

Use Wh Questions In Nursing Services As An Effort To Prepare Competitive Nurses In The Nursing Study Program Of Timor University

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Abstract

Mastery of English for Nursing has become an important trend in nursing education in response to the increasing demand for competitive nursing professionals in the era of globalization. One essential basic competence is the use of WH questions in nursing communication to obtain patient data and information. This study employed a qualitative method using interviews, observation, and literature review. Interviews were conducted with 30 third-year nursing students of the University of Timor who had completed clinical practice in hospitals and community health centers. The results indicated that the appropriate use of WH questions (what, who, when, where, why, and how) helps nurses establish effective communication, obtain accurate information regarding patients' conditions and medical histories, and support decision-making in nursing care. In conclusion, mastery of WH questions is a crucial component of English for Nursing learning in preparing professional and competitive nursing personnel.

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1. INTRODUCTION

English is a tool for international communication. Its use is widespread in various public service sectors, including nursing. English for nurses covers several topics, including body parts, introductions, tenses, medical equipment, hospital meals, professional ethics and patient confidentiality, medication administration and safety, medical terminology and conditions, and more.

One topic in English for nursing that's quite relevant is wh-questions. Wh-questions are question words. Wh-questions are the most basic skill because they're often used to obtain information. According to Murcia Celce, Larsen and Freeman (1999) who stated that 5W+1H questions are needed to ask for certain information, so the need to use them tacitly is necessary. Wh questions are a relevant topic in nursing services because they function to obtain further information, clarification, or explanation. Question words in nursing services function to establish communication between nurses and patients. Effective communication will build a trusting relationship between patient and nurse, creating a sense of comfort, building self-confidence, and fostering hope for recovery. The ultimate goal of using questions is for nurses to obtain information and data related to the patient's illness or medical history. This greatly assists nurses in handling cases or providing more appropriate care to patients.

The question words used in nursing services are what, who, when, why, where, and how. Each question word is used for a different purpose. The question word (WH questions is used

to ask something general or specific. It is often followed by information. If someone wants to know more information than a yes/no answer, he or she must use question words (Catmur Virgini, Stanley-Smith, and Jennifer. 2017). The interrogative word who, is used to ask about someone's identity. Usually related to who was involved in an event or action. Question word where (where) is used to ask about a location or place. This is often related to where something happened or where someone is. When used to ask about a specific time. This word is important in identifying the time an event occurred. Question word Why is used to ask for a reason or cause. This word helps to understand the motivation behind an action. The question word how is used to ask about state, manner, process, or clarity about something. This word is used to obtain more detailed information about the methods, steps, or conditions involved in a situation or event.

These question words (WH questions) help nurses obtain information and data about the patient's history and condition. This data and information become tools for managing the patient's case or illness. The most frequently used question word is "what." The question word "what" is used to investigate the patient's condition, allowing nurses to obtain specific information about the patient's condition.

2. RESEARCH METHOD

This research is qualitative. Qualitative research is a research method that uses interviews, literature studies, and field observations. Creswell describes Observation as the process of obtaining data firsthand, by observing people and the location where the research is conducted. Patton describes the observation method as an accurate and specific method for collecting data and seeking information regarding all activities that are the object of the research study. According to Eko Putro Widyoko Observation is the systematic observation and recording of elements that appear in a symptom in a research object. Riyanto explains that observation is a data collection method that uses direct or indirect observation.

The interview technique used in this research is the snowball technique. Heckathorn suggested that the technique of snowball is a sampling technique that allows researchers to reach hidden or hard-to-reach populations by utilizing participants' existing social networks. According to Kaplan and Saccuzzo, the sampling technique of snowball is sampling based on references from initial participants to recruit new participants. According to Bernard, sampling using the techniques of snowball sampling, based on participants' social networks to recruit new participants.

The author also used literature related to WH questions as one of the topics taught to nurses. WH questions consist of what, who, why, when, where, and how. In the interview technique, the author interviewed 30 third-year nursing students. The reason I chose third-year students is that third-year nursing students at Unimor are final-year students who have conducted several field practices both in general hospitals and community health centers.

3. RESULTS AND DISCUSSION

Question words are an essential part of English for nursing. This is because nurses use them to investigate a patient's condition, seek information, and obtain a history related to the patient's illness. This makes question words a crucial skill for nurses. Mastering the correct use of question words will help nurses obtain valid information and data. This information and data serve as tools for healthcare professionals in managing patient situations.

Question word (*WH questions*) consists of what, who, when, why, where, and how. These question words are often called 5W-1H. Each question word has its role and function. The question word what is used to obtain general and specific information. In English, the question word what can be in the form of to be such as do, am, is, and are. In an interrogative sentence, if to be is placed at the beginning of the sentence, the to be changes its meaning to a question word that can be translated as what. In healthcare, the question word what is used for several purposes, such as 1) digging up specific information related to the patient's current condition. For example, do you feel nauseous? Do you feel feverish? Information about the patient's current condition makes it easier for nurses to take action in treating the patient's illness. 2) The question word what is also used to obtain information about the patient's past activities, such as did you have breakfast? Did you get enough sleep last night? Did you get enough sleep last night? The question aims to gather information about the patient's previous activities. This information helps the nurse to carry out further treatment. 3) The question word "what" is also used as a conversation starter, such as asking for a name (what is your name?), what can I do to help you?, do you have a visiting card?, did you eat breakfast before you took your medicine?, did you finish all the medicine you got last week?, did you take your medication according to the prescription given?

"When" is used to ask about time. In nursing, "when" is used to gather information about the onset of a disease. This information is useful for understanding the patient's medical history. For example, when did you start feeling chest pain? When was the last time you urinated? These questions gather information about the onset of a disease or the onset of symptoms. The patient's answers can be used as valuable data and information in determining the next steps in treatment.

In the medical world, "how" is used to ask about a patient's condition. For example, "How is your condition after taking the medicine for nausea?" "How are you feeling after being given pain medication?" "How are you feeling after being given pain medication?" The patient's questions relate to the patient's condition after receiving medical treatment. This information helps the nurse obtain information regarding the patient's condition, thus assisting the nurse in taking the next steps. "How" can also be translated as "how old are you." For example, "how old are you" is often used when filling out patient biodata. For more details, see the following table:

No	Question Type (<i>How questions</i>)	Purpose of Use	Information Obtained
1	How are you feeling after taking the medicine?	Assess patient response to medication	Drug effectiveness
2	How is your pain level now?	Assess pain level	Changes in pain intensity
3	How is your condition today compared to yesterday?	Comparing patient conditions	Progress or decline in condition

The question word "why" is used to ask for a reason or cause. The question word "why" in nursing services is used to obtain information about the reason or cause of a case. For example, "Why are your feet injured?" This question aims to obtain information about the cause of the patient's foot injury. Or another example, "Why did you forget to take your fever medicine?" This question aims to obtain information about the patient's reason for neglecting to take the medication. Or another example, "Why don't you go for regular check-ups at the hospital?" This question aims to explore the patient's reasons for neglecting to have regular check-ups at the hospital. In such situations, the patient is warned to routinely follow the rules or

prescriptions regarding medication that must be taken until finished or to have regular check-ups at the hospital.

The question word "where" is used to ask for an address. In healthcare, the question word "where" is used by nurses to communicate with patients when asking for their address and place of residence. For example, "Where do you live?" "Where is your home address?" "Where is your home address?"

4. CONCLUSION

English is a widely used communication tool. The development and ease of mobility have influenced the use of English in public services, particularly in healthcare. This is particularly evident in the border area of Belu Regency, which serves as the gateway to Indonesia through the Motaain gate in Atambua. These changes and developments demand the presence of international-standard hospitals. This situation necessitates the use of English as a communication tool.

One of the topics used is question words. Question words function to obtain data and information. The question words used are wh-questions (5W+1H), consisting of what, where, why, who, when, and how. Each question word has a different purpose and function, but they all share the impression of obtaining information.

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