

# Barriers To Communication In Emergency Room Between Nurse And Patient's Family In Doloksanggul Hospital

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**Abstract.** The objective of this study was to describe of barriers to communication in emergency room between nurse and patient's family in Doloksanggul hospital. This research was conducted by using descriptive qualitative research. The data of this study were utterances in conversation between nurse and patient's family in Doloksanggul hospital. Participant observation technique was performed to collect the data. The results showed that (1) To explain the reasons for communication barriers occurring. The data of this study was obtained from interview of conversation between nurses and patients' family. Then, the dominant type is related to psychological barriers. From the analyzed realization types of barriers to communication it was found that environmental, culture factors, and miscommunication are the causes of barriers to communication occurred in Hospital at Doloksanggul.

Keywords: barrier, communication, hospital, nurse, patient

## 1 Introduction

Communication is considered effective when verbal and non-verbal messages are in sync, and the nurse decoded message is conveyed to the nurse. Communication also means as 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. 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.

Ganiem (2018) in her opinion stated Communication barriers are ineffective communication activities of patients with health personnel in the communication process that are carried out so as not to deliver the message as desired.

This greatly affects the communication process between providers of health personnel, especially nurses as a main part in nursing services to patients. Communication barriers that often occur in nursing services include relationships that are closely related to cultural factors, nurse attitudes and competencies, gender factors, environmental factors, nurse.

In this case many things prevent from receiving and understanding the messages conveyed by others about cultural factors, nurse attitudes and competencies, gender factors, environmental factors, nurse workload factors are the causes of barriers to communication.

## 2 Text formatting

This study was conducted based on qualitative research method. The data of this study were sentences during conversation between nurse and patients family in Doloksanggul hospital. The sources of data in this study were 10 patient's family and 5 nurses. Furthermore, participant observation technique was performed to collect the data.

## 3 Finding And Discussions

The data of this study were the results of interviews and observations regarding the type of communication barriers between the nurses and patients' families. This research applied the three steps in analyzing the data, they were data condensation, data display and the conclusion drawing. These three steps were to describe why do the communication barriers occurs in communication between the nurses and patients' family.

In this case many things prevent from receiving and understanding the messages conveyed by others about cultural factors, nurse attitudes and competencies, gender factors, environmental factors, nurse workload factors are the causes of barriers to communication.

### 1. Data 31/I-2/NP

R: *Menurut anda sebagai Perawat, faktor apa saja yang menyebabkan hambatan dalam komunikasi antara pasien/keluarga dengan pasien?*

(*"In your opinion, as Nurse, what are the factors that cause barrier to communication between patient/family and patients?"*)

P: *Ya faktornya ya, pertama ya faktor pendidikan orang itu, terus terang ya disinikan pendidikannya rendah, apalagi terutama yang kampung-kampung, terus faktor kemampuan mereka berbahasa Indonesia, banyak disini yang gak pandai bahasa indonesia juga, dia taunya hanya bahasa batak, apalagi yang lansia-oppung-opung itu gak pandai bahasa indonesia, itupun kadang bahasa bataknya yang kolot gitu, saya pun kadang merasa dia bngomong apa saya ngomong apa gak ngerti gak nyambung, disuruh pake bahasa indonesi juga gak paham jadi ya susahya disitu, terus faktor lainnya apa ya, biasalah keluargalah faktor lainnya, nanti datanglah keluarganya yang ini, datang keluarga si ini, datang lagi keluarga yang satunya lagi, terakhir nanti yang tiga keluarga ini, memang ya 1 keluarganya memang, terakhir ini lain-lain pula jawabnya, eeee... pemahannya, ahhh pokoknya banyaklah gitu.*

(*"Yes, the factor is yaaa, the first factor is that person's education, if their education is low, especially those in villages, then the factor is their ability to*

speak Indonesian, many here are not fluent in Indonesian either, they only know Batak language, especially the elderly people who have already old is not good at Indonesian, and even then sometimes his Batak language is so old-fashioned, I also sometimes feel he is talking what I am saying or don't understand doesn't make sense, being told to use Indonesian doesn't understand either so it's hard there, what other factors are there, it's usually family other factors, later this family will come, this one's family will come, another family will come again, finally the three families, yes, one family indeed, lastly the answer is different, eeee...understanding ahhh basically that's a lot.”)

From the data above, we can conclude that the factor why barrier to communication happen because of education background and limited knowledge, and language as one of things prevent from receiving and understanding the messages conveyed by patient and family. And the nurse stated that, “*Ya faktornya ya, pertama ya faktor pendidikan orang itu, terus terang ya disinikan pendidikannya rendah, apalagi terutama yang kampung-kampung, terus faktor kemampuan mereka berbahasa Indonesia, banyak disini yang gak pandai bahasa indonesia juga, dia taunya hanya bahasa batak, apalagi yang lansia-oppung-opung itu gak pandai bahasa indonesia,...*” This showed that education, language and abilities affect communication barriers that are conveyed properly from the sender to the recipient, and because of the large number of older people so that the lack of adequate education, its relate to environmental factors.

## 2. Data 32/I-3/NM

R: *Menurut anda sebagai Perawat, faktor apa saja yang menyebabkan hambatan dalam komunikasi antara pasien/keluarga dengan pasien?*

(“In your opinion, as Nurse, what are the factors that cause barrier to communication between patient/family and patients?”)

M: *ini siapa? Faktornya itu ya lebih apa sih itu ke budaya kak. Karena orang itu apa yang kita sampaikan disinikan kebanyakan mayoritasnya orang batak, jadi kalau kita sampaikan dia gak ngerti jadikan miskomunikasi, terus masalah apa kak pihak ketiga, sudah kita jelaskan sama yang satu misalnya ada keluarga kita jelaskan sama dia, terus datang lagi yang lain, padahal diakan belum kita jelaskan tapi sok tau, itu sih miskomunikasinya. Terus masalah eee... tentang ya kita taulah latar belakang disini kalau kita lihat pendidikannya, karenakan mau dijelaskan susah juga dia untuk memahami, terus sebenarnya sih secara umum itu saja si kak faktor-faktornya kak kalau masalah miskomunikasi sama pasien dan ataupun keluarganya gitu. “*

(What's the factor, it's more about culture, Sis. Because that person, what we convey here is mostly Batak people, so if we convey he doesn't understand, it's a miscommunication, then what's the problem, sis, a third party, we've explained it to one, for example, there's a family, we explained it to him, then another came, even though we haven't explained it yet but pretend to know,

that's the miscommunication. And then the problem, um... about it, we know the background here if we look at the education, because it's difficult to explain, it's also difficult for him to understand, and in general, that's all, sis, the factors are, sis, if it's a problem of miscommunication with patients and/or their families, that's it.”)

Similar with the results of interviews with previous nurse that stated one of the things as barrier to communication is culture and is related to language. As she stated, “*Faktornya itu ya lebih apa sih itu ke budaya kak. Karena orang itu apa yang kita sampaikan disinikan kebanyakan mayoritasnya orang batak, jadi kalau kita sampaikan dia gak ngerti jadi miskonunikasi.*” In this case, miscommunication is something that prevent of information conveyed from the sender to the recipient and one of the things that prevented information from conveyed in Hospital at Doloksanggul was culture, in this case related to culture factors.

### 3. Data 33/I-3/NC

R: *Menurut anda sebagai Perawat, faktor apa saja yang menyebabkan hambatan dalam komunikasi antara pasien/keluarga dengan pasien?*

(“In your opinion, as Nurse, what are the factors that cause barrier to communication between patient/family and patients?”)

C: *Karena itu dia pasien-pasien ini sering kali informasi yang disampaikan disampaikan ke kekeluarganya tapi gak sama gitu udah beda lagi informasinya jadi itu yang membuat kadang-kadang jadi ribut kita gitu, itu aja jadi ya betul-betul harus sabarlah kita mengkomunikasikan, menjelaskan berulang-ulang meskipun sebenarnya pekerjaan kita masih banyak yang lain tapi kalau mereka mendapatkan informasi gitukan salah harus diluruskan kembali ya kita jelaskan lagi, maksud kami tidak seperti itu, tapi seperti ini harus dijelaskan gitu supaya mereka tidak dapat informasi yang salah .*

(“Because of that, these patients often convey the information that is conveyed to their families, but it's not the same, the information is different, so that's what sometimes makes us noisy like that, that's all, so we really have to be patient, we communicate, explain over and over again repeat, even though we actually have a lot of other work, but if they get wrong information, it has to be straightened out, so we'll explain it again, we don't mean it like that, but like this, we have to explain it like that so they don't get wrong information.”)

From the results of the interview above the nurse explained that “*Karena itu dia pasien-pasien ini seringkali informasi yang disampaikan, disampaikan ke kekeluarganya tapi gak sama gitu, udah beda lagi informasinya. Jadi itu yang membuat kadang-kadang jadi ribut kita gitu, itu aja, jadi ya betul-betul harus sabarlah kita mengkomunikasikan, menjelaskan berulang-ulang....*” commonly, people come to the hospital in large numbers or with a lot of member of families because they want to know the patient's condition while the nurse does not have time to explain in detail because they have to give treatment to the patient, so the message conveyed to the family becomes a misinformation.

## CONCLUSIONS

Communication between nurses and patient family, Ganiem (2018) in her opinion stated Communication barriers are ineffective communication activities of patients with health personnel in the communication process that are carried out so as not to deliver the message as desired. This greatly affects the communication process between providers of health personnel, especially nurses as a main part in nursing services to patients. Communication barriers that often occur in nursing services include relationships that are closely related to cultural factors, nurse attitudes and competencies, gender factors, environmental factors, nurse. And also based on the reasearcher's interview environmental, culture factors, and miscomunicasion the reasons why language barrier happens.

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