

# Meningkatkan komunikasi kerja tim kelompok kader posyandu melalui pelatihan komunikasi interpersonal = Improving teamwork communication posyandu's cadre group through interpersonal communication training

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## Abstrak

Efektivitas kerja tim merupakan kunci utama kinerja kelompok, kohesi kelompok, efikasi kolektif dan kepuasan anggota. Kerja tim yang tidak efektif dalam kelompok salah satunya disebabkan oleh anggota kurang mampu berkomunikasi secara efektif. Permasalahan kerja tim yang tidak efektif karena anggota kurang kemampuan berkomunikasi secara efektif dialami oleh salah satu kelompok kader Posyandu di Jakarta Timur. Studi Intervensi yang akan dilakukan dalam penelitian ini bertujuan untuk meningkatkan komunikasi kerja tim pada kelompok kader Posyandu melalui pelatihan komunikasi interpersonal. Metode penelitian secara kuantitatif dan kualitatif serta desain studi adalah *field experiment after and before with control design*. Sampel dipilih secara non-probability purposive sampling. Pengukuran hasil intervensi keterampilan komunikasi interpersonal menggunakan *Interpersonal Communication Competency Scale* dan pengukuran keterampilan komunikasi kerja tim menggunakan *Teamwork competency Test*.

Hasil analisis statistik menunjukkan adanya peningkatan komunikasi kerja tim kelompok kader posyandu namun belum cukup signifikan karena intervensi dilaksanakan dalam waktu yang singkat. Berdasarkan hasil pengamatan dan wawancara individu setelah pemberian intervensi diketahui bahwa, ketua kelompok dan beberapa anggota kader mulai menerapkan keterampilan komunikasi dalam kerja tim seperti, lebih terbuka dan suportif saat berdiskusi, memahami komunikasi non verbal antara anggota kelompok, lebih banyak mendengar dan memberi respon positif terhadap pendapat anggota kelompok yang lain, hampir semua melakukan tegur sapa dan perbincangan ringan. Selain itu, kelompok sudah membuat jaringan komunikasi dengan *whatsapp group*.

.....The effectiveness of teamwork is the key to group performance, group cohesion, collective efficacy and member satisfaction. Ineffective teamwork in groups is caused by members being unable to communicate effectively. The problem of ineffective team work because members lack the ability to communicate effectively is experienced by one Posyandu cadre group in East Jakarta. The Intervention Study that will be carried out in this study aims to improve communication of team work for Posyandu cadre groups through training in personal communication. Quantitative and qualitative research methods and study designs are field experiments after and before with control design. Samples were selected by non-probability purposive sampling. Measurement of the results of interpersonal communication skills interventions using *Interpersonal Communication Competency Scale* and measurement of team work communication skills using *Teamwork competency Test*.

The results of the statistical analysis showed that there was an increase in the communication of work of the Posyandu cadre team team, but it was not significant enough because the intervention was carried out in a short time. Based on the results of observations and individual interviews after the intervention, it was found that the group leader and several cadre members began to apply communication skills in teamwork such as

being more open and supportive when discussing, understanding non verbal communication between group members, listening more and giving positive responses to the opinions of the other group members, almost all of them did greetings and small talk. In addition, the group has created a communication network with whatsapp group.