

ABSTRACT

As social creatures, humans always want to interact with other humans. They want to know about their environment and even what happened inside themselves. This curiosity stimulates humans to communicate with each other (Rezi, 2018:17). The COVID-19 pandemic compels the society to wear masks in public places. Based on preliminary observations, the researcher saw obstacles in verbal communication between the paramedics and the patients. Therefore, the researcher was interested in examining further on verbal communication obstacles in Mata Hospital, West Nusa Tenggara.

This research follows the qualitative method. The approach used in this research was phenomenological approach. The data were collected through interview, observation, and documentation study. This research also involved nine main informants and two supporting informants. Colaizzi Hamzah. A. model were used as a basis for data analysis. (2018:97)

The research results suggested that there were prevalent verbal communication obstacles in Mata Hospital, West Nusa Tenggara. The obstacles were semantics, psychology, environment, and time. As for technical obstacles, verbal communication was not affected.

Keyword : *Verbal Communication, Communication Obstacles, Verbal Communication Obstacles, COVID-19 Pandemic.*