

Training and Communication Skills of Little Dentist Cadre

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ABSTRACT

Training for little dentist turns into one of promotion efforts to empower the cadre. Meanwhile, the communication skills is expected to promote the importance of dental and oral health to others. This study aims to analyze the relationship between little dentist's training towards their communication skills. The cross sectional research was done to the participant of little dentist's training at Bina Sehat hospital, involved 82 children selected by purposive sampling. The variables were training and communication skills of little dentist cadre. Data were collected using checklist and questionnaire, then analyzed by Gamma correlation test. The most of repondents (86.59%) got high score dealing with the training. There was 42.68% respondents'score categorized as good, 54.88% as sufficient. The p-value of Gamma correlation was 0.000 (there was relationship between little dentists cadre's training and their communication skills

Keywords: Little dentist cadre's, Training, Health promotion, Communication skills

INTRODUCTION

Around 25.9% of Indonesian people have oral and dental health problem during the last 12 months. Besides, 31.1% of them decide to have treatment with the dentist, while 68.9% having no treatment. In other words, there was only 8.1% ability to get the treatment from the medical personnel, where the percentage of those who live in city is higher than people living in village⁽¹⁾.

The scope of medical check up to the elementary school students at Jember runs into ups and downs in 5 years recently. The lowest scope happened in 2012 (15.79%) while 2013 was 21.5% scope of students' medical check up. In 2016, the total amount of dental treatment towards preschools had target 18.601 children, yet the fact was only 15.705. Besides, it was expected that 111,214 elementary students got dental treatment, but the realization reported that it was 88,001 children. The 49 community health center from 31 Districts in Jember, Patrang Health Center targeted 9477 but the realization

was only 683 children, Sukorejo Health Center had 921 out of 4885 from the first target and the last, Lojejer Health Center realized 805 from the target which was 2777 children⁽²⁾.

The difficulty of achieving the target by the community health center happens because of lack medical professional while the elementary and junior high school students are quite a lot. Thus, to do the health sorting towards the students will need longer time. Besides, the integrating of reporting management is not well yet⁽³⁾. It shows that children health service in Jember has low quality.

The data of dental patient visitors in Bina Sehat hospital of Jember from January to May 2016 showed that children patient was 4% from the total of dental patient visitors with diagnose 54% caries, 38% persitention, and 8% others. Based on the data of 54% caries, it was found that it can cause severe disease namely abscess 38%. Dental fear and anxiety (DFA) refers to a big problem for every people, especially children and teenagers. DFA prevalence of children and teenagers is around 5-20% in all over the world and some cases towards dental phobia. Children will try their best to avoid or postpone the treatment, so their oral cavity will not be taking care of^{(4),(5)}. The evidence research shows that hospital environment rises children's traumatic such as

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hospital physical environment, medical professional; whether coming from how to dress (white dressing) or their attitudes, the medical equipment, and social environment of one patient to another⁽⁶⁾. Survey results of Commission for Child Protection in 2017 reported that children's access to get any information about the dental and oral health was still limited, so it was necessary to hold socialization dealing with dental and oral health through education in school or society environment.

Bina Sehat hospital of Jember has used marketing communication strategy public relations through Little Dentist Cadre's Training. This program had held since 2011. The target program was pre-school children. Those are also called the golden age period. According to FIP-UPI of Science Development Team Research (2007), the domination characteristics of preschool children in line with Sholehudin's idea relating with their study activity are active and energetic, having high sense of curiosity, high learning enthusiasm, and learning from experience. Montessori argues that children within the age of 0-6 has sensitivity to language⁽⁷⁾.

One of training materials given is training becomes little dentist cadre. The participants are trained become little dentist cadres. The method used is role playing, they act out as their own or other characters in certain condition. The participants are asked to act out the role of characters they probably know in advance. Moreover, it seems to be effective method to be applied, or even to complete other methods. For instance, after giving the explanation through oral explanation, the participants do role play to give them more understanding about those have been explained. Applying only role play sometimes are difficult and meaningless⁽⁸⁾. Role play method is able to improve their communication skills through expressing idea or knowledge from dialogue they use during role play. This method is appropriate with their characteristic which tends to show their interests to their friends. As they passed, they grow older and they will show their interests more to their friends. They start to show their skill to collaborate and communicate with their friends. Moreover, they will improve their vocabulary skills to communicate with others.

This study has aimed to know whether or not the relationship between little dentist training towards their communication skills. Having good communication skills will help them to be such an informant for their friend.

METHOD

This study applied quantitative research using analytic observational with cross sectional approach. It was done in mini laboratory of Bina Sehat hospital of Jember which is located in Jaya Negara Street, 81 as the place for training of little dentist cadre. Moreover, it was done in May-August 2017. It started in May 2017, June for validity and instrument reliability test and respondents' study was done in August 2017.

Population involved were all the participants of little dentist in August 2017, consisting of two classes, As-Sholihudin Kindergarten of Mumbulsari that consists 50 participants (it was done in 30th August, 2017) and 52 students of An-Nur Kindergarten of Kaliwates (it was conducted in 31st August, 2017), so the population size was 102. The total was 102; 5% for error rates, so the sample used was: $n = 102/102 (0.05)^2 + 1 = 81.274 = 82$ participants. Purposive sampling was used for taking the samples.

The variables were little dentist training and communication skills of little dentist cadre. Training score of little dentist cadre belongs to the results' cadre gotten during the learning process of dental and oral health through role play. It consists of speaking skills, listening skills, and communication skills related with dental and oral health behavior. This research applied few data collection method techniques, namely interview and observations. During the interview, respondents were accompanied with their parents, so their parents can help them to fill out the form or to read the questions given since the respondents do not have the ability yet in reading and writing. The observation was also done to know the respondents' skill by using observation form. The observation form provided and it was done by the parents. The data was drawn in table and descriptive either analyzed by using Gamma correlation test to know the relationship between little dentist training and the little dentist cadre's communication skills.

RESULTS

Table 1: Training score of little dentist cadre

Training score	Frequency	Percentage
Good	71	86.59
Sufficient	11	13.41
Total	82	100

Table 1 shows that some of the little dentist cadre had the training scores in good categories.

Table 2: Communication skill score of little dentist cadre

Communication skill score	Frequency	Percentage
Good	35	42.68
Sufficient	45	54.88
Less	2	2.44
Total	82	100

Table 2 shows that some of the little dentist cadre had the communication skill score in the sufficient and good category.

Table 3: Distribution of Communication skills score

No.	Communication material	Explaining, role-playing and asking other to do	Explaining and role-playing	Telling simply thing	No telling at all
1.	Communicating their own experience	18%	43%	28%	11%
2.	Maintaining their own health	23%	46%	28%	2%
3.	Looking for and applying health system or health service	11%	27%	45%	17%
4.	Taking care of the environment	35%	26%	28%	11%
	Total	22%	35%	32%	10%

Table 3 shows that respondents had communication skill the most of the stage namely explaining and role-playing, that was 35%, telling simply thing was 32%, 22% explaining, role playing and asking others to do, and the rest was only 10%. Most topic chosen (35%) for explaining, role-playing and asking others to do was taking care of environment. Besides, for explaining and role playing (43%) was about maintaining their own health topic such as brushing teeth, taking bath, etc and 43% respondents were reported communicating their experiences. Moreover, it was found that 45% respondents were able to tell simply thing dealing with looking for the health system or health service. This study found 10% respondents who tell noting at all.

Table 4: The results of Gamma correlation test

Variable	Correlation coefficient (r)	p-value
Training-Communication skills of little dentist cadre	0.951	0.000

Based on Table 4, the p-value of Gamma correlation test was 0.000 and correlation coefficient was 0.951 (there was a strong relationship between training and communication skills of little dentist cadre)

DISCUSSION

Most of respondents got good score because they are ready to do the training. The training had been done in the previous weeks by the school. Teachers and parents told us that the children were awaiting for the training. The methodology used were oral explanation, demonstration and role play, likewise, it was appropriate with their characteristic. One of Dewey’s theory is said that children need to be really interested in getting involved of any activity, experiences, and educated-work to get better result for their score⁽⁹⁾.

The result showed that most of respondents had good communication skill score. It happens because one of the methods used is role-play. Rumilasari, *et al.* argues that role playing can give positive effect toward children’s development⁽¹⁰⁾.

The differentiate of children’s communication skills are affected some factors. They are culture, intelligence, family relationships, numbers of family members, speak-up chance, and their role model⁽¹¹⁾.

Three main components of communication are message, sender, and channel for communication.

Message is something to deliver. Sender includes spokesman, sponsorship, partner, that belongs the person who deliver the message. Meanwhile channel communication is involving two persons or more face to face directly⁽¹²⁾. The result found that cadre is able to get the information well through the little dentist training, whether it is medical things or the result of the introducing oral and dental health to the respondents. The message gotten is accepted by the children and expected to be able to motivate them as the communicator. At the end of the result, they are hoped as communication for health promotion.

The results showed that 35% respondents have communication skills in the stages namely explaining and role playing. Explaining simply 32%, 22% explaining, role playing and asking others to do, and there was 4% respondents who tell nothing at all. Pre-school children within the age of 4-5 years old have 1.600-2.100 vocabularies. In this stage of age, they start learning to make a sentence by connecting word to word and concerning to the grammar use and the understandable language⁽¹⁰⁾. Those who are 5-6 years old belong to the children who like to live in groups. The pre-school children quality is the mobility to understand the others' talking and point of view are increasing. The capability of communication skills can raise their pleasure to have relationship with others.

It was reported that there was 35% respondents chose the topic namely respondents' attention dealing with the environment and the indicator is explained, being role played, and asked others to do. The most communication material used that is being role played by the respondents is about maintaining their own health such as taking a bath and brushing teeth that reaches 46% and respondents' experiences that shows 43%. There was 45% respondents who can tell simply about health system and medical services. Besides, it was found that there was 10% respondents who tell nothing at all. The differences of respondents' communication skills can be affected by some factors such as children's culture, intelligence, family relationships, numbers of family members, speak-up chance, and their role model⁽¹¹⁾.

The result showed that the respondents have good understanding dealing with the material given related to their attitude toward oral and dental health. It covers their habitual in maintaining their own health, looking for and using medical service. Their ability while starting to

learn at kindergarten is they are able to understand many vocabularies, pronounce some words well and they are able to make a sentence consisting of six up to eight words that covers verb, suffix, affix, and conjunction⁽¹³⁾.

There is a strong relationship between training and communication skills of the little dentist cadre. The higher score of theirs show they are participated actively during the training. The communication skills shows their speaking, listening, and communication non verbal skill that is related with their health habitual.

This training applied role-playing method. This method can improve their ability to communicate with other. Through role playing, they can get involved directly so they can learn it easily. Role-playing method is chosen with the target respondents of preschool children and it is suitable with their characteristic. Those who are 5-6 years old is categorized as children who like to live in groups. The quality of pre-school children have high modality in understanding words and others' point of view, so they communication skills will automatically increase. Mastering communication skill can raise their pleasure to have friend as well as relationship with others. They are able to use many vocabularies, pronounce some words well and they are able to make a sentence consisting of six up to eight words that covers verb, suffix, affix, and conjunction⁽¹³⁾.

Role-playing method makes children get involved actively during the training. Kamil argues that the children's participation is so important since they can learn effectively when they are participated actively. This case make there is a positive relationship and strong correlation between training score and their communication skills⁽⁸⁾.

CONCLUSION

There is a relationship between training and communication skills to the little dentist cadre with strong relation. Those who has higher score for training are those who have better communication skills.

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