Linguistic Landscape as Symbolic Construction of the Public Space: the Case of Indonesia

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Abstract
Linguistic landscape (LL) was first introduced by Landry and Bourhis in 1997 and research in the field of LL began to adorn linguistic research, both pure linguistics and applied linguistics. This study aims to explore: the types of signs in hospitals and medical centers, the types of signs concerning the language used in this study, the types of signs in terms of syntactic form, types of the intent and purpose of the signs for visitors, patients, and patient families, and whether the types and forms of signs give benefit to visitors, patients, and patient families. Data was collected in 2025 through direct observation and documentation of signs, signages, and symbols used in Indonesian and English at Unhas Hospital and Inggit Medical Center. All data visuals in signs, signage, and symbols were collected using a digital camera with an iPhone 15 made in China. First, there are two types of signs concerning the language used in this study, namely monolingual and bilingual. Second, the signs found at Unhas Hospital and Inggit Medical Center are in the form of words, phrases, sentences, symbols, and words accompanied by symbols. Third, the types of signs about the intent and purpose of the signs for visitors, patients, and patient families, such as prohibitions, orders, information, instructions or procedures, warnings, and complaints. Finally, signs in various types and forms are very useful for visitors, patients, and patient families to access the information they need, so that they can reduce service time.
Key words: Signs, Signage, linguistic landscape, symbolic construction, semiotic, Indonesia

Introduction

Indonesia is one of the countries with the fourth largest population in the world and is inhabited by various ethnic groups. These ethnic groups have unique cultures and languages that differ from other ethnic groups. In addition, Indonesia is also rich in fauna and flora, which are truly amazing natural beauty. With the uniqueness that Indonesia has, both in terms of culture, nature, and language, it invites foreign tourists to visit Indonesia to enjoy the panorama and natural beauty of Indonesia. From year to year, foreign visitors are increasing, and the use of signs and symbols in every public space is also increasing. The use of signs, signages, and symbols in public spaces aims to give directions to people, especially tourists both domestic and foreign tourists.

The existence of these signs and symbols provides a golden opportunity for researchers and linguists to study them. The diversity of languages and scripts displayed on signs attracts the interest of researchers around the world (Wang, Jing-Jing, 2015). The language conditions in an area can be known

through language markers in public spaces because the language in the public space is reflected naturally. Language markers in public spaces are called linguistic landscapes (Sari & Savitri, 2021). The increasing intrusion of studies on markers under the umbrella of linguistic landscapes has received attention over the past twenty-eight years. The study of linguistic landscapes can help us understand the rapidly changing urban landscape, and the increasingly multilingual world, in which we live or experience through travel (Bolton, K., 2012), and the symbolic construction of signs of urban space provides insight for people to act. The study of language on signs in public spaces is a new field in sociolinguistics that has grown rapidly since 1997 (Grbavac, 2013). The core of LL research is the material forms of language that are visible in public spaces (Papen, 2012). Gorter, D. (2013) states that the various perspectives that emerge in linguistic landscape research can deepen our understanding of language in urban spaces, language users, and the multilingualism of society in general. Linguistic landscape (LL) and linguistic landscape studies are aspects of modern (sociolinguistics), which seek to reconcile language and space, semiotics and mobility, and the interaction of self-image and the world (Nash, J. 2016). Linguistic landscape studies focus on the analysis of written information available on language signs in a particular area (Gorter & Cenoz, 2006). Linguistic landscape studies (LL) were first proposed by Landry and Bourhis in 1997 as an indicator to measure ethnolinguistic vitality worldwide (Lanza & Woldemariam, 2013). The study of linguistic landscapes has emerged in recent decades as a rapidly growing field worldwide (Gorter, et.al., 2021) including in countries where English is a foreign or second language. Linguistic landscapes are increasingly marked by the use of English, not only on public signs but also through international brand names and advertisements (Lanza & Woldemariam, 2013). Along with the development of technology with English as the language of instruction, people in cities or regions have adequate literacy skills in English, especially to understand signs, signs, and symbols in public spaces. Therefore, shopping malls and outlets, hospitals, medical centers, airports, ports, and other government and private offices use symbols, signs, and signs in various languages for various purposes. Signs in public spaces, such as in hospitals, are designed in such a way that they look stylish, fashionable, modern, cosmopolitan, and attractive to visitors. Modern city dwellers are surrounded by a large number of written languages displayed in public including commercial advertisements, government warnings and notices, handwritten graffiti, advertising pamphlets scattered on the streets, and more (Chesnut et al., 2013). Chesnut et al. argue that these texts, which exist in a certain place and time, are often referred to as linguistic landscapes. Signboards in urban areas have become an irreplaceable decoration to make cities stylish, modern, and cosmopolitan. The increasing number of signboards gradually forms a unique scenery in the city, and then forms a "linguistic landscape" or "linguistic landscape" (Wang, 2015). The city where the linguistic landscape is found becomes a gathering place for a large number of people to shop, walk, travel, eat, and so on (Wang, 2015). Likewise, in public places such as hospitals, we can see signs,

nameplates, and symbols installed in every corner and place that is easily seen by visitors, such as in hospitals, health clinics, and community health centers. This research focuses on the study of the language landscape used in two health centers in Makassar, namely Hasanuddin University Hospital (Unhas) and Inggit Medical Center.

Review of Literature

a. Linguistic Landscape

In this study, we use a widely known and comprehensive definition of linguistic landscape as defined by Landry and Bourhis (1997) which includes: Linguistic landscape refers to the visibility and prominence of language on public and commercial signs in a particular area or region. Papen (2012) argues that linguistic landscape plays a role in how an area is marketed and sold to tourists, businesses, new residents, and investors.

Gorter, D. (2006) argues that it can be said that linguistic landscape refers to linguistic objects that mark public space. Linguistic objects include symbols or signs that communicate certain information or serve certain functions in public space (Kayam, et. al., 2012).

According to Landry and Bourhis (1997: 25-29) as quoted in Sari and Savitri (2021), linguistic landscape has two functions as follows. 1) Information function. The basic thing about the information function is to present territorial signs of an area inhabited by a particular language community. The information function also aims to distinguish one region from another. For example, a language sign in a shop shows information about what is sold in the shop, for example, a shop with the name 'Wolu: Children's and Adults' Clothing' can be identified as a shop that sells clothes for children and for adults. 2) Symbolic Function. Language in linguistic landscape markers always represents certain cultural symbols that are closely related to the community living around the linguistic landscape marker. For example, Javanese script in the naming of royal road signs (râjamârga) in Yogyakarta not only functions as a place identification but also to attach Javanese identity and attract foreign tourists to come to the area. Our focus in this study is on what signs, signages, and symbols can convey to us. Specifically, how are the types of signs, signages, and symbols reflected in the linguistic landscape of hospitals and health centers? How do signs and signages contribute to visitors in hospitals or health centers? More specifically, what are the benefits of the social circulation of linguistic objects in hospitals or health centers?

b. Semiotic Theory

The term ‘linguistics’ is no longer limited to spoken and written language, but encompasses the complexity of semiotic spaces and the people who are authors, actors and users, all of which are part of LL analysis (Enikő, 2018). The study of how linguistic and semiotic signs are often displayed in public spaces has opened up a productive topic in social language analysis in recent years. Often focused on the policy implications – both at the institutional and grassroots level – of public signs, linguistic landscape research has, since its inception, been engaged with political and ideological issues and thus, indirectly, discourse (Seargeant & Giaxoglou, 2019). Semiotic resources such

as language and photographic images used in public signs contribute to shaping social reality (Choi et al., 2019). Under semiotic studies, we can focus on the analysis of signs, signages, and symbols in urban spaces and thus provide people with the opportunity to understand and internalize symbolic constructions as they unfold in various linguistic landscapes.

c. Research on Linguistic Signs

Research on how linguistic and other semiotic signs are displayed in public spaces has opened up a productive field for social language analysis in recent years (Seargeant & Giaxoglou, 2019).

Public signs have both spatial and semiotic scopes. They are used to delimit and map human geographical areas, and are thus addressed to audiences of varying sizes (Seargeant & Giaxoglou, 2019).

Many researchers have conducted studies on the topic of linguistic landscape. Some of those studies are presented in Table 1.

Table 1. The measurement of linguistic landscape in previous studies around the world

Researcher	Country/Year	Research Site
Jasone Cenoz & Durk Gorter	The Netherlands & Spain, 2006	Two streets in two multilingual cities in Friesland (Netherlands) and the Basque Country (Spain) where a minority language is spoken
Naniana N. Benu, et.al.	Indonesia, 2023	The data was obtained along all the main roads in Kupang city, Indonesia.
Paolo Coluzzi	Malaysia, 2016	The study looks at the presence of Italian in the linguistic landscape in Kuala Lumpur.
Ivana Grbavac	Bosnia Herzegovina, 2013	Six survey areas four most frequented city streets and two shopping malls were included in Mostar.
Orgy Kayam, et. al.	South Africa, 2012	The study was concentrated on the urban, city center of Cape Town and the neighborhood of Newlands.
Enikő BIRÓ	Romania, 2018	bilingual university students at Sapientia University, Romania.
Agus Riadi & Fransiska Way Warti	Indonesia, 2021	The research was conducted at a school in an underdeveloped region such as Pulau Maya, Kayong Utara-West Borneo.
Jamie Shinhee Lee	South Korea, 2019	The research site was commercial signs in arguably the two most visited tourism districts in Seoul, namely Myeongdong and Insadong.
Amiena Peck and Felix Banda	South Africa, 2014	The study focuses on the changes in the LL over an “African Corner” within Lower Main Road, to reveal the appropriation of space and the unpredictability, that comes along with highly mobile, technological,

		and multicultural citizens.
Gunawan Widiyanto	Indonesia, 2019	Research on the languages used in informational signs accounting for the historical objects in Museum Radya Pustaka (MRP) in Surakarta.
Uta Papen	Germany, 2012	Uta Papen developed a combined textual and visual analysis with interviews with sign producers.
Vlada Baranova & Kapitolina Fedorova	Russia, 2019	The study deals with representation of labor migrants' languages in St. Petersburg's linguistic landscape
Kamal Yusuf, et al.	Indonesia, 2022	This research focuses on the Linguistic Landscape I in the area of the Pesantren An Nuqayah, Guluk-Guluk, Madura.
Nida'ul Nur Khoiriyah & Agusniar Dian Savitri	Indonesia, 2021	The data was obtained from Jatinegara Station, East Jakarta.
Jing-Jing Wang	Japan, 2015	The signs photographed were limited to the main streets of the Ito campus of Kyushu University
Erikha, Fajar	Indonesia, 2018	The study examines the names of main streets around the Yogyakarta place.
Elizabeth Lanza & Hirut Woldemariam	Ethiopia, 2013	The study focuses on the use of international brand names and English in the linguistic landscape of Addis Ababa, Ethiopia.
Sahril, et. al.	Indonesia, 2019	This study describes the phenomenon of linguistic landscape in Medan in the categories of onomastics, semiotics, and spatial.

According to BIRÓ (2018), virtual linguistic landscapes can build a large virtual linguistic input/linguistic resource that can serve as a language resource and educational platform for language learning by imitating the possibility of spontaneous LL language learning, creating unlimited foreign language input possibilities for each language learner.

Riadi, et al. (2021) argue that there are many LL signs that can improve students' English learning by improving vocabulary, pragmatic competence, multimodal literacy, grammatical features, and understanding of social aspects.

Lee, Jamie Shinhee (2019). The research findings show that the beauty industry relies heavily on English in general, but the power of K-Beauty popularized by 'Hallyu' (Korean Wave) outside Korea inevitably invites linguistic accommodation in the form of the use of Mandarin and Japanese. In general, the beauty business category shows a more common use of English than the gastronomy business in this study. Bolton, K. (2012) argues

that the linguistic world of young people, in particular, is becoming increasingly diverse, and individual linguistic landscapes are defined not only through physical space, but also through electronic space, global travel, media awareness and use, popular culture, and the virtual space of the Internet.

Papen (2012) states that in Prenzlauer Berg, language and images are not only used to sell certain goods and services: the linguistic landscape plays a role in how an area is marketed and sold to tourists, businesses, new residents, and investors.

Baranova & Fedorova (2019) reveal that LL studies can produce a list of languages that must be represented on road signs or in official documents of migration services or other related institutions (including educational institutions).

Yusuf, et al. (2022) argue that the use of forms written in Indonesian is still common, followed by the use of forms written in foreign languages such as Arabic and English. Erikha, Fajar (2018) states that the LL situation on the main royal roads (râjamârga) in Yogyakarta City shows two functions, namely informational functions and symbolic functions. In the informational function, road signs function as markers of places and spaces. These signs also show linguistic facts found in a landscape. Sahril, et al. (2019) stated that based on the appearance of the analyzed photos, Indonesian can no longer be the sole ruler of the linguistic landscape in Medan City. There is competition between Indonesian and English. The impact of economic power has marginalized the position of Indonesian. Texts produced by the private sector/individuals are more diverse than texts produced by the government.

d. Bilingualism and Multilingualism in Linguistic Landscape

A large number of research projects and publications show the growing interest of applied linguistics in the use of written texts in urban spaces, especially in bilingual and multilingual environments (Gorter, D., 2013). Gorter, D. (2007) argues that the diversity of languages displayed in the linguistic landscape is not isolated. Multilingualism is a common phenomenon. The diversity of languages in the world and the vitality of different languages have important implications for individuals and societies. Multilingualism can be defined in various ways but refers to the ability to use more than two languages (Gorter, 2007). Wang, Jing-Jing (2015) investigates the signs from three different perspectives in the linguistic landscape in Japan, the physical dimension, the political dimension, and the experiential dimension, which enriches our understanding of multilingual communities.

Research Method

Procedure and Instrument

Data collection was conducted in 2025. The data were collected through direct observation and documentation of signs, signages, and symbols used in Indonesian and English. All data visuals in signs, signage, and symbols were collected using digital capture with an iPhone 15 made in China.

A total of 397 LLs from Unhas Hospital and Inggit Medical Center. There were 204 (51.39%) data obtained from Unhas Hospital and 193 (48.61%) from Inggit Medical Center. The data sources were notice boards, prohibition signs, command signs, banners, advertisements, posters, branding stickers, information boards, and so on.

The graphic quantification of the linguistic landscapes is revealed on Picture …..

Table 2. The Graphic Quantification of LL

Language Sign Categories	Frequencies	Percentages
Monolingual Signs	341	85.89
Bilingual Signs	56	14.11

Table 2 reveals that 341 (85.89%) monolingual signs and 56 (14.11%) bilingual signs were found in the study. Of the 341 monolingual signs, 330 (83.12%) were Indonesian signs and 11 (2.77%) were English signs.

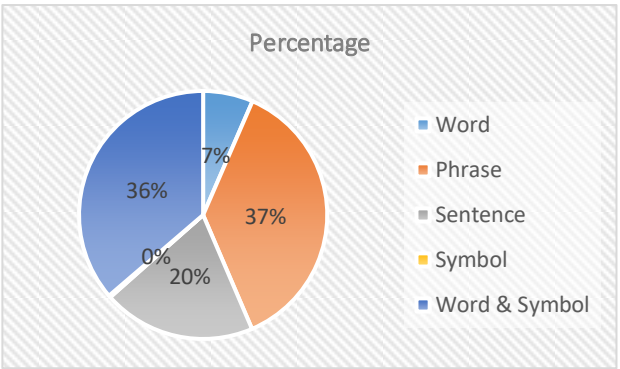


Figure 1. The Distribution of Syntactical Category of Linguistic Landscape

Figure 1 indicates 6.51% of word categories, 37.02% of phrase categories, 19.89% of sentence categories, 0.25% of symbol categories, and 36.27% of symbol and word categories.

Survey Areas

This research employed a mixed-method research design. Qualitative data was analyzed by describing and understanding the phenomena in the signs, signages, and symbols in the linguistic landscapes in Unhas Hospital and Inggit Medical Center.

Figure 1 shows a map of the survey areas where the Unhas Hospital and Inggit Medical Centre are located as the places for collecting the data about linguistic landscape. These two hospitals were chosen as the target for the study because they have various data about the linguistic landscape.

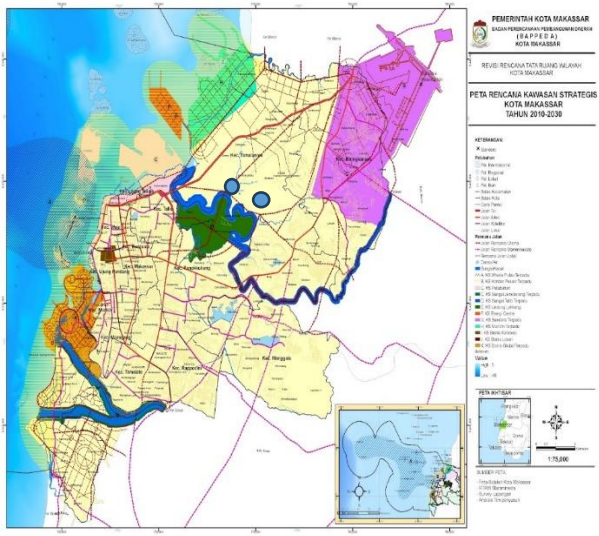


Figure 2: Map of the survey areas. The circles drawn on the map refer to the location of the hospitals as survey areas (Source: https://timur-nusantara.blogspot.com/2012/08/rtrw-kota-makassar-tahun-2010-2030.html.

Data Analysis Techniques

The researchers analyze the signs, signages, and symbols in the linguistic landscape by grouping, categorizing, and interpreting the language used in Unhas Hospital and Inggit Medical Center.

Data analysis techniques employed the following steps: data collection, data reduction, data display, and conclusions (drawing and verifying) (Miles, M. B., & Huberman, A. M. (1994). Data collection is the process of obtaining, evaluating, or sorting the data which was conducted in two medical centers: Unhas Hospital and Inggit Medical Center located in Makassar, Indonesia. Data reduction is the process of simplifying data into patterns, focuses, categories, and various research objectives. Data display in a graphic format is a way of portraying information succinctly and efficiently, illustrating details provided in longer textual information. Data displays such as matrices and networks are often utilized to enhance data analysis and are more commonly seen in quantitative than in qualitative studies (Verdinelli & Scagnoli, 2013). Data verification is a critical process in research, ensuring the accuracy, completeness, and reliability of data collected during a study (Hassan, 2024).

Results

In our study of the signage and signs in the hospitals or medical centers in Makassar, Indonesia, we confirm that the majority language most frequently used in the linguistic landscape is Indonesian. Of 397 linguistic landscape data, 330 or 83.12% of Indonesian, 11 or 2.77% of English, and 56 or 14.11% bilingual signs.

Monolingual Signs

This section discusses the presentation and interpretation of signs, signage, and symbols found in Unhas Hospital and Inggit Medical Center in Makassar. This study contains several types of monolingual data, including words, phrases, sentences, symbols, and symbols and words. The five types of signs will be discussed in this section one by one, followed by the interpretation of the signs.

Word Categories

In this type of word, the management of Unhas Hospital and the owner of Inggit Medical Center (IMC) put up various signs as instructions, prohibitions, orders, information, and warnings in several strategic places in both hospitals. One type of word accompanied by a sign is seen on the information board about the toilets of both hospitals with different colors and forms. Another sample is revealed in Figure 5 talks about instructions on sliding or pushing the door.



Figure 3. Sample of Signs in Unhas Hospital



Figure 4. Sample of Signs in Inggit Medical Center



Figure 5. Sample of Sings in Unhas Hospital

Phrase Categories

The dominant monolingual data type is phrases, with 147 or 37.02%. Monolingual phrase data consists of various purposes, ranging from information, commands, prohibitions, instructions, procedures, and warnings to warnings. One example of such data can be seen in Figure 6 regarding the priority of seating for visitors to the Inggit Medical Center (IMC) and Figure 7 regarding the prohibition of littering at Unhas Hospital.



Figure 6. Sample of Signs in IMC



Figure 7. Sample of Sings in Unhas Hospital

Sentence Categories

The second monolingual data are sentences written in Indonesian and English. Of the 341 monolingual data, there are 330 (96.77%) monolingual data written in Indonesian and 11 (3.22%) data written in English. Samples of these sentences can be seen in Figure 8 on "Cough Etiquette" and Figure 9 on Warnings and Attention.



Gambar 8. Sample of Signs "Cough Etiquette" in Sentence



Figure 9. Sample of Signs in Sentence

Symbol Categories

The data type of symbols without words, phrases, and sentences in this study is only 1 or 0.25%. This data shows where the wheelchair is placed and makes it easier for visitors to use it because it is placed on the left side of the entrance to the Unhas hospital as revealed on Figure 10.



Figure 10. Symbol “Wheel Chair”

Symbol and Word Categories

144 or 36.27% of the data are monolingual data types with symbols and words. This data makes it easier for visitors to find out about the signs installed in several places in the hospital, as shown in Figures 11 and 12. Figure 11 is installed in the parking lot, and Figure 12 is installed in the front of the hospital.



Figure 11. Sample of Signs in Symbol and Word Categories



Figure 12. Sample of Signs in Symbol and Word Categories

Bilingual Signs

Signs written in two languages or bilingual are 56 (14.11%). This sign is not only intended for visitors or patients from residents but also for expatriates or foreign students who are taking undergraduate, postgraduate, and doctoral study programs at Hasanuddin University. As we know, at Hasanuddin University, there are several foreign students from various countries, especially from the Middle East and Latin America. A sample of bilingual signs is presented in Figure 13 about the prohibition of smoking in the hospital area “Thank you for no smoking in the hospital area.” Figure 14 shows the information “Emergency Assembly Point,” if something happens that could harm visitors and patients, such as earthquakes, fires, etc.



Figure 13. Sample of Signs in Bilingual Signs



Figure 14. Sample of Signs in Bilingual Signs

Prohibition

Signs related to prohibitions in public spaces are often found. There were 77 (19.39%) sings about prohibition which installed at wall and some notice boards. Likewise in the hospital environment, where we can find various forms of prohibitions. For example, no entry, no smoking, no littering, children are prohibited from entering, pregnant women are prohibited from entering, no smoking area, no littering, students and employees are prohibited from going up one floor using the elevator, and so on.



Figure 15. Sample of Signs "Prohibition:



Figure 16. Sample of Signs "Prohibition"

Figure 15 shows the prohibition that the children are not allowed to enter the room and Figure 16 reveals the prohibition that all unauthorized persons are prohibited from entering.

Commands

Signs about commands were also found in this study. There were 44 (11.08%) signs in the study. Signs about commands were found in various types, ranging from commands to lower one's voice when speaking, invitations to store items (such as shoes) in a prepared place to turning off lights when no longer in use.



Figure 17. Sample of Signs in Commands



Figure 18. Sample of Signs in Commands

Information

This study also found signs about information in many places in the Unhas and Inggit Medical Center hospitals. There were 159 (40.05%) signs about information. The information was in several places, starting from the bulletin board, walls, and entrances, and dominated the hospital walls that had been fitted with special glass as shown in Figure 19.



Figure 19. Sample of Signs “



Figure 20. Sample of Signs "Information"



Figure 21. Sample of Signs "Information"

Direction

Several directional signs were also found by researchers. There were 99 (24.93%) signs about direction. For example, evacuation routes (Figure 22), in case unexpected things happen such as fires, earthquakes, and others.



Figure 22. Sample of Signs "Information"

Procedure

There are also procedures or steps for carrying out activities in the Unhas Hospital and Inggit Medical Center environments, including Steps for washing hands using alcohol (Figure 23), fire prevention procedures (Figure 24), and emergency evacuation procedures (Figure 25).



Figure 23. Sample of Signs "Procedure"



Figure 24. Sample of Signs "Procedure"

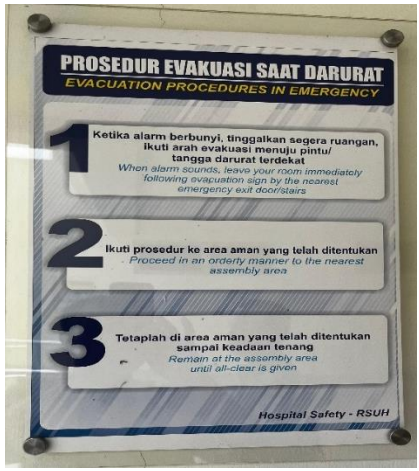


Figure 25. Sample of Signs “Procedure”

Warning

Besides the types of signs mentioned previously, there are also other types of signs, namely warning types among others are 16 (4.03%) signs about warning, as shown in Figure 26 and Figure 27 below. Warning in Figure 65: "Considering that the hospital is a public facility, for the comfort and safety of you, we ask that you keep your valuables under personal supervision. We, the hospital management, are not responsible if any loss occurs." Therefore, Figure 27 reveals that “In case of fire, do not use the elevator.”



Figure 26. Sample of Signs “Warning”



Figure 27. Sample of Signs “Warning”



Figure 28. Sample of Signs "Warning"

Figure 27 above also shows the "warning" in the hospital environment. This gives a warning to visitors and patients that visitors or patient families are prohibited from entering rooms where there is a radiation hazard, except with the permission of the radiographer.

Complaints Service

In every public space, including hospitals and health clinic centers, complaint counters are also fundamental. There were 2 or 0.50% signs about complaints service in the study. Thus, signs about complaints are also posted in strategic places around the hospital. In Figure 29, the complaint steps that can be taken by patients or patient families when they receive poor treatment regarding services.



Figure 29. Sample of Signs "Complaint Service"

Discussion

As one of the public spaces that are crowded with visitors, hospitals are visited by patients and their families to seek treatment, consult with doctors, check-ups, and so on. To make it easier for visitors to access information and various other instructions, hospital management installed signs, signage, and symbols in strategic places, which are easily seen by visitors. In this study, it was found that there are two types of signs about the language used in the hospital and medical center, namely monolingual and bilingual. The use of monolingual language to make it easier for visitors to understand the information or instructions available in the hospital. In addition to the use of monolingual language, some signs or signages are also accompanied by English or bilingual. Jamson (2004) argues that embedding text in a bilingual road sign increases reading time, compared to a situation where the text was presented separately in a monolingual sign.

Bilingual signs are intended for expatriates, foreign students, or foreigners who visit the hospital intending to make it easier for them to understand the communication of signs in the hospital environment. There are many possible benefits of bilingual signage beyond the practical utility of facilitating communication. For example, bilingual signs have the potential to contribute positively to the bottom line of a business by broadening the accessibility of messages to include wider audiences (Mantel & Kellaris, 2023).

The signs found in Unhas Hospital and Inggit Medical Center are in the form of words, phrases, sentences, symbols, and words accompanied by symbols.

The types of signs about the intent and purpose of the sign to visitors, patients, and patient families, such as prohibitions, orders, information, instructions or procedures, warnings, and complaints.

Signs in various types and forms are very useful for visitors, patients, and patient families to access the necessary information, thereby reducing service time.

Conclusions

This study on language landscape concludes that:

Firstly, it is clear from the data analysis that Indonesian monolingual signs are more widely used in the linguistic landscape than English at Unhas Hospital and Inggit Medical Center, Makassar Indonesia.

Secondly, there are two types of signs concerning the language used in this study, namely monolingual and bilingual. Indonesian monolingual and English monolingual used in Unhas Hospital and Inggit Medical Center. English and Indonesian equivalent or Indonesian and English equivalent used in the two medical centers for bilingual signs.

Thirdly, the signs found at Unhas Hospital and Inggit Medical Center are in the form of words, phrases, sentences, symbols, and words accompanied by symbols. These various syntactical forms give insight and information to visitors, patients, and patient families to access information installed in some areas of the hospital environment.

Fourthly, the types of signs about the intent and purpose of the signs for visitors, patients, and patient families, such as prohibitions, orders, information, instructions or procedures, warnings, and complaints.
Finally, signs in various types and forms are very useful for visitors, patients, and patient families to access the information they need, so that they can reduce service time.

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