health workers and patients disharmonious. Language politeness will create an atmosphere of mutual trust, appreciation, and respect for each other. A harmonious atmosphere will encourage patients to accept the quality of health services with full awareness, so that patient disappointment can be avoided. This study aims to identify the forms of polite sentences that occur between health workers and patients in interaction. The research method used in this study is descriptive qualitative method. The data is obtained by using the observational method, this method is followed by recording and note-taking techniques. Data analysis is explained by using the pragmatic pairing method. The result of this study is explain that health workers most frequently use four types of sentence to express politeness to patients: declarative, imperative, interrogative, and exclamative. Declarative sentences are the most common, as they allow healthcare workers to share information or updates respectfully and courteously, creating a polite and comfortable communication environment. This type of sentence allows the health worker to convey instructions or details about the procedure in an informative yet non-coercive manner.

**KEYWORDS:** Polite, politeness, sentence form, health worker, patients, hospital

### I. BACKGROUND OF THE STUDY

The idea of using language in a respectful way that conforms to the rules and conventions of a specific society is known as politeness in language (Leech, 1983). Hospitals and other health worker service settings are among the many contexts in which polite language can be used. People who are in need of medical attention often visit hospitals. Relationships between hospital employees and patients, particularly in outpatient services, are essential to building mutual comfort and trust. Therefore, in order to guarantee a satisfying and encouraging experience, courteous language is crucial in these interaction.

Numerous elements, such as communication abilities, social standing, and intercultural considerations, can affect how courteously healthworker speak to the patients. Since excellent engagement depends on clear and effective communication, hospitals should refrain from employing language that is difficult for patients to understand. However, when healthworker engage with the patients, using courteous language might be difficult. First, health workers frequently lack instruction on how to speak in a kind and respectable manner. Secondly, they might not comprehend the etiquette norms that are expected in their workplace. Finally, they might not completely understand the value of using courteous language when delivering medical care to patients. It must be taken several ways to raise health worker understanding of the value of using politeness language when speaking with patients in order to overcome these obstacles. One of the way is workshops and training. Health workers can better comprehend appropriate language standards in patient encounters by attending regular training sessions that emphasize polite language use and efficient communication. The value of empathy, respect, and clear communication should all be discussed in these sessions. The forms of the sentences that the health workers produce will effect indirectly to the patients recovery.

Patients are entitled to adequate medical care. The sentence forms and markers that health workers use during interactions can affect how patients receive and understand the messages conveyed. Ultimately, the context of the utterance, sentence markers, and sentence form determine how polite the utterance is. For example, imperative sentences that give direct orders often sound less polite compared to declarative sentences that state facts or suggestions. On the other hand, active sentences, which are usually considered more direct, can sound less polite if not delivered carefully. In addition, saying polite

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words such as "please," and "thank you," as well as using politeness markers in Indonesian, such as "you" and titles or greetings, such as "Bapak" or "Ibu," can help people speak better and more polite.

The research about the forms of polite sentences used by health workers to their patients has been conducted both in general and independently on the types of polite sentences. One of the research is done by Rea Utami et al. in 2023. She proposed the research on language politeness in the speech of nurses and patients at the Muara Bangkahulu Health Center, Bengkulu. The previous study discussed the implementation of language politeness in the speech of nurses and patients there. Her study shows that most of the medical staff and patients of Puskesmas Muara Bangkahulu Kota Bengkulu have spoken well.

However, research that focuses on the form of polite sentences used by health workers and patients in their interactions in public hospitals in Padang city has never been conducted. Therefore, this research conducted a study on the form of polite sentences spoken by health workers and patients in public hospitals in Padang city.

The application of politeness can help to create a harmonious and mutually beneficial relationship between the two parties. This is what attracts researchers to further research on language politeness in the interaction of health workers and patients. The problem of this research in this study is: 1. How is the contribution of polite sentence forms implemented by health workers to their patients? Then, obviously, the objectives of this study is: 1. Finding the contribution of polite sentence forms spoken by health workers to patients in the general government hospital of Padang city.

One of the advantages of this study is that it increases our understanding of language politeness in communication. Therefore, this research is expected to help improve the quality of health services by focusing on how health workers and patients communicate politely. The purpose of this study is to gain a better understanding of the ways in which effective and polite communication can help develop better services.

### **II. THEORETICAL FRAMEWORK**

Politeness can be seen from the form of sentences, the principles of politeness that are implemented and the markers used when the speech takes place. A sentence produced from the speech of health workers contains meaning that should be understood by the patient as the interlocutor. The sentence form is part of syntax. Van Valin (2017) defines syntax as the study of the internal structure of sentences, namely the rules and principles that govern how words are combined to form sentences that are grammatical and understood by language speakers. Furthermore, Noam Chomsky (1965) defines syntax as the study of sentence structure and how words are combined to form meaningful sentences. According to Anton Moeliono (2017), there are several types of sentences based on content:

#### **2.1 Declarative Sentences**

This type of sentence is used to convey statements or information. Declarative sentences describe facts, ideas, or views, and usually end with a full stop.

Example:

"Today is Friday."

"She is studying in the library."

#### **2.2 Interrogative Sentences**

Interrogative sentences are used to ask questions. The main purpose of this type of sentence is to get additional information or an answer from the interlocutor.

Example:

"What did you eat earlier?" "Who came yesterday?"

#### **2.3 Imperative Sentences**

Imperative sentences are used to give orders, instructions, or requests to the interlocutor, request to the interlocutor. Usually, these sentences begin with the verb (imperative) verb and often ends with an exclamation mark or full stop.

Example:

"Please close the door!"

"Help me with the housework."

#### **2.4 Exclamative Sentences**

This type of sentence is used to express a strong feeling or emotion. It usually ends with an exclamation mark and serves to express surprise, shock, happiness, or other feelings.

Example:

"Wow, what a beautiful view!" "Oh my God, may he get better soon!"

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## III. RESEARCH METHODS

This research was conducted through a qualitative approach and used descriptive research method. The substantive data of this study consisted of several health workers whose utterances the researcher managed to observe. The patient's speech spoken by health workers is the source of the locational data of this study. In this study, the population is the entire use of language that is not certain in number; in other words, the research sample is the politeness utterances spoken by health workers to patients at the Padang City Government General Hospital.

The researcher used the simak method to collect data (Sudaryanto, 2015). Power collection is done by paying attention to the language or speech of health workers and patients. This technique is called "listening". The technique of "tapping" intercepts the speech of the speaker and his speech partner. The author uses the technique of simak bebas libat cakap (SLBC). With SLBC, the researcher only acts as an observer and listens to the interaction between health workers and patients. This method is also used by recording on data cards. This technique is referred to as note-taking technique.

After the data was collected and transcribed, the pragmatic pairing method was used to analyze the data. Processing was done by grouping the data in the form of polite sentences, and the analysis was supported by context. Hymes and Janet Holmes presented the context theory used.

The presentation and arrangement of the results of data analysis are carried out in the form of a comprehensive narrative (Sudaryanto, 2015). After the data is explained using the natural language of analysis, each utterance will have a clear context. The results of the analysis will show what types of polite sentences are most frequently used during interactions between health workers and patients in government public hospitals in Padang. It will show what forms of polite sentences contribute to the communication between health workers and patients, which in turn will have an indirect impact on the recovery rate of patients seeking treatment.

## IV. DISCUSSION

### 4.1 Contribution of Polite Sentence Forms spoken by health workers to their Patients

The data presented by the researcher consists of the original source as well as the translation into Standard Indonesian which is thoroughly described according to the sentence form and politeness principles. The following is the description:

#### 4.1.1 Declarative Sentences:

A news sentence is a type of sentence that aims to convey information to others. Moeliono (1993) states that news sentences function to inform others, so the expected response is usually attention shown through facial expressions that show attention. The following are some examples of conversational data using news sentences in polite speaking situations between health workers and patients at the Padang City Government General Hospital:

#### Datum 1

Health worker : *"Buk, mohon maaf kami yo. Di ruangan ko ndak bisa bakumpua bana do Buk. Ndak bisa barami-rami di ruangan ko do Buk. Tau Ibuk kan ruangan awak ko kurang gadang" (nada keras dan tegas)*

*'Bu, mohon maaf kami ya. Di ruangan ini tidak bisa berkumpul terlalu ramai ya Bu. Tidak bisa ramai-ramai di ruangan ini Bu. Ibu tahu kan ruangan kita ini kurang besar' (nada keras dan tegas)*

*Ma'am, please excuse us. This room cannot be too crowded, Ma'am. You can't be crowded in this room, Ma'am. You know, our room is not big enough' (loud and firm tone)*

Patient : *"Iyo Pak, sabanta dulu Pak. Ambo nio ngecek samo keluarga ambo."*

*'Iya Pak, sebentar dulu Pak. Saya mau berbicara dengan keluarga saya.'*

*'Yes sir, just a moment Sir. I want to talk to my family.'*

: Spoken by a male health worker to the family of a patient who was visiting his relative who was receiving treatment during a repeat control treatment. The health worker told them that there should not be a lot of people in the room. The tone of the health worker's speech during the interaction was loud but informing the patient's family.

The health worker said, "Ma'am, please excuse us. Ma'am, there can't be too many people in this room. Ma'am, you cannot be crammed into this space. According to syntactic theory, "You know, our room is not big enough" is a set of declarative sentences that, despite its hard tone, can be classified as a polite sentence. Declarative sentences are mostly employed in syntax to state facts or convey information. The health worker conveys room occupancy rules in this instance by using a string of declarative words, such as "This room cannot be too crowded" and "Our room is not big enough." This sentence is less directive than an imperative form (e.g., "Leave the room" or "Clear this room now") and avoids explicitly telling the listener what to do,

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which helps in maintaining a neutral and informative tone. This is one way that the declarative form honors the listener's autonomy, which is essential to courteous communication. Additionally, the language exhibits politeness through a number of linguistic traits. The sentence repeatedly uses address terms like "Ma'am," which formally acknowledges the listener and establishes a respectful tone. By framing the request in terms of the staff's limits ("please excuse us") rather than a straight demand, the opening line "please excuse us" not only indicates humility but also that the health professional is aware of the difficulty. By framing the restriction as a common issue and gently evoking empathy, this adds a dimension of civility. This strategy is categorized in **Politeness Theory** (Brown and Levinson) to mitigate potential face-threatening acts (FTAs).

The whole wording and structure assist counterbalance the health worker's tone, which is described as "loud and firm," which could be interpreted as less courteous. In the healthcare industry, where maintaining regulations on room occupancy may be crucial to safety, a firm tone may be required. However, because the wording stays focused on the information being conveyed rather than a direct order, the declarative structure and word choice avoid making the statement appear harsh or authoritative. The health professional can maintain power in enforcing the rule while also being mindful of the listener's "face" or sense of self-respect, which is a crucial component of polite language

### Datum 2:

: "Apakah pernah rekam jantung sebelumnya?"

'Pak, apakah Bapak sudah pernah rekam jantung sebelumnya?'

"Have you had a heartogram before?"

Patient: "(menggeleng) alun Dok."

'(menggelengkan kepala) belum Dok'.

'(shakes head) no Doc.

: "Awak EKG jantung apak dulu dih?"

'We will ECG your heart first, won't we?'

Patient : "(mengangguk) iyo Dok."

'(menganggukkan kepala) iya Dok'.

'(Nods head), okay Doc.

: Spoken by a female health worker to a middle-aged male patient who had to have an ECG of his heart for further action by the doctor.

Declarative sentences are essential for promoting a courteous and productive discussion between the patient and the healthcare provider. Syntax theory states that declarative phrases are more often used to state facts or convey information than to issue instructions. "Have you had a heartogram before?" and "We will ECG your heart first, won't we?" are declarative remarks made by the healthcare provider. The health professional utilizes these lines to inquire about the patient's medical history and confirm the future steps instead of giving directions. This strategy is consistent with declarative sentence style, which seeks to lessen burden on the listener by presenting information in a less directive, more factual manner.

In this exchange, the decision to employ declarative statements also improves civility. The first question the health worker provider asks, "Have you had a heartogram before?" is framed as a straightforward inquiry regarding the patient's medical history, omitting any suggestion that the patient must give a certain response. The patient is positioned as an active participant in his care and his autonomy is respected by this system. Furthermore, the question tag "won't we?" softens the second sentence, "We will ECG your heart first, won't we?" and subtly solicits the patient's consent. The patient can agree or offer input in response to this tag question, which is a courteous and non-coercive method of ensuring he understands.

Additionally, the respectful tone and contextual address phrases improve the usage of polite language. The healthcare provider politely uses "apak," which is suitable for a middle-aged male patient in terms of culture. This phrase not only demonstrates the health professional's regard for the patient's age and social standing, but it also conforms to cultural standards of civility in work-related situations. This deliberate address selection is a simple yet effective method of establishing rapport and demonstrating respect. In a similar vein, the patient's polite replies, referring to the medical professional as "Doc," further emphasize the formality and deference that permeate the exchange.

Declarative sentence usage is consistent with Politeness Theory, particularly when it comes to reducing "face-threatening acts" (FTAs). FTAs are words or deeds that might violate the listener's sense of independence or dignity. When a healthcare professional uses a declarative style, they are less likely to put the patient under pressure and instead provide them information that makes them feel like a collaborator rather than a passive recipient. This strategy is especially helpful in medical situations where patients may experience anxiety or uncertainty; using kind, non-threatening language makes them feel valued and

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supported. While an imperative ("Stay here for your treatment") could come out as dominating or contemptuous of the patient's comfort, a remark such as "You will receive your treatment here" provides reassurance.

### 4.1.2 Imperative sentences

#### Datum 3:

Health worker: *"Duduak Ibuk dulu dih, beko tapanggia namo Ibuk baru masuk ka dalam dih."*

*'Duduk dulu Ibu ya. Nanti nama Ibu dipanggil baru boleh masuk ke dalam ya.'*

*'Sit down first, Mom. Your name will be called and then you can go inside.'*

Patient : "yo, dih"

'iya, Baik.'

: Spoken by a female health worker to a young patient who was waiting for her turn to be called by the doctor in the internal medicine room.

The health worker's advice was to "sit down first, Mom." According to syntactic theory, the line "Your name will be called and then you can go inside" is imperative. Imperative sentences, which usually begin with a verb and leave off the subject (which is inferred), are used to provide orders, requests, or instructions. Here, the health professional sets a clear expectation for action by using the imperative sentence "Sit down first" to direct the patient on what to do next. This format facilitates direct communication, which is frequently required in medical environments where clear instructions are essential to upholding order and guaranteeing patient flow.

Despite the fact that imperative phrases are frequently linked to directness, this example is presented as a courteous sentence that has been softened by other linguistic components. According to the Politeness Theory, mandatory statements can be considered courteous if they accept the listener's autonomy and limit any sensation of imposition. The health professional uses the warm and friendly name "Mom" to address the patient, which not only builds rapport but also demonstrates cultural etiquette. In order to lessen the directness of the demand and make the exchange sound more like a polite recommendation than an order, this respectful address phrase is crucial. The addition of "Mom" softens the tone of the health worker's sentence, which could otherwise sound abrupt: "Sit down first."

Additionally, the health worker's statement is courteous since it is designed to control the patient's expectations and let her know what to anticipate next. The health professional gives the patient more context by outlining the procedure by stating, "Your name will be called and then you can go inside." The patient is encouraged to wait in comfort by this additional knowledge, which reassures her that her turn will arrive. This method shows consideration for the patient's time and contributes to the development of openness and trust in the medical setting. The health professional's decision to explain the next steps to the patient rather than giving a command without explanation fosters a cooperative environment, which is essential to being polite.

This imperative sentence's classification as polite is also influenced by the circumstances. This imperative phrase takes into account the listener's age and situation when it is spoken by a female healthcare professional to a young patient. Despite the patient's younger age, the health worker's use of "Mom" is culturally appropriate and shows respect for her. By adapting her language to the patient's demographic, the health worker provider keeps her tone courteous and culturally sensitive. Furthermore, the word choice demonstrates a harmony between professional authority and empathy, demonstrating the health worker's cognizance of the patient's potential worry while awaiting medical care.

#### Datum 4

: *"Pak, pareso labor dulu yo, abis tu baru apak dipareso dek dokter dih."*

*'You need to check your labor first, Sir. After that you will be examined by a doctor.'*

: "yo Buk. Awak pareso dulu buk"

'Iya Bu, saya periksa dulu'

Yes ma'am, I'll check first

: Spoken by a Health worker to a middle-aged male patient who is asked to immediately check the labor first and then can return to the place when it is finished and the patient will be examined by a doctor.

"You need to check your lab work first, Sir," the health worker instructed. According to syntactic theory, "After that, you will be examined by a doctor" is organized as an imperative sentence. Usually starting with a verb or a subject-verb combination that speaks directly to the listener, imperative sentences provide a clear, action-oriented message and are frequently used to provide instructions, directives, or requests. The imperative phrase "You need to check your lab work first" is used in this instance to instruct the patient to finish a particular activity before beginning his doctor's examination. This sentence style offers directness

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and clarity, which is frequently required in healthcare settings where precise and unambiguous instructions are required to guarantee patient flow and prevent misunderstandings.

Despite the fact that imperative sentences are typically linked to direct or authoritative communication, this example manages to remain courteous by using language choices that respect the patient's position and soften the directive. When speaking to a middle-aged patient, the honorific address term "Sir" is used to show respect for their culture. By addressing the patient as "Sir," you are acknowledging their status and maturity and bringing the exchange into line with official healthcare setting civility and respect standards. This type of address lessens the impact of the imperative, turning it from a potentially harsh directive into a polite reminder of the actions required for his medical treatment. This strategy reduces the imperative's face-threatening aspect by framing it as a recommendation rather than a rigid directive, in accordance with politeness theory.

Furthermore, rather than merely giving a directive, the health professional organizes the statement to educate and direct the patient through the procedure. The second portion of the statement, "After that, you will be examined by a doctor," successfully sets the patient's expectations and eases any potential fear or confusion about what will happen next by outlining the actions he can anticipate taking. By placing the instruction in a broader perspective, this extra information makes the direction seem less intimidating and demonstrates regard for the patient's comfort and understanding. A seamless and courteous contact in the hospital setting depends on the health worker reassuring the patient and encouraging participation by outlining the procedure.

This imperative's classification as courteous is further supported by the conversation's context. The imperative, as expressed by a healthcare practitioner to a middle-aged male patient, considers the professional and social relationships between the speaker and the listener. Although the healthcare provider is in charge in this situation, treating the patient with dignity as "Sir" and outlining the procedures shows that the provider is aware of the patient's condition and upholds the standard of professionalism that is anticipated in medical dealings. This mix of respectful language and detailed directions makes the patient feel valued and informed rather than just directed, which is beneficial in a healthcare setting when patients may feel vulnerable or uncertain.

### 4.1.3 Interrogative Sentences

#### Datum 5

Health worker : *"Ibuk alah ronsen dada?"*

*'Apakah Ibu sudah rontgen dada?'*

*'Have you had a chest X-ray?'*

Patient : *"alun ado di suruah dek dokter ronsen dada."*

*'belum di suruh oleh dokter untuk rontgen dada.'*

*The doctor has not been told to have a chest x-ray.*

Health worker : *"oo alun yo? , yo lah. Awak ronsen dulu yo Buk."*

*'oo belum ya, baik Bu. Kami rontgen dulu ya Bu.'*

*'hmm.. not yet. Okay Mam. We'll take an X-ray first Mam.'*

A health worker in the internal medicine clinic spoke to a middle-aged female patient who was called by her name. Then, the health worker asked the patient whether he had taken a chest X-ray or not.

According to syntactic theory, the health worker's question, "Have you had a chest X-ray?" is an example of an interrogative sentence. Usually starting with an auxiliary verb (in this case, "have") and reversing the subject and auxiliary verb, interrogative sentences are constructed to elicit information. Because its main purpose is to request information rather than to state facts or issue instructions, its structure differs from declarative or imperative sentences. A discussion rather than a one-sided order is fostered and the exchange becomes more participatory when the health professional uses an interrogative form, which allows the patient to answer.

This interrogative phrase, which is categorized as a polite statement, shows the patient respect and courtesy, which is essential in a medical situation. Since questions invite rather than compel a response, they can lessen the imposition that is frequently associated with demands or directions, according to the Politeness Theory. The health professional asks if the patient has already finished this procedure rather than giving a directive like "Get a chest X-ray," which could come across as abrupt or unnecessarily direct. In addition to respecting the patient's autonomy, this sets an inquisitive tone, demonstrating that the healthcare provider appreciates the patient's knowledge of their medical history and values their feedback.

In this situation, the interrogative form helps the patient and the health professional establish rapport and confidence. In therapeutic discussions where patients may feel vulnerable or worried, it is especially crucial that the patient feels involved in



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their care, which is made possible by the courteous inquiry. The health professional fosters an environment of open communication and collaborative decision-making by starting with an inquiry. Because the patient feels that their opinions are respected and that they are being taken into consideration, this method increases their comfort level and willingness to engage in the medical process.

### Datum 6

: *"Ado hasil labor Ibuk?"*

*'apakah Ibu mempunyai hasil labor?'*

*"Do you have your labor results?"*

Patient : *"Labor apo?"*  
*'Labor apa?'*

*'What labor?'*

: *"apo dokter ndak suruah Ibuk pareso labor?"*

*'Apakah Dokter tidak menyuruh Ibu untuk periksa labor? "Did the doctor not tell you to check your labor?"*

Patient : *"ndak"*  
*'tidak'*  
*"No"*

: Spoken by a Health Worker in the pharmaceutical installation to young patient who was called by name. Then, the health worker asked the patient.

The exchange between the patient and the healthcare provider serves as an example of how to utilize interrogative sentences to communicate politely in a medical situation. As demonstrated by the health worker's inquiries, "Do you have your labor results?" interrogative phrases are distinguished by their structure in syntax theory and frequently start with auxiliary verbs like "do" or "did." and "Didn't the doctor advise you to have your labor checked?" Frequently inverting the conventional subject-verb-object structure and placing the auxiliary verb at the beginning of the sentence, interrogative phrases are designed to directly ask the listener for information or clarification. The sentences are more engaging because of this form, which also draws the listener's attention and invites a response.

By inquiring if the patient has brought their test results and whether they were told to do so by the doctor, the health professional is using interrogative phrases to get crucial information regarding the patient's readiness for treatment. These inquiries accomplish two goals: they ascertain whether the patient has the documents or information required for their visit, and they do it in a way that honors the patient's comfort and autonomy. The health worker's wording respects the patient's potential hesitancy or lack of experience with medical procedures rather than giving a clear directive or making an assumption.

The tone and wording of these interrogative statements, which are intended to convey patience and empathy, further contribute to their politeness. This method enables the healthcare provider to convey essential procedural requirements without pressuring or burdening the patient. Because it presents the health worker's request for information as a friendly inquiry rather than a demand, the questioning structure is courteous and gives the patient room to freely respond. In healthcare settings, this type of courteous questioning is crucial because it fosters trust and guarantees that patients feel valued and acknowledged at all times.

### 4.1.4 Exclamative sentences

#### Datum 7

: *"Onde, rancak kemajuan Ibuk kini ko. Barubek Ibuk rancak dan teratur."*

*"Masya Allah, kemajuan yang sangat bagus Bu?. Pengobatan Ibu bagus dan teratur."*

*"Oh, I see! What a great progress you've made, Mam! You've been following the treatment very well!"*

Pasien : *"Alhamdulillah, Dok. Lah agak mendingan kini."*  
*Alhamdulillah, Dok. Saya sudah lebih baik sekarang."*

*"Thank you, Doc. I feel much better now."*

: *"sanang danga nyo , Buk. Pertahankan yo Buk. Bia awak tetap sehat."*

*"Senang sekali mendengarnya! Pertahankan, dan kita akan bekerja sama untuk membuat Anda tetap sehat!"*

*"That's wonderful to hear! Keep it up, and we'll work together to keep you healthy!"*

: This utterance was spoken by a health worker to a middle-aged woman who was doing a medication re-control. The doctor praises the patient because the treatment is going well and the patient has become better and healthier than before.

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The health professional's words, "Oh, I see! What wonderful strides you have made, Ma'am! For instance, "You've been following the treatment very well!" is an exclamatory statement. According to syntax theory, exclamative phrases are distinguished by their expressive structure and are frequently employed to express astonishment, appreciation, or intense emotions. These lines convey a great deal of emotion and usually start with terms like "What a..." or "How..." The phrase "What a great progress you've made, Ma'am!" conveys the health professional's excitement and admiration while highlighting the patient's accomplishments in a sincere and motivating manner. Exclamative sentences are characterized structurally by their inversion of the conventional subject-verb-object form, which highlights the speaker's intense emotions rather than just facts.

Because of the kind and respectful tone ingrained in the language, this sentence is also classified as polite. By using the honorific title "Ma'am," the healthcare provider not only recognizes the patient's age and status but also upholds civility and respect. According to the Politeness Theory, showing appreciation and support, especially in formal contexts like the medical field, can improve the listener's positive "face" by making them feel appreciated and respected. This is especially crucial in the medical field, as patients frequently experience anxiety or vulnerability related to their illnesses. By enabling the healthcare provider to express sincere concern and gratitude, the exclamatory tone enhances this civility and can create a supportive atmosphere for the patient.

The subsequent remark, "That's wonderful to hear! The phrase "keep it up, and we'll work together to keep you healthy!" adds even more civility and encouragement to the exchange. The exclamatory phrase, "That's wonderful to hear!" shows a favorable emotional response and warmly and appreciatively acknowledges the patient's efforts. The supportive and inclusive phrase "Keep it up, and we'll work together to keep you healthy" strengthens the patient-health professional relationship and can increase the patient's motivation and readiness to follow treatment regimens. This method highlights that the patient is an active participant in their health journey rather than just a passive recipient of care, while still respecting their autonomy.

### V. CONCLUSION

After analyzing the data, The four phrase and sentence forms that health worker most frequently use to express politeness to the patients in the case of the forms of sentences are declarative, imperative, and interrogative, and exclamative sentences. Since health worker frequently have to inform or update patients in a courteous and respectful way, declarative statements are the most commonly employed. By using this style, they can provide information regarding procedures or guidelines without coming across as overly direct or demanding, fostering a polite and relaxed exchange.

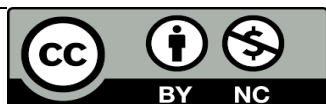
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