

Optimization of Interpersonal Communication Training for Effective Communication in TBCC Cares in the Banyuwangi District

Rifka Pramudia Wardani¹⁾, Dwi Nanda Rachman¹⁾, Syahrul Ramadhan¹⁾, Wulan Syarani Asdam¹⁾, Jayanti Dian Eka Sari✉¹⁾

¹ Public Health Study Program, Faculty of Health, Medicine, and Life Sciences (FIKKIA) Universitas Airlangga Banyuwangi, East Java, Indonesia
✉Email: jayantidian@fkm.unair.ac.id

ABSTRACT

Background: Tuberculosis (TBC) is the biggest infectious disease killer in the world. Prevention of TB transmission requires cross-sectoral cooperation by involving the community and establishing two-way communication so that comfortable communication and discussion with each other is formed so that the delivery of health messages in TB prevention and treatment is more effective. One of the community-based approaches to prevent TB can be use a communal approach is health cadres. **Objective:** This study aims to optimize effectiveness communication in TBC Cares with conducting formation Cadres and interpersonal communication training. **Methods:** The study methods used are qualitative and quantitative (mixed methods). Quantitative method was conducted by questionnaire distributed to measure the knowledge of cadres. Qualitative method was conducted by focus group discussions (FGD) aims to enhance the learning experience of TBC cadres and cadres to optimize the prevention and treatment regarding tuberculosis to patient, families the patient of TB, and the community. The data was analysed using Paired T Test for Cadre's knowledge. **Results:** Based on the result score Cadre knowledge on pre-test (mean=74,40, SD=16,85) and post-test (mean=86,80, SD=12,81) and (p=0.000). **Conclusion:** These results show that there is an effect of increasing knowledge on pre and post the intervention. Cadres' Interpersonal communication training can be used alternative way to optimize in prevention and education TBC cadres in Banyuwangi Regency.

Keywords: cadres, effective communication, knowledge, Tuberculosis

INTRODUCTION

Organization (WHO) states that global conditions are still address tuberculosis (TBC) as the biggest infectious disease killer globally. In 2021, the Western Pacific is estimated to experience 1.9 million TBC cases and 126,900 deaths (WHO, 2022). Action to overcome this issue requires cross-institutional cooperation regarding TBC transmission with two-way communication techniques and community engagement to convey information more effective, accurate and correct information about tuberculosis and prevention and treatment (Ifroh, Badrah and Sari, 2021). Alternative way is formation and optimizing Cadres.

As a component of society, cadres have regional traits founded in a community-based philosophy,

guaranteeing a feeling of shared understanding, and belonging, as well as mutual openness and social interaction (Rubaidi, Hernik Farisia, 2020). In addition, health cadres are an essential component of the global health strategy since they help women take charge of their health and make positive changes in their homes and social environments. (Relawati, Lestari and Satria, 2022). Since health cadres are currently thought to be in the lead of promoting community health at the home level, it is essential to build their ability, competence, skills, and motivation in order to support communities that are independent and healthy (Ifroh, 2020).

Currently, there have been many studies that describe the role of TBC cadres, for example based on studies conducted that cadres play an important role in finding TBC cases in Serdang

Regency (Jalil, 2018). TBC cadres also play a dynamic part in expanding understanding and states of mind with respect to the spread of data around tuberculosis (Heni, 2020). It is necessary to strengthen cadre communication techniques so that they are more effective in conveying information to the public because the health material presented by cadres has the potential to give rise to different public perceptions and of course avoid refusal from the public (Mukhsinin, 2020). Accordingly, strengthening cadres' capacity to convey health messages is necessary to support an all-encompassing health program.

Soft skills, of which communication skills are a component, can be strengthened through training. (Turistiati and Ramadhan, 2019). It is hoped that communication skills training will enhance tuberculosis cadres' capacity to inform the public. Effective communication is crucial in both the internal and external domains (Ernawati et al., 2020). Daily, indicator which person can influences a person's performance in good or bad using communication (Zimerman, Barry, 2006). Aside from that, the process of conveying ideas from one person to another with the intention of altering behavior is what makes communication valuable. (Ratnawati, Fuad and Supriyanto, 2021).

The health cadres who are the target of the activity are TB cadre coordinators in Banyuwangi Regency. Based on YABHYSA community reports, the number of health cadres coordinators is 25 people in each all-sub-district. It has an opportunity in efforts to improve public health in Banyuwangi Regency. Accordingly, the results of the preliminary study, TB cadres help the community through interpersonal communication. Apart from that, cadres are of the opinion that with interpersonal communication, community responses able to be seen directly, and cadres respond communicatively. This can establish two-way communication. Based on this, training efforts take the form of providing education and disseminating effective communication strategies combined with focus group discussions (FGD) are anticipated to move forward the learning involvement of TBC cadres and cadres to maximize the conveyance of messages almost tuberculosis, prevention, and treatment to families and the community.

The aim of this study: (1) increasing the role of cadres in ACF X-Ray; (2) increase cadres' knowledge regarding strategies of communication; (3) enhancing cadres' communication skills in case discovering and mentoring; and (4) increasing the achievement target for TBC case detection in Banyuwangi Regency.

METHODS

The study methods used are qualitative and quantitative methods (mixed methods). The data collection technique used was through a questionnaire distributed to all socialization participants, then the data was analysed using qualitative and quantitative descriptive analysis. This study aims to optimize effectiveness communication in TBC Cares with conducting formation Cadres and interpersonal communication training skills of TBC cadres in Banyuwangi Regency. The target of this study is the TBC cadre coordinator in Banyuwangi Regency. This research was carried out at cafe white and coffee Glagah-Banyuwangi. This activity consists of a couple of events:

1. Presentation by speakers

Presentation using the lecture method regarding strengthening cadre communication strategies in carrying out case discovery and mentoring.

2. Discussion

The discussion was carried out with question-and-answer method to determine the level of understanding participant. Also, participants asking questions and the speakers or other audience providing answers in the form of responses or giving solutions to solve the problem together.

3. FGD Method

The FGD method was carried out to analyses and discover the problems faced by TBC cadres while serving in the community and optimizing potential for formulating solutions to cadre in future to facing the problems again.

4. Communication training for TBC cadres

TBC cadre communication preparing exercises are carried out utilizing the part-play method. Within the part play, TBC cadres share parts concurring with the conditions that

happen in society so that afterward this could be a arrangement for cadres to optimize their part as dynamic TBC cadres in their particular.

5. Evaluation

Evaluation of socialization and training are evaluated using score of pre and post-test indicators and success skill indicators.

Data collection

Data collection comes from 10 question item on pre and post-test that have been carried out by the target before-after the intervention.

Data analysis

Data analysis using parametric test with paired samples-T-test. Its analysis used on SPSS 17.0 software.

RESULTS AND DISCUSSION

Participants in the training "Interpersonal Communication for Effective Communication in Banyuwangi Regency TBC Cadres" are TBC cadres under the auspices of the Bhanu Yasa Sejahtera Foundation (YABHYSA) as a non-profit or non-governmental organization. The number of participants in this training is 25 people. The distribution of participants is as follows:

Table 1. Subject Characteristics Based on Gender

| Gender | Amount | Percentage |
|---------------------|-----------|------------|
| Male | 1 | 4 |
| Female | 24 | 96 |
| Total number | 25 | 100 |

Based on the table 1, it able to be seen that the participants are TBC YABHYSA Banyuwangi Regency cadres with 1 male or 4 percent and 24 female or 96 percent. So, it can be concluded that the training participants were predominantly female, numbering 24 people or 96 percent.

The results of the research are described as follows:

1. Presentation by Speaker

Participants were given pre-test questions at this point to gauge their level of knowledge prior to receiving the intervention and post-test questions following the intervention, before receiving information on successful communication and communication methods. Power Point

slides are used to help with the lecture style of material delivery.

In this session, the time used is 30 minutes regarding effective communication and communication strategies. Then overview of the obstacles that occur in society is also given, seen from the characteristics of the community. In family and community communication techniques, training participants must be able to initially identify the characteristics of the community they will provide assistance to.

2. Discussion

This discussion was conducted approximately 15 minutes. The participants' enthusiasm was visible when asking questions to the resource person. There were four participants who asked questions regarding strategies, the concept of effective communication, how to discover community characteristics, and told stories about the obstacles they faced.

3. Focus Group Discussion (FGD)

Participants are divided into three groups for the 20-minute FGD stage, with a team of facilitators assigned to each group to oversee the FGD activities. The discussion of community challenges and the next step toward implementation is the main goal of this FGD activity. Participants in this FGD activity get the chance to exchange experiences with one another in order to help other participants who might be facing similar challenges by offering their insights.

In the Focus Group Discussion (FGD) stage component, positive results were obtained in 3 discussion groups. If we look at the activeness assessment, the training participants in each group had a high activeness score. From each group, there was no dominance of activity from one or several participants in the discussion. This can be measured through the participant's ability to express problems and opinions as well as responding to problems or opinions from other participants. In assessing the course of the discussion, the three discussion groups had a focused discussion direction and went conducive. This can be seen from the results of the discussion output which are in

accordance with the discussion theme raised.

4. Communication training for TBC cadres

At this point, each group chooses four trainees to participate in a brief and straightforward role-play centered on using appropriate communication strategies in the home or community. Participants now play the roles of family members, community leaders, TBC cadres, and patients. In the meanwhile, other individuals observe and make judgments. At this stage,

assessing the effectiveness of practice uses the 7C approach, namely:

- a. Concise or concise.
- b. Concrete or concrete based on facts.
- c. Correct or grammatically correct.
- d. Coherent or reasonable.
- e. Complete or complete.
- f. Corteous or manners.

Based on those approach, hopefully training participants will be able to broaden their knowledge of effective communication.

5. Evaluation Method

The evaluation results in the presentation are as follows:

Tabel 2. Score in Pre and Post-Test of Cadres Knowledge

| Intervention | N | Min | Max | Mean | SD | Median |
|--------------|----|-----|-----|-------|--------|--------|
| Before | 25 | 40 | 100 | 74,40 | 16,852 | 80 |
| After | 25 | 60 | 100 | 86,80 | 12,819 | 90 |

Source: Primary Data, 2023

Based on analysis, result showed that the average knowledge before being given intervention was a score of 74.40. These results show the minimum score is 40 and the maximum score is 100. This pre-test has a median of 80 and a SD of 16.85. Furthermore, after carrying out intervention, it showed an average increase of 86.80, an increase of 12.4 or 17%. These results show the minum score is 60 and the maximum score is 100. The post-test has a median of 90 and a SD of 12.81.

These findings are consistent with studies showing that giving participants access to materials can improve their understanding (Hasibuan, 2022). It means that the higher a person's education tends higher their ability to get information in order to increase their knowledge. Community empowerment is an exertion that can improve a person's information and alter behavior. Changes in a person's behavior are affected by their level of information. So, endeavors are required to extend information, one of which is through strengthening programs.

Table 3. Result of Paired T-Test Cadres Knowledge Before-After Intervention

| Intervention | Mean Pre and Post-Test | Mean Difference (CI) 95% | | t count | P Value |
|----------------|------------------------|--------------------------|--------|---------|---------|
| | | Lower | Upper | | |
| Pre- Post-Test | -12,400 | -18,025 | -6,775 | -4,550 | 0,000 |

Source: Primary Data, 2023

Based on table 3, the result p=0,000. These results show that the p-value is ≤ 0.005 , it means that there is a difference in knowledge between before and after intervention. There is an effect after the intervention on participants' knowledge.

These results are in line with research by Elfina in 2020 that conduct training to increase the knowledge and skills of Food Handlers in providing food in Banda Aceh. In this research, the results showed that training for food handlers regarding food handling systems can improve knowledge and better behavior in

handling food at TK II Iskandar Muda Hospital, Banda Aceh (Elfiana and Suryana, 2020). Other research that supports changes in the level of knowledge before and after training was carried out by Ampera Miko in 2023 which explained that the community service program using the counseling method was proven to be effective in improving the knowledge and skills of food handlers at Yulidin Hospital, Aceh Regency (Miko and Arisa, 2023).

CONCLUSION

Community empowerment activities increased the average knowledge of TBC. There is a difference of knowledge between before and after the socialization on the knowledge of TBC cadres in Banyuwangi District. The cadres' understanding of effective communication has been strengthened. Thus, this is indicated by Cadre's skills and the proficiency in conveying information during.

REFERENCES

- Elfiana and Suryana (2020) 'Elfiana 1 , Suryana 2', *Pengaruh pelatihan terhadap peningkatan pengetahuan dan keterampilan penjamah makanan dalam penyelenggaraan makanan*, 2, pp. 19-24.
- Ernawati, K. et al. (2020) 'Pelatihan Teknik Komunikasi bagi Kader Jumantik untuk Meningkatkan Peran sebagai Edukator Masyarakat', *Jurnal Pengabdian kepada Masyarakat (Indonesian Journal of Community Engagement)*, 6(3). Available at: <https://doi.org/10.22146/jpkm.46635>.
- Hasibuan, S.A. (2022) 'Efektifitas Penyuluhan Terhadap Peningkatan Pengetahuan Ibu Tentang Stunting di Posyandu Teratai 1 Kota Padangsidempuan', *Aksen Jurnal*, 2(2), pp. 28-36.
- Heni, W. (2020) 'Peran Kader Tuberkulosis-Care Aisyiyah Kota Bandar Lampung Dalam Membangun Kemandirian Masyarakat Penderita Penyakit TBC', *Universitas Islam Negeri Raden Intan Lampung*, pp. 1-159.
- Ifroh, R.H. (2020) 'Peran Kader Posyandu Dalam Pemanfaatan dan Sosialisasi Toga di Masa Pandemi Covid- 19', *Prosiding Seminar Nasional Lahan Suboptimal ke-8 Tahun 2020*, (March), pp. 978-979.
- Ifroh, R.H., Badrah, S. and Sari, I.W. (2021) 'Pelatihan Teknik Komunikasi Pencegahan Covid-19 Dan Vaksinasi Pada Kader Posyandu', *MONSU'ANI TANO Jurnal Pengabdian Masyarakat*, 5(1), p. 1. Available at: <https://doi.org/10.32529/tano.v5i1.1206>.
- Jalil, T. dkk (2018) 'TBC Peranan Kader di Kabupaten Deli Serdang Menemukan Kasus TBC Paru', *Berita Kedokteran*
- cadres in Banyuwangi District regarding internal communication effectiveness. *Masyarakat*, 34, p. 8. Available at: <https://journal.ugm.ac.id/bkm/article/view/40631/23028>.
- Miko, A. and Arisa, G. (2023) 'Pengaruh Pelatihan Terhadap Peningkatan Pengetahuan Dan Keterampilan Tenaga Penjamah Makanan Dalam Persiapan Makanan Di Rumah Sakit Umum Daerah Yulidin Away Tapaktuan Kabupaten Aceh Selatan', *Jurnal PADE: Pengabmas dan Edukasi*, 2023(5), pp. 22-27.
- Mukhsinin (2020) *Strategi Komunikasi Persuasif Dalam Pembentukan Akhlakul Karimah Anak Marjinal*.
- Ratnawati, R., Fuad, M.U. and Supriyanto, M.A. (2021) 'Peningkatan Kemampuan Teknik Komunikasi pada Kader Kesehatan Ibu dan Anak di Banjardowo Semarang', *Jurnal ABDIMAS-KU: Jurnal Pengabdian Masyarakat Kedokteran*, 1(1), p. 9. Available at: <https://doi.org/10.30659/abdimasku.1.1.9-16>.
- Relawati, A., Lestari, N.D. and Satria, F.E. (2022) 'Pemberdayaan Kader Kesehatan Dalam Mengelola Kesehatan Di Masa Pandemi', *Prosiding Seminar Nasional Program Pengabdian Masyarakat*, pp. 933-939. Available at: <https://doi.org/10.18196/ppm.43.615>.
- Rubaidi, Hernik Farisia, F.H. (2020) 'Moderasi Beragama Berbasis Potensi , Aset , dan Budaya Masyarakat Lokal', *Rubaidi, H*, pp. 3-266.
- Turistiati, A.T. and Ramadhan, H.F.A. (2019) 'Pelatihan Soft Skills Dan Pendampingan Siswa-Siswi SMK Di Kota Bogor Untuk Persiapan Memasuki Dunia Kerja', *Jurnal Komunitas: Jurnal Pengabdian kepada Masyarakat*, 1(2), pp. 1-8. Available at: <https://doi.org/10.31334/jks.v2i1.286>.
- WHO (2022) 'Global Tuberculosis Report 2022'. Available at: <https://www.who.int/teams/global-tuberculosis-programme/TBC-reports/global-tuberculosis-report-2022>.
- Zimmerman, Barry, and T. (2006) *Adolescents' development of personal agency the role of self-efficacy beliefs and selfregulatory skill. Self Efficacy Beliefs of Adolescents*.