

Communication Skill Training for Cadres Through Education and Simulation

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Abstract

Cadres are one of the elements that have an important role in public health services. Effective and efficient communication skills are necessary for the actions of cadres who contact often the community, such as during Integrated Services Post services and counseling. The goal of this service is to enhance the communicative and listening abilities of cadres at the Integrated Services Post (Posyandu) when they are interacting with the community. They will practice developing their communication skills both verbal and nonverbal communication. The main target of this activity is Posyandu cadres in Menteng Dalam Village. The method used in this training is instruction, simulations, and mentorship. Community service activities using a combination of these methods can increase the knowledge and skills of Posyandu cadres in giving service and conducting health education in the community. The results of the activity include an increase in the knowledge and skills of effective communication of cadres. It is recommended that cadres receive specialized training on how to disseminate health information through media promotion and health education.

Keywords: Communication skill, Training, Cadres.

INTRODUCTION

Integrated Healthcare Centre is the government's effort to make it easier for the Indonesian people to obtain maternal and child health services. Integrated Healthcare Centre cadres who have received training from the community health center run the organization (Ministry of Health RI, 2019). According to the 2019 Integrated Healthcare Centre cadre guidebook published by the Indonesian Ministry of Health, a cadre should be competent in carrying out their duties as cadres and have sufficient knowledge of Integrated Healthcare Centre, particularly the 5-step system that begins with registration, weighs you in, have you fill out the Towards Health Card (KMS), provides counseling and provides basic health services (RI Ministry of Health, 2019).

The phenomenon that often occurs in the field is that there are still cadres who are not good at communicating with the community both during counseling and when providing services while the Integrated Healthcare Centre is in progress. Target audiences for Integrated Healthcare Centre include young children, pregnant women, nursing moms, and couples who are sexually active (PUS) (Krianto, 2021). The inability to convey thoughts, feelings, ideas, needs, and desires to others can lead to different understandings and perceptions. Therefore, cadres need to be equipped with knowledge about effective communication skills.

METHOD

This community service activity was carried out at the Integrated Healthcare Centre in the Menteng Dalam Village. The execution of this community service involves a knowledge transfer session (material session), a discussion session, and a role-playing session when the target skill is directly practiced. The main targets for this activity were seven Integrated Healthcare Centre cadres. This activity, which was carried out in November 2022, had the aim of improving the verbal and non-verbal communication skills of cadres in conveying health information to families and the community.

The material sessions were divided into two. The first material was about effective communication skills. The second session implemented role play in providing health information with effective communication both verbal and non-verbal. We pinpointed the issues and challenges that cadres frequently encountered in the early stages. The problem identification

process was carried out through Focus Group Discussions (FGD). Cadres were questioned regarding the issues or challenges they have so far encountered. And we find the solution. The next stage is the implementation of activities. Activities are carried out by explaining effective communication materials, discussions, and roleplay. The final stage is evaluation. we provide post-tests and feedback or responses to the practices carried out by cadres after they simulate again how to convey information with effective communication.

RESULTS

This community service activity was attended by seven cadres at Posyandu Menteng Dalam. This community service aims to enhance cadres' communication skills in providing services and counseling to the community. The results of the post-test scores show an increase in the value of the pre-test as shown in the table below.

Table 1. The Average Score of The Pre-test and Post-test Assessments of Effective Communication Training for Integrated Healthcare Centre Cadres

No	Activity	Pre-Test	Post-test
1.	Give a questionnaire about effective communication	65	80.5
2.	Articulate thoughts and ideas effectively	68.5	83.5
3.	Set presentation time	75	85
4.	Make eye contact with the audience	75	90
5.	Explain the material in a clear voice	80	86
6.	Utilize multiple media and technologies	75	87
7.	Able to answer audience questions well	70	77

The table above consists of 7-point statements about communication and counseling which are used to assess the ability of cadres to communicate and provide counseling to the community. In the table above it can be seen that after being given effective communication material, the knowledge of cadres increased with an average post-test score of 80.5. The results of the counseling simulation also show an increase in scores from the pre-test to the post-test. Cadres demonstrate good verbal and non-verbal communication skills so that the information conveyed can be understood by Integrated Healthcare Centre participants.

DISCUSSION

During the Pre Test and Post Test it was seen that the cadres were good at counseling because they were able to explain information in language that the audience could easily understand, eye contact, and use interesting media but when answering questions related to treatment, they were less able to answer correctly. This was because the audience's questions related to medical treatment while the educational background of the cadres was not from medical science. The only issue that arises during the execution of the mass participation program is the presence of a cadre who is unable to participate in all sessions of instruction because they must conduct household chores. According to research by Ambarita and colleagues, inactive administrators are caused by tangent-household employment and a lack of supervisory incentives (Sitorus, 2019).

CONCLUSION

Effective communication training activities for Integrated Healthcare Centre cadres through educational and simulation methods can increase the knowledge and skills of cadres in providing Integrated Healthcare Centre services and conducting health education in the community. For informants, communication means that it is a cadre's fundamental resource to provide counseling. With effective communication skills, cadres can deliver clear explanations, expectations, and objectives to an audience. Effective communication enhances interpersonal connections with friends, family, and the broader community. People might feel heard and understood when we listen intently and provide good feedback. Mutual respect is then fostered as a result.

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