

**BUILDING EFFICIENCY & EFFECTIVENESS OF INTERPERSONAL
COMMUNICATION BETWEEN NURSES AND PATIENTS
IN ENGLISH AND BAHASA INDONESIA**

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THESIS



**POSTGRADUATE PROGRAM OF ENGLISH LANGUAGE STUDIES
FACULTY OF CULTURAL SCIENCES**

HASANUDDIN UNIVERSITY

MAKASSAR

2024

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As a partial fulfillment to achieve Master's Degree

English Language Studies Program

Written and Submitted by

MUHAMMAD IQBAL MALIANG

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To

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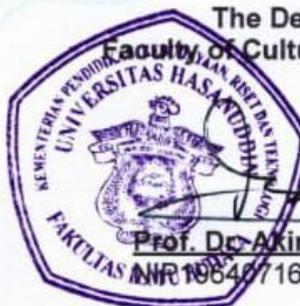
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Truthfully states that thesis was the result my own work, and it is not the work of others. If it is proven later that either some or entire part of this thesis is the work of others, I am willing to accept any sanctions for my dishonesty.

Makassar, October 4th 2024



Muhammad Iqbal Maliang

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Makassar, October 4th 2024

Muhammad Iqbal Maliang

ABSTRAK

MUHAMMAD IQBAL MALIANG. *Membangun Efisiensi & Efektivitas Komunikasi Interpersonal Antara Perawat dan Pasien Dalam Bahasa Inggris dan Bahasa Indonesia* (Dibimbing oleh **Sukmawaty** dan **Karmila Mokoginta**)

Tujuan penelitian adalah (1) mengetahui karakteristik yang efisien dan efektif pada komunikasi interpersonal antara perawat dan pasien dalam bahasa Inggris dan bahasa Indonesia, dan (2) menganalisis tahapan yang efisien dan efektif pada komunikasi interpersonal antara perawat dan pasien dalam bahasa Inggris dan bahasa Indonesia. Peneliti menggunakan metode penelitian kualitatif dalam mengumpulkan dan menyamakan data. Pengumpulan data terdiri dari observasi, dokumentasi, dan pencatatan. Analisis data dilakukan dalam beberapa tahapan yaitu reduksi data, penyajian data, dan penarikan kesimpulan dan verifikasi. Hasil penelitian menunjukkan bahwa karakteristik komunikasi interpersonal yang efisien dan efektif antara perawat dan pasien dalam bahasa Inggris dan bahasa Indonesia meliputi keterbukaan, empati, suportif, positif, dan kesetaraan. Tahapan komunikasi interpersonal antara perawat dan pasien dalam bahasa Inggris dan bahasa Indonesia terdiri dari pra-interaksi, pengenalan/orientasi, tahap kerja, dan tahap terminal. Efisiensi komunikasi interpersonal antara perawat dan pasien sangat penting dalam memastikan perawatan berkualitas tinggi secara tepat waktu dan efektif. Penggunaan teknologi, seperti catatan kesehatan elektronik dan sistem komunikasi, juga dapat meningkatkan efisiensi komunikasi antara perawat dan pasien, memungkinkan akses cepat terhadap informasi pasien dan menyederhanakan perawatan. Komunikasi nonverbal, seperti bahasa tubuh dan nada suara, memainkan peran penting dalam menyampaikan empati dan kasih sayang, membangun kepercayaan dan hubungan baik, dan pada akhirnya menghasilkan komunikasi yang lebih efisien dan hasil kesehatan yang lebih baik, sedangkan efektivitas komunikasi interpersonal antara perawat dan pasien sangat penting untuk mencapai hasil pasien yang sukses. Komunikasi yang baik antara perawat dan pasien sangat penting untuk keberhasilan hasil asuhan keperawatan individual pada setiap pasien. Hal ini mencakup penggunaan keterampilan komunikasi verbal dan nonverbal, serta mendengarkan secara aktif, sikap positif, penampilan profesional, dan teknik pengajaran yang sabar.

Kata Kunci: komunikasi interpersonal, perawat, pasien



ABSTRACT

MUHAMMAD IQBAL MALIANG. *Building Efficiency & Effectiveness of Interpersonal Communication Between Nurses and Patients in English and Bahasa Indonesia* (Supervised by **Sukmawaty** and **Karmila Mokoginta**)

The objectives of the research are to (1) find out the characteristics of efficient & effective interpersonal communication between nurses and patients in English and Bahasa Indonesia, and (2) analyze the sequences of efficient & effective interpersonal communication between nurses and patients in English and Bahasa Indonesia. The researcher used qualitative research method to conduct and compile data. The data were collected through observation, documentation, and note taking. Data Analysis was carried out in several stages through data reduction, data display, and conclusion drawing/verifying. The results show that the characteristics of efficient and effective interpersonal communication between nurses and patients in English and Bahasa Indonesia include openness, empathy, supportiveness, positiveness, and equality. The sequences of interpersonal communication between nurses and patients in English and Bahasa Indonesia include pre-interaction, introduction/orientation, work stage, and terminal stage. The efficiency of interpersonal communication between nurses and patients is vital in ensuring high-quality care in a timely and effective manner. The use of technology, such as electronic health records and communication systems, can also enhance the efficiency of communication between nurses and patients, enabling quick access to patient information and streamlining care. Nonverbal communication, such as body language and tone of voice, plays a significant role in conveying empathy and compassion, building trust and rapport, and ultimately leading to more efficient communication and better health outcomes, while the effectiveness interpersonal communication between nurses and patients is vital for achieving successful patient outcomes. Good communication between nurses and patients is essential for the successful outcome of individualized nursing care of each patient. This includes using verbal and nonverbal communication skills, along with active listening, positive attitudes, professional look and patient teach-back techniques.

Key Words: interpersonal communication, nurses and patients



TABLE OF CONTENTS

TITLE SHEET.....	i
APPROVAL SHEET.....	ii
STATEMENT OF AUTHENTICITY.....	iii
ACKNOWLEDGEMENT.....	iv
ABSTRAK.....	vi
ABSTRACT.....	vii
TABLE OF CONTENTS.....	viii
LIST OF FIGURE.....	x
LIST OF TABLES.....	xi
LIST OF APPENDICES.....	xii
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Research Questions.....	4
1.3 Research Ojectives.....	4
1.4 Research Significance.....	4
1.5 Scope of the Study.....	4
CHAPTER II REVIEW OF RELATED LITERATURE.....	5
2.1 Previous Studies.....	5
2.2 Theoretical Background.....	8
2.2.1 Theory of Efficiency.....	8
2.2.2 Theory of Effectiveness.....	9
2.2.3 Pragmatics.....	9
2.2.4 Theory of Communication.....	15
2.2.5 Interpersonal Communication.....	17
2.2.6 Nurse and Patient.....	19
2.2.7 English and Indonesia Movies.....	19
2.3 Conceptual Framework.....	26
CHAPTER III RESEARCH METHODOLOGY.....	28
3.1 Research Design.....	28
3.2 Data and Source of Data.....	28
3.3 Techniques of Data Collection.....	29
3.4 Techniques of Data Analysis.....	29

CHAPTER IV FINDINGS AND DISCUSSIONS	31
4.1 Findings	31
4.2 Discussion	66
CHAPTER V CONCLUSIONS AND SUGGESTIONS	84
5.1 Conclusions	84
5.2 Suggestions	85
BIBLIOGRAPHY	86
APPENDICES	

LIST OF FIGURE

Figure 2.1. Conceptual Framework.....	19
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LIST OF TABLES

Table 4.1. Characteristics and Utterances of Openness	32
Table 4.2. Characteristics and Utterances of Emphaty	36
Table 4.3. Characteristics and Utterances of Supportiveness	38
Table 4.4. Characteristics and Utterances of Positiveness	43
Table 4.5. Characteristics and Utterances of Equality	48

LIST OF APPENDICES

Appendices 1. Pictures 1, source and Conversation 1	
Appendices 2. Pictures 2, source and Conversation 2	
Appendices 3. Pictures 3, source and Conversation 3	
Appendices 4. Pictures 4, source and Conversation 4	
Appendices 5. Pictures 5, source and Conversation 5	
Appendices 6. Pictures 6, source and Conversation 6	
Appendices 7. Pictures 7, source and Conversation 7	
Appendices 8. Pictures 8, source and Conversation 8	
Appendices 9. Pictures 9, source and Conversation 9	
Appendices 10. Pictures 10, source and Conversation 10	
Appendices 11. Pictures 11, source and Conversation 11	
Appendices 12. Pictures 12, source and Conversation 12	
Appendices 13. Pictures 13, source and Conversation 13	
Appendices 14. Pictures 14, source and Conversation 14	
Appendices 15. Pictures 15, source and Conversation 15	
Appendices 16. Pictures 16, source and Conversation 16	
Appendices 17. Pictures 17, source and Conversation 17	
Appendices 18. Pictures 18, source and Conversation 18	

CHAPTER I

INTRODUCTION

This chapter presents the background of the study, research questions, research objectives, the research significance, and the scope of the study.

1.1 Background of the Study

Communication in general is a process of interaction, functioning as social communication. This implies that communication is essential to develop self-concept, self-actualization, for survival, to obtain happiness, to avoid stress and tension, among other things, through entertaining communication and fostering relationships with other people (Sazwani, et al. 2020:17-18). People's life cannot be separated from the process of verbal and non-verbal communication. Verbal communication refers to convey message with the spoken language, it is used the oral and written language and non-verbal communication refers to the process of communicating message through the used of gesture or body language such as facial expression, body movement and often used to describe feelings and emotions.

Humans as social beings in their daily lives require other people to fulfil their needs, so people need to have interpersonal communication ability. The people are impossible to communicate when dealing with fellow human beings and also communication (Simbolon & Simbolon, 2023:579). In addition, effective communication between two or more people build and develop good relationship (Butterfield & Trotta, 1994:121). Affection refers to "liking" pleasant interpersonal attraction. Interpersonal attraction between people is significantly impacted by interpersonal communication (Ince & isik, 2021:407). In relation to the statement above, Hartley (1993) defines Interpersonal communication as the process of sharing message face to face between two or more people that can be directly known in return. Through the process of interpersonal communication, individuals acquire knowledge and have the ability to align their perceptions and ideas (Ghofar et al. 2019; Saraih et al. 2018).

Practical interpersonal communication abilities are essential aspect to social interaction and the developing and maintaining of relationships. Poor communication abilities can cause irrevocable damage to relationships; and affects productivity, satisfaction, performance, morale, trust, respect, self-confidence, and even physical health patients (Ibrahim & Ahamat, 2019:100). Patients' satisfaction is an important indicator of the quality of health care, as it reflects not only their expectations and presumptions regarding health service, but also the outcome of care and treatment provided. Moreover, patients' satisfaction is an essential factor in subsequent treatment, as it encourages patients to continue working with their nurse-physicians to solve their own health problems (Cook & Testa, 2012).

Nurse-patient relationship is a fundamental component of nursing care. (Hagerty & Patusky, 2003). Currently, nurses are caring for more acutely and chronically ill patients with increased workloads and limited resources, impeding their ability to establish a fruitful relationship with their patients (Ronayne, 2001). However, effective communication skills are one of the essential tools that enable nurses to reach patients, identify their problems, and provide care and assistance. Communication is a crucial component of high-quality patient treatment (Fleischer et al, 2009). The effective communication enables nurses to meet patients' requirements and enhance their health (Taylor & Yonge, 2003). In addition, the previous researcher found that effective communication skills contribute to a positive health-ill cycle experience (Parburry, 2009:4).

Nurses are frequently represented as poor communicators; however, few studies have examined patients' experiences of how nurses communicate. Shattell (2004), the previous researcher on nurse-patient interaction, concluded that the majority of studies focused completely on the nurse's communication in encounter, presuming the dominant position in the relationship. However, Wilkinson et al. (2002) maintained that although nurses carried the necessary clinical competencies, their patients complained of the nurses' failure to communicate and their inability to convey a sense of concern. This may be owing to the nurse and patient's respective roles in the nurse-patient relationship. Nurses exercise authority over patients, who are passive

recipients. This issue was studied decades ago, when Parsons (1975) proposed the definition of "sick role" and argued that patients willingly cede their power to professionals because they possess specialized knowledge that the patients lack; professionals embrace this power willingly.

The target of research on Nurses focusing on the aspects of interpersonal communication is motivated by the following symptoms: the task of detecting patients is handed over more to nurses, so that nurses spend more time interacting with inpatients than physician. Patients who are hospitalized apart from needing medical help also need non-medical help (frequent communication that is comforting, encouraging and friendly from nurses, etc.). In line with the opinion above, communication is said to be effective if the message given by someone to another person produces feedback and vice versa. Meanwhile, based on the phenomena that occur between doctors and nurses, it shows that the communication process is limited to administering medicine and a few words or two as pleasantries without any further communication from the medical expert or patient concerned. Communication delivered by medical experts, both doctors and nurses, will have an influence on patients with the fact that the important thing that patients encounter in hospitals is medical experts, both doctors and nurses.

Current observations of nurses and patients communication in English and Indonesian Youtube movies showed that interpersonal communication between nurses and patients tend to be ineffective due to lack of attention from nurses in serving patients, and how motivation provided to the patients during the healing process. Nurses are also seen communicating with patients using poor or less polite language, such as using quite loud intonation even though not all patients have hearing deficiencies and emotional disorders. This shows the nurse's emotional and impatient attitude as a bad habit that can cause psychological disorders in patients and worsen the patient's condition.

Based on the statement above, the researcher feels curious in conducting research with the title "Building Efficiency & Effectiveness of Interpersonal Communication between Nurses and Patients in English and Bahasa Indonesia".

1.2 Research Questions

1. What are the characteristics of efficient & effective interpersonal communication between nurses and patients in English and bahasa Indonesia?
2. How are the sequences of efficient & effective interpersonal communication between nurses and patients in English and bahasa Indonesia?

1.3 Research Questions

1. to find out the characteristics of efficient & effective interpersonal communication between nurses and patients in English and bahasa Indonesia.
2. to analyzed the sequences of efficient & effective interpersonal communication between nurses and patients in English and bahasa Indonesia.

1.4 Research Significance

1. Theoretical Significance

This research can contribute to the study of interpersonal communication especially between nurses and patients in English and bahasa Indonesia.

2. Practical Significance

This research can become a referance for nurses to improve their ability in interpersonal communication with their patients.

1.5 Scope of the Study

This research focuses on investigating of the characteristics and sequences of interpersonal communication between nurses and patients in English and Indonesian Episodic Movies used by Theory of DeVito (2015) and Stuart (2013).

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter presents summaries of previous studies, theoretical background, and the conceptual framework of the research.

2.1 Previous Studies

A study related to interpersonal communication was conducted by Rivai et al. (2020), entitled "Overview of Interpersonal Communication between Nurses and Patients in Inpatient at RSUD H.A Sulthan Daeng Radja Bulukumba". The objective of this study was to describe of interpersonal communication between nurses and patients in the hospital. This research was an observational research with quantitative method using 94 respondents obtained with proportional random sampling technique. The results state that the classification of the interpersonal communication between nurses and patients in the place of study was as follows: 88.3% rated the openness dimension as good, 51.1% rated the empathy dimension as good, 67% rated the supportiveness attitude as bad, 84% rated the positiveness attitude as good, and 86.2% rated the equality dimension as good.

The second research by Larsen et al. (2020) is about "Interpersonal Communication in Transcultural Nursing Care in India : A Descriptive Qualitative Study". The study used descriptive qualitative approach including the analysis of 12 semistructured interviews performed with nurses from two hospitals. An analytical observational method was carried out on 30 families of patients at Intensive Care Unit (ICU). The results of this study show that when nurses interacted with transcultural patients, linguistic resources, language tools, and cultural awareness proved to be invaluable assets. It empowered the nurses to anticipate the requirements of the patients.

The third research conducted by Kalaloi et al. (2021) is entitled "Therapeutic Communication between Nurses and Dementia's Patients at Psychiatric Hospital". The objective of this research was to describe the

therapeutic communication application and interaction process between nurses and dementia patients during the rehabilitation process. This research used descriptive qualitative. The researchers examined the application of therapeutic communication in the rehabilitation process by conducting in-depth interviews with three seasoned nurses who dealt with dementia patients, the sources for which they selected purposive sampling. The results showed that the effectiveness of establishing patient trust is heavily influenced by the cultural dynamics in the contact between nurses and patients. The cultural affinities seen in the majority of regional languages spoken during nurse-patient contacts serve to successfully foster emotional connections in interpersonal exchanges. The experience of nurses in managing dementia patients also corroborated the efficacy of rehabilitation in the treatment of dementia patients.

The fourth research by Madani et al. (2023), entitled “Interpersonal Communication Style between Nurses and Patients at West Purwokerto Community Health Care”. The objectives of this research were to analyze the communication style between nurses and patient, as well as the obstacles of communication between nurses and patients and solution to overcome communication barriers in health care. This research used descriptive qualitative, with the data collected via observation, in-depth interviews, documentation, and literature reviews. The result state that the communication style between nurses and patients was face to face communication using the phases of social penetration. The communication style employed by nurses and patients is oriented around patient-centered healthcare. The obstacles of communication between nurses and patients such as patients with hearing loss and temperamental patient behavior, which may result in misinterpretations. The solution to overcome communication barriers between nurses and patients were nurses employs non-verbal communication strategies, re-explain concepts in simpler language, and provide patients with more comprehensible explanations.

The fifth of research by Rahman et al. (2024) is about “Influence of Nurses’ Interpersonal Communication on the Quality of Care in the Hospital of Lahore, Pakistan”. The objectives of this study were to evaluate the relationship between patients satisfaction and the quality of treatment provided and the

nurses abilities of interpersonal communication in hospitals. This research used descriptive quantitative with a non-probability purposive sampling technique. The sample of this research were two hundred nurses and two hundred patients. The result of this study state that there is a significant association between interpersonal communication skills and patients' perspective on the quality of health care (Chi Square= 9.60; P =0.047).

There are some differences between the previous studies researchers and the present study.

1. The first research by Rivai et al. (2020) about Overview of Interpersonal Communication between Nurses and Patients in Inpatient at RSUD H.A Sulthan Daeng Radja Bulukumba used observational research with quantitative method, whereas the current research will analyze the characteristics and sequences in building efficiency & effectiveness of interpersonal communication between nurses and patients in English and Indonesian youtube movies used the descriptive qualitative method.
2. The second research by Larsen et al. (2020) raised the Interpersonal Communication in Transcultural Nursing Care in India: A Descriptive Qualitative Study. It used the descriptive qualitative approach including the analysis of 12 semistructured interviews performed with nurses from two hospitals. The current research will analyze the characteristics and sequences in building efficiency & effectiveness of interpersonal communication between nurses and patients in English and Indonesian youtube movies using the qualitative research method.
3. The third research by Kalaloi et al. (2021) entitled Therapeutic Communication between Nurses and Dementia's Patients at Psychiatric Hospital used qualitative research methods, whereas the current research will analyze the characteristics and sequences in building efficiency & effectiveness of interpersonal communication between nurses and patients in English and Indonesian youtube movies used the descriptive qualitative method.
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Health Care. It used descriptive qualitative included the communication style between nurses and patients, the obstacles of communication between nurses and patients, and the solution to overcome communication barriers between nurses and patients, whereas the current research will analyze the characteristics and sequences in building efficiency & effectiveness of interpersonal communication between nurses and patients in English and Indonesian youtube movies used the descriptive qualitative method.

5. The fifth research by Rahman et al. (2024), entitled Influence of Nurses' Interpersonal Communication on the Quality of Care in the Hospital of Lahore, Pakistan. It used descriptive quantitative method with a non-probability purposive sampling technique, whereas the current research will analyze the characteristics and sequences in building efficiency & effectiveness of interpersonal communication between nurses and patients in English and Indonesian youtube movies used the descriptive qualitative method.

2.2 Theoretical Background

2.2.1 Theory of Efficiency

Theory of efficiency proposed by Hartley (1993) posits that an individual's interpersonal communication style significantly impacts their personal and professional satisfaction. The theory suggests that how one communicates with others can influence their relationships, career success, and overall well-being. It emphasizes the importance of adapting communication styles to different contexts and individuals, as effective communication can lead to better understanding, stronger connections, and higher levels of satisfaction in both personal and professional life.

Bebee et al. (2020) this theory of efficiency underscores the significance of active listening in achieving efficient interpersonal communication. Active listening involves paying genuine attention to the speaker, understanding their message, and responding appropriately. This theory suggests that active

listening fosters better understanding, empathy, and connection between individuals. It emphasizes the importance of developing active listening skills to improve communication efficient and build stronger relationships in both personal and professional contexts.

2.2.2 Theory of Effectiveness

Theory of effectiveness communication between nurses and patients proposed by Kourkouta and Papathanasiou (2014) is the act of conveying information, thoughts, and emotions through verbal or nonverbal forms of expression. Nurses must possess the following qualities when providing patient services: active listening, a positive attitude, a professional appearance, patient teach-back techniques, and a comprehensive understanding of the services. These qualities necessitate effective communication. The enhancement of patient trust in the ability of nurses to address their health concerns through the use of effective communication, which encompasses both verbal and nonverbal communication, is a significant factor in patient satisfaction.

Sibiya (2018), this theory of effectiveness high-quality nursing care is necessitated by effective communication, which enables nurses to evaluate patients' requirements and provide them with the necessary physical care, emotional support, knowledge transfer, and information exchange. Nurses are required to ensure that effective communication is a critical aspect of the patient's recovery process. It is imperative that nurses maintain strong relationships and collaborate with patients, as they are the closest individuals who can best understand the challenges that patients encounter. Additionally, the implementation of effective communication can enhance the patient's physiological and functional status by enhancing patient satisfaction, acceptance, and compliance.

2.2.3 Pragmatics

According to Yule (1996:4), Pragmatics is the field of study that examines the connections between language structures and their users. Pragmatics enables the examination of language by allowing us to discuss the

intended meanings, assumptions, intentions, aims, and actions of individuals when they communicate. Meanwhile, Crystal (in Baron, 2003:7) explained that Pragmatics represents an analysis of language from the perspective of its users, focusing on the decisions they make, the limitations they face while using language in social interactions, and the impact their language use has on other participants in a communication exchange.

Furthermore, according to Mey (1993:42), Pragmatics is the field of study that examines how the environment of society influences the circumstances under which human language is used. Similar to Mey's statement, Levinson (1983: 21) stated that Pragmatics is the field of study that focuses on the use of language. It examines the relationship between language and context, which is essential for understanding how language is interpreted. Pragmatics requires forming inferences to link what is being said to what is expected or has been previously said. Therefore, it can be concluded that pragmatics is the systematic study of how individuals communicate using language. It is the interpretation by a hearer of the intended meaning of a statement made by a speaker in a specific context.

a. Scope of Pragmatics

There are many aspects of pragmatics of this study such as deixis, presupposition, cooperative principle, implicature, politeness, speech act

1. Deixis

According to Yule (1996:9), deixis, derived from ancient Greek and meaning "*to show*," is a technical word used to describe one of the fundamental actions humans do while speaking. It signifies the act of indicating or directing via verbal communication. Deixis is an explicit type of reference that is intrinsically linked to the contextual framework of the speaker. Without knowledge of the context, individuals may struggle to determine the meaning of deictic expressions such as "*that*", "*this*", "*me*", "*you*", "*then*" etc. as there are no specific criteria for their usage. Hence, individuals must take into account the surrounding circumstances in order to prevent any misinterpretation of specific statements. Yule (1996:10) classified deixis into three categories such as:

a) Person Deixis

Person deixis is used to indicate individuals. Person deixis is characterized by a fundamental three-part categorization, as seen by the pronouns used for first person ("*I*"), second person ("*you*"), and third person ("*he*", "*she*", or "*it*").

b) Spatial Deixis

Spatial deixis refers to the use of words to indicate or indicate towards a certain place. The most fundamental English examples of adverbs are "*here*" and "*there*", while the demonstratives include "*this*", "*that*", "*these*", and "*those*".

c) Temporal Deixis

Temporal deixis is used to indicate a specific moment or period in time. This encompasses temporal adverbs such as "*now*," "*then*," "*soon*," and so on, as well as many verb tenses.

2. Presupposition

Yule (1996:25) explains that a presupposition is an assumption that the speaker holds true before expressing an opinion. The usage of referring expressions is typically accompanied by the assumption that the recipients are capable of discerning the intended referent. Certainly, certain assumptions may be erroneous, but for the most part, they are valid.

3. Cooperative Principles

When individuals engage in a conversation, they will collaborate with one another. The assumption of collaboration is so widespread in most situations that it might be regarded as a fundamental premise of discourse. Furthermore, Yule (1996:37) state that cooperative principle stated that a speaker should contribute to a discussion when it is necessary and in line with the objective or direction of the current conversation.

According to Levinson (1983:101-102), there are four sub-principle known as maxims in cooperative principle, they were:

a) Maxim of Quantity

The speaker of information must (a) ensure that their contribution is only as informative as is necessary for the present objectives of the exchange, and (b) refrain from providing any more information than is necessary. When writing

or speaking, all communicators must establish a balance between providing too much and too little information.

b) Maxim of Quality

According to the maxim of quality, speakers are required to (a) refrain from making misleading statements and (b) avoid making claims without sufficient proof. It implies that the speaker must possess sufficient proof.

c) Maxim of Relation

The maxim of relation states that the speaker must "ensure that the contribution is pertinent." It signifies that both the speaker and the listener are required to contribute something pertinent to the topic under discussion.

d) Maxim of Manner

Both the speaker and listener in a conversation must possess keen insight and adhere to the following guidelines: (a) refrain from using unclear language, (b) prevent any potential for confusion, (c) be concise, and (d) maintain a logical structure. This principle implies that while conveying knowledge, both the speaker and listener should strive to eliminate any ambiguities or obscurities.

4. Implicature

According to Brown & Yule (1983:31), implicature refers to the ability of a speaker to convey implications, suggestions, or meanings that go beyond the actual content of their words. There are two kinds of implicature such as conventional implicature and conversational implicature. Conventional implicature is governed by the literal meaning of the words used, however conversational implicature is derived from a general concept of discourse and a set of maxims that speakers often follow. The general principle is comprised of four maxims and is known as the Cooperative Principle. The four maxims are crucial for determining the intent of a speaker. For instance:

A : I'm out of gas

B : There is a gas station around the corner

In this conversation Grice (in Brown and Yule, 1983:32) states that speaker 'B's utterance implies that the garage is not only imminent, but it will also commence selling unleaded, which can be inferred from the supposition that

speaker "B" is abiding by the Cooperative Principle. The audience must be aware that garages sell gasoline and that the location around the corner is not an excessive distance in order to deduce the implicature.

5. Politeness

According to Yule (1996:60), Politeness in an encounter referring to the strategies used to demonstrate consideration for another person's social reputation or integrity. Face refers to an individual's public self-image, including their emotional and social sense of self that is both personal and expected to be acknowledged by others. It functions within the societal framework and maintains a strong connection with etiquette and cultural norms. The politeness theory of Brown & Levinson (1978) depends on the concept that the majority of the interaction between interlocutors may be subject to face-threatening situations as a result of what is said or potentially said. These characteristics are referred to as Face Threatening Acts (FTA). This FTA has the potential to threaten the visage of the speaker (S) or the hearer (H). Furthermore, Cutting (2008:52) classified three types of context which affect politeness such as situational context and cultural context. The formality and extent of the imposition are two situational context elements that influence how a speaker formulates a request. Social distance and the balance of authority between speakers influence the social context. Language and politeness are highly culturally contingent; thus, they may also be influenced by a particular cultural context.

Brown & Levinson (1987:60) classified the strategy of politeness strategy included that the first is Bald on Record, bald on record, individuals may express themselves in a literal sense or as "on record." This phenomenon is observed in scenarios where the speaker is concerned that the listener's visage may be endangered, such as in a welcoming, departure, or offer. The second is positive politeness, positive politeness strategies emphasize the similarities between the speaker and the listener and are directed toward the positive perception of the listener. Scollon & Scollon (1995) referred to it as "solidarity politeness" due to the fact that these strategies prioritize the shared ground of the participants' relationships. The third is negative politeness, based on Scollon & Scollon (1995), it was referred to as "deference politeness" and was directed

toward the negative aspect of the hearer, as well as their right to be free from imposition. The speaker advances his imposition with care, as a gesture of reverence for the hearer's negative demeanor. The fourth is off the record, off the record threats are so significant that we only mention them indirectly. We avoid discussing them explicitly and instead use ambiguous communication, allowing our threats to be seen as either imposing or disregarded. The fifth is say nothing at all the imposition is too great, Yassi (1996,2018) developed a politeness theoretical framework by adapting B&L's and S&S's framework. This new politeness system has been empirically proven to be more effective and compatible for heritage languages in Indonesia. Yassi classified an encounter into six distinct sorts of social connection patterns that dictate the politeness methods used by the parties. The postulates and figures of the six categories of politeness techniques are as outlined below:

a) Symmetrical Relation

- 1) Deference in non-kinship (-P, +D, -K) relationships may be described as having little power, high distance, and no kinship connection. The "+" and "-" symbols indicate the presence or absence of the specified character, respectively. For instance, when strangers interact, they get acquainted with each other.
- 2) Deference in kinship (-P, +D, +K) refers to the act of showing respect and submission towards distant relatives. This may be seen via their interactions.
- 3) Intimacy in non-kinship (-P, -D, -K). For instance, it can be seen in interactions between friends, coworkers, and close friends.
- 4) Intimacy in kinship (-P, -D, +K) refers to the level of closeness and emotional connection between family members. It is characterized by positive interactions and a sense of belonging within the family unit.

b) Asymmetrical Relations

- 1) Hierarchy in non-kinship (+P, +D, -K) is exemplified by the interaction between superordinate and subordinate, seniors and juniors.
- 2) Hierachy in kinship (+P, -D, +K), for instance, the interaction between parents and children, uncle/aunt and nephew/niece, grandparents and

descendants, and so forth.

6. Speech act

According to Cutting (2008:13), speech acts are the physical movements entailed in uttering a dialogue. This is similar to Yule (1996: 47) who suggested that Speech acts consist of actions carried out through the use of utterances. Furthermore, Searle (1969:16) stated that speech acts are the fundamental or minimal elements of linguistic communication, the production or distribution of a sentence token falls within a set of conditions. Asserting statements, commands, inquiries, commitments, and other verbal behaviors constitute speaking a language. Searle was able to explicitly connect speech acts with the study of language (including its production and interpretation) and meaning (including both speaker meaning and linguistic meaning) by considering them to be the fundamental unit of communication (Schiffrin, 1994:55).

2.2.4 Theory of Communication

"Communication" is derived from the Latin word "communi," which means "the same," and the English word "communicatio." The same in this context signifies the same thing. Therefore, communication is the act of transmitting information from one individual to another, provided that the information is comprehensible to the recipient (Nasution and Tambunan, 2022).

According to Kholil et al. (2019:646), communication is an interconnected phenomenon that entails the exchange of information between individuals through a variety of symbols, signals, or actions that are meaningful to both parties. In specific circumstances, communication employs specific media to alter the attitude or behavior of an individual or a group of individuals, thereby achieving the desired outcomes. In this example, a conversation is initiated by an individual with another individual in order to convey a message from the communicator to the communicant or to discuss a topic. Therefore, the communicator communicates the message that they wish to convey to the communicant during the conversation. The conversation's similarity in language does not necessarily result in the same meaning. In other words, comprehending the language alone does not necessarily entail comprehending the meaning it

conveys. It is evident that the conversation between the two individuals can be classified as communicative if they both comprehend the significance of the material being discussed.

Based on the definition above, the process of communication commences with a communicator and concludes with a communicant. A communicator is an individual who exhibits a need or desire to communicate an idea or concept to others. The party that received the message from the communicator is known as the communicant. Therefore, communication is a message that is conveyed from the communicator to the communicant.

a. Types of Communication

Boyd & Dare (2014), identified four main types of communication included verbal communication, non-verbal communication, written communication and visual communication.

1. Verbal Communication

This form of communication encompasses sounds, words, language, and speech and can be categorized as: (1) intrapersonal communication, which involves the processing of one's own thoughts and actions; (2) interpersonal communication between two individuals; (3) small-group communication, which involves more than two individuals; and (4) public communication, which involves the dissemination of information to significantly larger groups. Verbal communication is a highly effective method of communication, as it allows us to convey our emotions through spoken language.

2. Non-Verbal Communication

This form of communication is commonly referred to as "body language" and involves the use of physical clues, such as body posture, signals, gestures, contact, facial expressions, and vocalizations like groans and whimpers. Verbal communication is frequently less relevant than nonverbal communication. The potential for non-verbal manifestations, such as crossed legs and folded arms, to indicate emotional states, specifically defensiveness, has been observed. Healthcare providers frequently employ patting and caressing as forms of personal communication to convey compassion and concern. Facial expressions

are a means of expressing a variety of emotions, such as anger and pleasure. Hands play a substantial role as communication instruments, frequently being used to communicate focal points. Similarly, the use of feet, such as toe striking, can be interpreted as a sign of apprehension.

2.2.5 Interpersonal Communication

According to Beebe et al (2020:3), Interpersonal communication can be defined as the process of exchanging information and engaging in interaction between two individuals in a direct, face-to-face manner. The previous limited interpretation implies that whenever two individuals are engaging with one another, they are participating in interpersonal communication. In contemporary times, the concept of interpersonal communication encompasses not just the quantity of individuals engaging in communication, but also the caliber of said communication. Interpersonal communication is characterized by the recognition and acknowledgement of the individuality of the other person involved in the interaction (Wrench et al. 2020).

a. Function of Interpersonal Communication

According to Hutagalung (2017), the function of interpersonal communication is to try to improve human relations, avoid and resolve personal conflicts, reduce uncertainty about things, as well as share knowledge and experience with other people. Interpersonal communication can improve human relations between the parties communicating. In social life, a person can gain convenience in his life because he has a life partner. Through interpersonal communication, you can also try to build good relationships, thereby avoiding and resolving conflicts that occur. Another function of interpersonal communication is getting to know yourself and other people. Interpersonal communication allows us to know our environment well, create and maintain good interpersonal relationships. changing attitudes and behavior, playing and seeking entertainment with various personal pleasures, helping others in solving problems. The global function of interpersonal communication is to convey messages for which feedback is obtained during the communication process.

b. Characteristics of Interpersonal Communication

According to De Vito (2015), to determine the extent to which interpersonal relationships exist, De Vito explains that the characteristics of interpersonal communication consisted of:

1. Openness refers to the attitude of being able to accept input from other people, and being willing to convey important information to other people. This does not mean that people have to immediately reveal all their life history, but are willing to open themselves when other people want the information they know. In other words, openness is the willingness to open oneself to reveal information that is usually hidden, as long as self-disclosure of this information does not conflict with the principles of propriety. An openness attitude is characterized by honesty in responding to all communication stimuli, not telling lies, and not hiding true information. For example, the boy tells his mother that the boy fell from his bicycle.
2. Empathy refers to the people's ability to feel as if they were someone else, to be able to understand something that another person is experiencing, to be able to feel what another person is feeling, and to be able to understand a problem from another person's point of view, through another person's eyes. Empathetic people are able to understand other people's motivations and experiences, their feelings and attitudes, and their hopes and desires. For example, the teacher who has empathy will not be cruel to students who are late for school.
3. Supportiveness refers to each party communicating has a commitment to support open interactions. Therefore, the relevant response is a response that is spontaneous and straightforward, not a response that is defensive and dodgy. The presentation of ideas is descriptive, narrative, not evaluative. Meanwhile, the decision making pattern is accommodative, not an intervention caused by excessive self-confidence. For example, the teacher provides support for introverted students.
4. Positiveness refers to interpersonal communication to be effective, communicators must show a positive attitudes. Positive attitudes are shown in

the form of attitudes and behavior in the form of attitudes, meaning that the parties involved in interpersonal communication must have positive feelings and thoughts, not prejudice and suspicion. In the form of behavior, this means that the actions chosen are relevant to the goals of interpersonal communication, namely actually carrying out activities to establish cooperation. For example, actually helping communication partners to understand communication messages, that is, we provide adequate explanations according to their characteristics. A positive attitude can be demonstrated by various kinds of behavior and attitudes, including: respecting other people, thinking positively about others, not being overly suspicious, believing in the importance of other people, giving praise and appreciation.

5. Equality refers the recognition that both parties have interests, both parties are equally valuable and valuable, and need each other. It is natural that when two people communicate interpersonally, a situation is never achieved that shows complete equality or similarity between the two. One must be richer, smarter, younger, more experienced, and so on. However, the equality referred to here is in the form of recognition or awareness, as well as a willingness to place oneself as equal, neither superior nor inferior to one's communication partner. In this way, indicators of equality can be put forward, including: placing oneself on an equal footing with others, being aware of the existence of different interests, recognizing the importance of the presence of others, two-way communication, mutual need, communication atmosphere: familiar and comfortable. For example, a teacher does not differentiate between each student in class.

2.2.6 Nurse and Patient

According to Bangun & Safitri (2020), the definition of nurse is helping healthy or sick individuals from birth to death so they can carry out daily activities independently, using the strength, will, or knowledge possessed by a nurse. So, a nurse is a person who takes care of and protects and is prepared to care for the sick, the injured, and the elderly. Therefore, nurses try to create good relationship with patients to heal (the healing process) and improve health.

Furthermore, according to ICN (2012), nurse is an individual who has successfully finished a comprehensive nursing education program and is officially authorized by the relevant regulatory body to practice nursing within their nation. Basic nursing education is an officially acknowledged course of study that offers a comprehensive and solid grounding in the behavioral, life, and nursing sciences. It prepares individuals for the overall practice of nursing, as well as for leadership positions and more specialized or advanced nursing education.

The principal function of nurses is to evaluate individuals' reactions to their health condition and support them in carrying out activities that promote health or aid in recovery. Additionally, nurses are responsible for identifying any signs of impending death that individuals would be unable to recognize on their own due to lack of physical strength, determination, or knowledge. The ultimate goal is to assist individuals in achieving maximum or partial independence as quickly as feasible (Handerson, 1978:4). In order to validate that the health system is adequately equipped to promote health, prevent illness, and provide care for ill and disabled individuals, nurses collaborate with other health professionals and those in other sectors of public service to perform the tasks of planning, implementation, and evaluation. The nurse is equipped and authorized (ICN, 2012):

1. To participate in the comprehensive range of nursing activities, which include the advancement of well-being, the avoidance of ailments, and the provision of care for individuals of all ages who are physically or mentally sick, as well as those with disabilities, across various healthcare and community environments.
2. To conduct healthcare education
3. To actively engage as a member of the healthcare team
4. To oversee and educate nurses and healthcare auxiliaries
5. To engage in research

According to Triwulan & Febrina (2010:30), patients are sick people who need help from doctors or nurses to cure the disease they are suffering from. The patient can also be interpreted as a sick person who is not familiar with their illness, so that the patient is a subject who has a big influence on the final results

of the service, not just an object. Patient rights must be fulfilled, considering satisfaction. Patients are a barometer of the quality of service in hospitals. Therefore, patient expectations as recipients of medical services included:

1. Providing promised services promptly and satisfactorily.
2. Help and provide services responsively without distinguishing between elements of SARA (ethnicity, religion, race, and intergroup).
3. Guarantee of security, safety, and comfort
4. Good communication and understanding of patient needs

Thus, the patient, who is the party or subject in need of assistance with health services, has the right to obtain health services that are optimal for curing the disease he is suffering from. Patient dissatisfaction with the services provided by medical personnel and hospitals can be the basis of the patient's lawsuit to claim the losses that have been caused by the hospital.

a. Interpersonal Communication Relationship between Nurse and Patient

According to Sari & Wijaya (2022), basically, the relationship between nurse and patient is professional and directed towards achieving goals. The relationship between nurse and patient is created deliberately for the patient's goals, and then the goal is to solve the patient's problems. A good relationship between nurses and patients occurred if:

1. There is mutual trust between nurse and patient.
2. Nurse truly understand patient rights and must protect these rights, one of which is the right to safeguard patient privacy.
3. Nurse must be sensitive to possible changes that may occur in private patient caused by the disease they are suffering from, among other weaknesses being physical weakness and powerlessness in determining their rights and obligations.
4. Nurse must understand the patient whereabouts so that they can be calm, patient, and attentive to ethical and moral considerations.
5. Nurse must be able to take responsibility for any risks that may arise while the

patient is in their care.

6. Nurse try to avoid conflicts between patient personal values by fostering a good relationship between patients, families, and colleagues, as well as doctors, for the benefit of patients.

In establishing a relationship between nurses and patients, good interpersonal communication is needed. Interpersonal communication is communication that carried out consciously to improve health, and whose activities are focused on healing the patient. The function of interpersonal communication carried out by nurses and patients is to encourage and recommend cooperation between nurses and patients. Nurses try to express feelings, carry out tasks, identify and assess problems, and evaluate actions taken in care. Besides that, the aim of interpersonal communication is to help patients reduce the burden of feelings, thoughts, and pain they suffer. It helps take effective action for the patient and helps influence others, the physical environment, and oneself.

b. The Sequences of Interpersonal Communication between Nurse and Patient

According to Stuart (2013), There are sequences of interpersonal communication between nurses and patients as followed:

1. Pre-interaction Stage

Pre-interaction stage is a preparation period before connecting and communicating with the patient. Nurses are expected not to have negative prejudices towards patients because this will disturb the relationship of mutual trust. Professional nurse must learn to respond to patient needs and be able to create good interpersonal communication relationships so that patients feel happy and appreciated. For example, nurses look at the patient's medical history list and then prepare the appropriate action/treatment according to the indications/problems experienced by the patient while being treated in hospital.

2. Introduction/Orientation Stage

Introduction/Orientation stage is the first activities carried out by nurses with patients who have just entered the hospital. Nurses and patients begin to

develop interpersonal communication relationships, namely by greeting, smiling, providing hospitality to patients, check the patient's condition, validate the accuracy of the data and the plan that has been made with the patient's current condition, and evaluate the results of the action. For example, the nurse introduces herself to the patient, then asks the patient's full name and the patient's current condition. The nurse informs that the patient's therapy/treatment schedule and will carry out medical procedures according to the patient's illness

3. Work Stage

The work stage is the core of the nurse's relationship with the patient, which is closely related to the implementation of interpersonal communication. The nurse focuses the direction of the conversation on a specific problem, namely the patient's condition and the patient's complaints. Apart from that, nurses should also carry out interpersonal communication, namely by communicating frequently with patients, listening to patient complaints, providing encouragement and encouragement to patients, and giving advice to patients to eat, take medication regularly, and rest regularly to achieve recovery. For example, the nurse explains the treatment procedures that will be carried out by the patient when undergoing the treatment process while being treated in hospital

4. Terminal Stage

Terminal stage is the final stage in interpersonal communication and the end of the meeting between the nurse and the patient. At this final stage, when patients have been declared cured and has been discharged from the hospital, the nurse should continue to provide encouragement and remind them of their health. Therefore, interpersonal communication between nurses and patients should be well established. For example, the nurse asks again about the patient's condition whether the treatment was successful or not after undergoing the treatment process while being treated in hospital.

Nurses have close interactions with patients. A professional nurse must learn to be sensitive to patient needs and be able to create good interpersonal (therapeutic) communication relationships so that patients feel happy and appreciated. Therefore, interpersonal communication is very necessary in

establishing relationships between nurses and patients. A good interpersonal communication process can provide an understanding of the behavior of patients and nurses, helping patients overcome the problems they face and achieve healing. In order for interpersonal communication to be effective, a mutually open attitude is very necessary to encourage mutual understanding, respect, and benefits for the patient's motivation for recovery and the patient's attitude to follow the nurse's recommendations and advice.

2.2.7 English and Indonesia Movies

According to Anggraeni et al. (2018:3), movie is a sequence of visual pictures that are projected into a screen in order to generate the perception of movement. Motion pictures, commonly known as movies, films, or the cinema, are highly popular kinds of entertainment that transport individuals into an imaginative realm.

a. Kinds of Movie

According to Halawa et al. (2022:51), there are several kinds of movies, they were :

1. Documentary Movie

Documentary film is a genre of cinema that presents factual information and real-life events. A documentary film does not include any fictional narrative created to enhance the dramatic effect of the scenes depicted in the movie. A documentary film serves the purpose of portraying truth and presenting the factual details of real-life occurrences in a systematic manner throughout its duration.

2. Episodic Movie

Episodic movie is a film that consists of a sequence of videos. Episodic movies are characterized by their narrative structure, which does not conclude in a single part. The episodic movie is structured into multiple distinct segments, each with its own condensed edition.

3 Provocation Movie

Provocation movie is a film that conveys a message or lesson, and may also include societal commentary. The film "Provocation" can be utilized in the classroom to incite pupils and encourage them to engage in discussions.

4 Animation Movie

Animation movie is a distinct genre of cinema that sets it apart from other types of movies. Animation movie is a cinematic production that involves the creation of moving images by processing a series of photos. These moving images are used to create stories.

5 Fictional Movie

Fictional movie is a cinematic work that is derived from an imaginative narrative or events that are not based on reality. Fictional movies often consist of two primary roles: the protagonist and the antagonist. Furthermore, fictitious movies often incorporate meticulously planned moments from the inception of the production process. While documentary films may not prioritize entertainment, fictional movies are primarily intended for entertaining purposes.

6 Experimental Movie

Experimental movie is a filmmaking approach that critically examines traditional cinematic norms. Furthermore, this genre of film delves into non-narrative structures and serves as alternatives to conventional storytelling.

b. English Movie

According to Anggraeni et al. (2018:5), English movie is provide knowledge to the audience of the tradition, culture, customs, war events or events in other aspects of life in countries or areas and which can help the nurses to good interpersonal communication with the patients and learn the histories, cultures, and messages from the movie.

c. Indonesian Movie

According to Sukmono et al. (2019:109), Indonesian movie is a form of cultural expression that is made via the art of cinematography and is considered

a significant aspect of cultural phenomena. Indonesian movie is the outcome of a creative endeavor in which individuals merge aesthetics, technological complexity, moral principles, concepts, standards, and behaviors. Indonesian movie is a form of cultural artwork that can be displayed with or without sound. It serves as a mass communication medium through which influential ideas are conveyed to the public audience. Furthermore, the preamble of the Articles of the Indonesian Association of Movie and Television states that a movie, particularly in cinema and television, should serve noble purposes, including education, disseminating influential information, and promoting revolution that can contribute to national unity, foster the development of national character, and achieve a socialist society based on Pancasila.

2.3. Conceptual Framework

Based on this conceptual framework, it is said that this research begin from the understanding interpersonal communication between nurses and patients in English and Bahasa Indonesia by used descriptive qualitative method. The researcher observed the process of communication between Nurses and Patients in English and Bahasa Indonesia Episodic Movies and answer the problems outlined in the problem formulation so that the researcher can fulfill the objectives of this research regarding the first theory is the characteristics of communication by De Vito (2015) theories included that openness, empathy, supportiveness, positiveness, and equality. The second theory is the sequences of Communication by Stuart (2013) theories included that pra-interaction, introduction/orientation, work stage, and terminal stage. Moreover, this research analyzed building efficiency & effectiveness of Interpersonal Communication between Nurses and Patients in English and Bahasa Indonesia Episodic Movies.

Figure 2.1. Conceptual Framework for Interpersonal Communication Relationship Between Nurses and Patients (Sari & Wijaya, 2022)

