

Communication Skills Training at Sibanggede Village Cadets

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ABSTRACT

This community service is carried out by providing communication skills training to Karang Taruna in Sibanggede Village. Communication problems that occur due to misunderstandings between recipients of information and givers of information among Karang Taruna members need to be addressed in order to create effective communication and increase the productivity of the Sibanggede Village Karang Taruna organization. The methods used in this community service are training and education methods. The education provided is related to effective communication and organizational communication. The training provided is in the form of persuasive communication exercises using the role play method. This community service activity provides benefits for all members of the Sibanggede Village Youth Organization, namely increasing understanding and providing new skills in communicating between members of the organization and communicating with the village community.

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INTRODUCTION

Karang Taruna is a youth organization that plays an important role in developing and empowering the younger generation in the community. The purpose of Karang Taruna is to instill the traits of leadership, teamwork, community service, and personal growth among its members. Most studies show that organized activities are essential for encouraging positive youth growth (Simpkins et al., 2017). These activities can provide opportunities for youth to develop their skills, talents, and potential, which are in line with the goals of Karang Taruna. Members of Karang Taruna are young individuals in the community who have a passion to make positive changes and contribute to village development (Widiatmaka et al., 2016). Through active involvement in Karang Taruna, youth have the opportunity to learn and develop a variety of skills, including leadership, teamwork, problem-solving, and communication (Hidayatullah, 2010).

Karang Taruna, as a forum for the involvement of the younger generation, strongly emphasizes the importance of efficient organizational communication in achieving its goals. Effective organizational communication is essential in Karang Taruna for the coordination of operations, distribution of information, and the instillation of a sense of unity and common purpose among its members (Isfardiya & Sarai, 2014). Efficient communication within these organizations is essential to ensure the successful implementation of community programs and initiatives, as well as to maintain strong relationships with stakeholders and the wider community. It is important to maintain the dynamics of organizational communication in Karang Taruna to increase its overall effectiveness and impact.

Although the Taruna Reef plays an important role, there are some problems it faces. There are so many obstacles in organizational life that make it difficult for organizations to achieve their goals. For example, such as passive members, the absence of work programs, poor leadership, or the absence of movers who can encourage the activity of an organization. The Karang Taruna group also often communicates directly with the village community. The ability to communicate is very important in fulfilling the task. Many members of Karang Taruna face difficulties in conveying information and ideas effectively to people within the community and people outside the community (Komala et al., 2022).

Based on the initial interview conducted with the management of Karang Taruna Desa Sibanggede, several communication problems occur including, communication problems that occur due to misperceptions between the recipient of information and the giver of information. Problems also occur related to the lack of participation of Karang Taruna members and youth who are members of the Village in activities organized by Sibanggede Village.

Based on the description of the situation analysis, it can be seen that the Karang Taruna group of Sibanggede Village shows a lack of knowledge about communication skills. Communication skills are important for communicating in public spaces. Based on this explanation, it can be concluded that members of Karang Taruna need to have good communication skills so that they can carry out effective communication in daily activities, both communication between members of the cadet reef and communication with the village community. This also underlies the implementation of the community service program by the Faculty of Social Sciences and Humanities, National Education University on Friday, November 10, 2023, at the Banjar Hall of Sibanggede Village, Badung Regency. Based on the initial data obtained, it seems necessary to make efforts to improve the communication skills of members of the Sibanggede Village Taruna Reef by conducting effective communication training.

METHOD

The approach method taken in overcoming problems in this service activity is by conducting training by providing material presentation related to organizational communication and effective communication first then continued with direct application of the material, which is a simple practice by covering understanding to members by simulating problems from communication barriers. This community service activity was carried out at the Banjar Hall of Sibanggede Village, Badung Regency. This activity is carried out in three stages. The stages carried out in this Community Service activity are as follows:

1. Observation Phase

The first thing to do before the work program is to make observations at the Sibanggede Village Hall. See the location that will be used as a place to hold training and ask about the problems faced by Karang Taruna in Sibanggede Village.

2. Preparatory Stage

At this stage, start preparing materials and materials that will be used in providing training. The selection of material to be given is on the problems faced by the Sibanggede Village Taruna Coral, which is related to effective communication.

3. Work Program Implementation

The training activity was carried out on November 10, 2023, by presenting the material, discussion, and question and answer sessions as well as direct application of the material, namely simple practices by covering understanding to members by simulating problems from communication barriers. The number of members of Karang Taruna who participated in the training activities was 10 people. Members are gathered and then made into one group to facilitate when providing material and also conducting training.

4. Evaluation Phase

The evaluation stage is carried out by asking about the impressions and benefits obtained by Karang Taruna members after receiving effective communication training. The actions that Karang Taruna members will take when facing situations that can hinder effective communication are also asked as an indicator that Karang Taruna members have been able to implement the results of the training that has been carried out.

DISCUSSION

Communication Skill or communication skills, namely a person's ability to explain and present ideas clearly to various people. Communication skills are the main skills that must be possessed to be able to foster healthy relationships anywhere, be it in the social environment, school, business, or organization (Hyang, 2020). There are three types of communication skills oral, written, and non-verbal communication.

1. Oral communication skills are the ability to speak in front of many people known as public speaking.
2. Written communication skills are effective writing skills for different types of readers and purposes. This ability includes the ability to write in a variety of styles and approaches for different media or readers.
3. Non-verbal communication skills include the use of body language, gestures, facial expressions, and tone/voice to reinforce ideas and concepts. Non-verbal communication also includes the use of images, icons, and symbols. Understanding audiences, body language, and understanding oneself are necessary skills for nonverbal communication.

Every communication activity must face various obstacles. Obstacles in communication activities will certainly affect how effective the communication process is. Its types of obstacles in mass communication are relatively more complex, which goes hand in hand with the complexity of its components. In addition, keep in mind that communication must be heterogeneous. Therefore, to avoid communication barriers, communicators must understand each barrier. As for communication barriers in organizations according to Effendy (2011) are as follows:

1. Technical barriers are a type of barrier that commonly occurs due to the media used in communicating. This interference occurs in communication media such as radio, telephone networks, and other communication devices that interfere with the communication process and reduce the effectiveness of communication.
2. Semantic barriers are obstacles that occur because the process of conveying ideas or understanding is ineffective. The words used in communication will help the process of exchanging meaning and understanding from the speaker to the audience.
3. Human barriers are barriers caused by human factors or organizational communication actors. These factors include personal emotions and prejudices, one's ability and inability to use the five senses, perception, aptitude or incompetence, and so on.

Seeing that communication skills are important to have to communicate in public spaces, community service is carried out for members of Karang Taruna to have good communication skills by providing education and training so that they can carry out effective communication in daily activities, both communication between members of the cadet reef and communication with the village community.

The stages of community service activities are as follows:

| Participants bid farewell and say thank you still | | |
|--|--|---|
| Stages | Activity | Response from Participants |
| Opening | <ul style="list-style-type: none"> • This is an open-access article under the • CC BY-SA • license. | Corresponding Author: |
| Education | Presentation of material regarding organizational communication and effective communication | Participants took part in the activity enthusiastically |
| Persuasive Communication Practice | <ul style="list-style-type: none"> • Present material on persuasive communication techniques • Carry out persuasive communication exercises using role play techniques | Participants took part in the activities enthusiastically and participants carried out persuasive communication role plays inviting youth to participate in activities organized by the Village |
| Question and Answer Session | The resource person provides opportunities for participants regarding the material that has been presented | Participants looked enthusiastic and active in asking questions |
| Evaluation | <ul style="list-style-type: none"> • The resource person asked about the impressions and benefits obtained by the participants after receiving communication skills training | Participants felt that stress management training activities had positive benefits. Participants are able to demonstrate the actions they will take when facing a situation of |

| | | |
|---------|---|--|
| | <ul style="list-style-type: none"> The resource person asked what action they would take if they received resistance from young people when they were invited to take part in activities taking place in the village as an indicator that the participants had been able to implement the results of the training that had been carried out. | rejection from young people who are invited to take part in activities taking place in the village |
| Closing | Say goodbye and say thank you | Participants said goodbye and said thank you |



Figure 1. Material Presentation Activities

In educational activities, there are several materials presented, namely effective communication and organizational communication. Effective communication is communication characterized by understanding, can cause pleasure, influence attitudes, improve good social relationships, and ultimately cause an action (Rakhmat, 2015). The author's goal is to provide educational materials on effective communication and organizational communication is expected to reduce the occurrence of communication barriers due to communication bias. After providing educational materials, it is continued with persuasive communication exercises using techniques of role play. Persuasive communication is communication that is carried out as an invitation or persuasion to want to act by the wishes of the communicator (Barata, 2003).



Figure 2. Role Play Activities

According to research conducted by Permatasari et al. (2022) The use of role-play and modeling techniques can improve interpersonal communication skills and demonstrate the strategic potential to improve communication between members within the organization. The provision of training on persuasive communication to members of Karang Taruna is expected to be able to invite less active members to want to participate in activities carried out by coral cadets and activities carried out in the village.



Figure 3. Q&A Session

After conducting education and role play, members of Karang Taruna were invited to do questions and answers. The resource person asked what action would be taken if they received a rejection from the youth when they wanted to be invited to participate in activities that took place in the village as an indicator that participants had been able to implement the results of the training that had been carried out

CONCLUSION

The conclusion of this communication training activity is to provide education to all members of the Sibanggede village cadet reef to be able to apply effective communication techniques and reduce the occurrence of communication barriers caused by communication bias. The existence of communication bias can create barriers to effective communication, which in turn can hinder the productivity and effectiveness of cadet organizations. It is hoped that with this activity, members of the Sibanggede Village Taruna Reef will be able to carry out effective communication to increase productivity and organizational performance.

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