

Empowering Cadres In Preparing The Community To Face The New Normal Era In Jabungan Banyumanik Village, Semarang City

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ABSTRACT

Special attention to health issues is still the main focus of the government in Indonesia. Some health aspects that are of concern include health degrees, cross-sectoral cooperation, health development policies, health development financing systems, quality of health facilities, health workers, and health supplies (Suparyanto, 2010). These health problems can affect the general public as well as certain groups such as infants, toddlers, pregnant women, the elderly, and workers. The purpose of this study is to run the Tri Darma of higher education by implementing community service activities, especially in the form of preparing health cadres to face the New Normal Era in Jabungan Banyumanik Village, Semarang City. The implementation method includes a preparatory stage that involves coordinating with health cadres, identifying participants, compiling materials, and carrying out activities using lectures, demonstrations, and discussion methods. Evaluation is carried out through pretest and posttest to measure the increase in cadre knowledge. Findings from the study showed that there was an increase in cadre knowledge by 15%. The impact of this research is improving the quality of health cadres, public understanding of the New Normal Era, and strengthening cooperation between universities and the community. Therefore, increasing the knowledge and skills of cadres, as well as community understanding, is expected to have a positive impact on health services and preparation for new situations.

Keywords: Quality of health cadres, Community knowledge, Tri Darma of higher education

INTRODUCTION

Special attention to health issues is still the main focus of the government in Indonesia. Some health aspects that are of concern include health degrees, cross-sectoral cooperation, health development policies, health development financing systems, quality of health facilities, health workers, and health supplies (Afriyanti, 2020). These health problems can affect the general public as well as certain groups such as infants, toddlers, pregnant women, the elderly, and workers.

In 2020, the emergence of the Covid-19 pandemic outbreak has brought significant negative impacts on various aspects of life. This pandemic first appeared in Wuhan, China, and then spread throughout the world, including Indonesia. The impact of the coronavirus is not only limited to health problems, but also causes major disruptions in economic sectors.

On March 15, 2020, President Joko Widodo gave a press statement at Bogor Palace, West Java, regarding the Covid-19 corona outbreak. In his statement, President Joko Widodo introduced the concept of social distancing which requires people to maintain social distance, work, study, and worship from home. This recommendation aims to minimize the spread of the coronavirus and has resulted in a decrease in social and economic activities of the community because the policy restricts activities in public places.

Some companies have implemented work-from-home policies, while others have opted to lay off employees, even conducting mass layoffs. The consequences of the wave of layoffs and the reduction in the number of workers have led to a significant decrease in production capacity. The psychological impact of this situation, without realizing it, can interfere with the mental well-being of the individual. Two key concepts in the domain of environmental health need to be understood uniformly by all health practitioners involved in order for the efforts made to succeed optimally. Environment is defined as a collection of physical, social, cultural, economic, and political aspects that affect the life of a community.

Meanwhile, community health depends on the integrity of the physical environment, humanitarian principles in social interaction, availability of resources essential for survival and disease prevention, the ability to cope with health problems in a reasonable way, as well as facilitation in achieving work and education, preservation of cultural heritage, and acceptance of gender diversity, accessibility across generations, and feelings of control and hope. Health-supportive behaviors include the application of proactive knowledge, attitudes, and measures to maintain health and prevent disease risk, protect oneself from health threats, and actively participate in Public Health initiatives.

The mentality approach to the challenges faced has major implications for one's well-being. In the context of the COVID-19 pandemic, community service activities present an educational forum where lecturers and students are able to present insights while training students' abilities in a greater capacity. This is done by being directly involved in actions to help communities in directly affected areas, in efforts to prevent and break the chain of the spread of COVID-19 while strengthening food security in local communities to ensure preparedness and resilient response to the threat of the COVID-19 pandemic.

Students, along with community members, village officials, and especially health cadres, are directly involved in efforts to spread knowledge about COVID-19, make it aware of its dangers, and educate on how to prevent its transmission. They also seek to break the chain of spread of COVID-19, promote understanding of interaction protocols during the pandemic, and raise public awareness to comply with guidelines and directives from the government. Health cadres are also active in strengthening the economic, food, social, educational, and cultural security of the community, as well as optimizing human and natural resources available in the village to become a resilient community facing the COVID-19 outbreak and remain independent in the midst of a pandemic situation. All these actions aim to improve the positive mindset of individuals in the face of the impact caused by the Covid-19 pandemic.

The focus on handling the COVID-19 pandemic has diverted people's attention from the psychosocial aspect, which is the individual impact that may be faced due to the pandemic situation. Mental health issues arising as a consequence of the COVID-19 pandemic have the potential to become ongoing problems and can pose a heavy social burden. It is stated that the public health emergency status established by global health agencies, followed by the enactment of social distancing policies, self-isolation, or quarantine, as well as reduced public mobility, can have a long-term impact on people's mental health ((Gao & Sai, 2020); (Amin, Griffiths, & Dsouza, 2020); (Spoorthy, Pratapa, & Mahant, 2020)).

Despite volunteering, mobilizers of these health activities often face various challenges, such as degrading treatment or negative perceptions from the community. In facing these challenges, a cadre must maintain an attitude of professionalism and still provide optimal service, separate from personal emotional feelings. Increasing the role of health cadres in improving health services is one of the strategies in supporting citizens in maintaining their health, especially those who may experience psychological impacts due to the COVID-19 pandemic.

The development of superior cultural services in health cadres aims to prepare them to be willing and able to be actively involved in developing health programs in their environment. Based on field data, it can be seen that the knowledge and skills of cadres in carrying out their duties still do not meet expectations. This is reflected in the implementation of posyandu activities that tend to be monotonous and undeveloped, which in turn will have an impact on the effectiveness of the standby village program.

So far, posyandu cadres have played more of a role as implementers of activities than as posyandu managers, which should include planning and organizing activities based on their deep understanding of the needs of the community in their area. However, in reality, many posyandu cadres are no longer active or their numbers are very lacking, and their level of knowledge, attitudes, and skills is far from adequate. In fact, some of them have not followed new developments related to posyandu activities, or even do not understand the latest changes in conditions and policies related to posyandu management.

Given this situation, a Cadre Empowerment program is needed in Community Preparation to Face the New Norm Era in the Assisted Village of Jabungan Banyumanik Village, Semarang City. Each RW will be assigned one health cadre, and considering that the Jabungan Banyumanik Village in Semarang City has a total of 30 RWs, there will be 30 health cadres involved in this program.

From this description, it can be seen that people's attitudes have a significant impact on how they overcome the challenges arising from the current pandemic. Therefore, assistance from cadres or health teams is needed to provide a better understanding of the current situation. This shows the importance of increasing cadre empowerment in preparing the community to face the New Norma era.

The purpose of this study is to actualize the commitment of Tri Darma of higher education through the implementation of community service activities, especially in preparing health cadres to face the New Normal Era in Jabungan Banyumanik Village, Semarang City. In addition, this study also aims to contribute from the Department of Medical Records & Health Information Poltekkes Kemenkes Semarang to assisted

villages as partners in the implementation of education. Thus, it is hoped that this research will have a positive impact in increasing the capacity of health cadres, educating the public about UPPM programs, and strengthening mutually beneficial cooperation between universities and the community.

RESEARCH METHODS

The methods applied in this community service activity, employing participatory and descriptive approaches, aim to empower health cadres and facilitate community preparation for the New Normal era in the assisted villages of Jabungan Banyumanik Village, Semarang City. The research relies on data from various sources, including training participants, health cadres, and village stakeholders. The study targets all health cadres and communities in the selected villages, with the sample consisting of trainees who actively engage in the activity. Techniques utilized encompass observation, interviews, and documentation for data collection. Observations offer insights into field conditions and the direct implementation process, while interviews directly gather information on participants' perceptions and understandings regarding community readiness for the New Normal era. Documentation is utilized to record and perpetuate the training process and subsequent activities.

Furthermore, the data analysis method employs descriptive analysis, which involves elaborating and reviewing data from observations, interviews, and documentation. Collected data are meticulously organized and analyzed to achieve a comprehensive understanding of activity implementation and participants' perceptions related to community preparation for the New Normal era.

Acknowledging potential limitations in obtaining representative data, subjectivity in data interpretation, and potential errors in data collection, efforts are made to address these concerns through diverse participant inclusion, transparent methodologies, and rigorous validation procedures. Additionally, while recognizing the challenge of making generalizations due to contextual specificity, findings are cautiously discussed within the studied communities' context to avoid unwarranted extrapolations.

Lastly, evaluation occurs both pre- and post-material provision to assess the effectiveness of training and participants' understanding. Measures are implemented to mitigate potential bias in evaluation, such as ensuring anonymity, involving diverse evaluators, and establishing clear evaluation criteria. The results of the evaluation serve as the foundation for developing follow-up plans and evaluations aimed at enhancing the quality of future activities while maintaining fairness and objectivity.

RESULTS AND DISCUSSION

Evaluation of Increased Cadre Understanding

Each cadre has five different roles, namely: 1) Coach, tasked with helping identify obstacles faced, both inside and outside the work or life environment, evaluating the positive and negative sides, and finding possible solutions; 2) Motivators, seeking to provide support and strengthen psychological interactions between the attitudes, needs, perceptions, and needs of individuals, families, and communities before they take action; 3) Facilitator, serves as a tool to provide assistance to the subjects under

study in order for them to receive adequate services; 4) Catalyst, aiming to encourage changes to the problem under study in order to achieve the desired result; 5) Planners, tasked with formulating goals, needs, and targets to be achieved, as well as planning the implementation of social welfare services effectively and efficiently (Setianingrum, Desmawati, & Yusuf, 2017).

Health cadres' knowledge of the new norm era will be evaluated before they receive training materials, known as pre-tests. The aim is to assess the understanding of health cadres about the daily behaviors needed in carrying out their duties in the new norm era after the Covid-19 pandemic.

Table 1. Results of Evaluation and Improvement of Cadre Understanding

NO	Evaluation Material	Yield (%)		Increase (%)
		Pretest	Posttest	
	The role of cadres as motivators	33,3	44,75	11,45
	The role of cadres as facilitators	16,7	50	33,3
	Examples of the role of cadres as promoters	72,2	81.25	9,05
	Era new normal	66,7	81.25	14,55
	Examples of behavior in the new normal era	94,4	100	5,6
Average		56,66	71,45	14,79

The knowledge evaluated includes the role of cadres as motivators, the role of cadres as facilitators, examples of the role of cadres as promoters, the new normal era, and examples of behavior in the new normal era.

The role of cadres as motivators is an effort to provide support and build psychological processes / interactions between attitudes, needs, perceptions, and needs that occur in clients, families, and communities while performing their duties. Some cadres have understood the role of cadres as motivators, which is reflected in the pretest results where 33.3% answered correctly. After receiving material exposure on the role as a motivator, the understanding of cadres has increased. The increase in comprehension was reflected in the post-test results, where 44.75% answered correctly, showing an increase in comprehension of 11.45%.

There was a significant increase in understanding of the role of cadres as facilitators, with pretest results of 16.7% increasing to 50% at the time of posttest. The evaluation showed an increase in cadre understanding by 33.3%, which will certainly greatly help cadres in increasing assistance to the community. The hope is that cadres will be able to apply the knowledge gained in daily life, so as to improve the quality of services provided. As facilitators, cadres are expected to provide services that are in accordance with the needs, nature, and type of services provided, by paying attention to efficiency and effectiveness in their implementation (Laely, 2014).

The presentation of material on the new normal era after the Covid-19 pandemic was held to increase cadres' understanding of their roles and goals as health cadres. In the context of the third question regarding the example of the role of cadres as promoters, it can be seen that in the pre-test as much as 72.2% and in the post-test it reached 81.25%, an increase of 9.05%. Increasing cadres' understanding of the role as promoters or drivers of community activities, especially in the face of changes in current

norms of life after the Covid-19 pandemic, is very important. The hope is that cadres can increase people's understanding related to the new lifestyle that prevails today. Examples of behavior in the new normal era have been well understood and implemented by cadres, so the evaluation results are very satisfying. In the pretest, the result reached 94.4%, while in the post test it increased to 100%, with an increase of 5.6%.

Evaluation of cadres' knowledge of the new normal era as a whole showed a significant increase of 14.79%. The increase started from the pretest by 56.66%, and the post test results reached 72.45%. However, the ability of cadres to provide excellent service needs to be honed regularly.

Health cadres in Jabungan Village generally have been carrying out their duties for many years, so they have understood the current conditions. The main impact of the new normal era, apart from health, also involves socio-economic aspects. Evaluations related to the new normal era showed an increase of 14.55%, where in the pretest it was obtained 66.7%, and in the post test it reached 81.25%. Current conditions demand optimal health services, especially considering that some people have experienced trauma and psychosocial disorders due to the pandemic. Therefore, it is expected that health services provided by cadres can be optimal, considering that poor services can increase the sense of trauma in the community (Fitriana, Kamase, Ramlawati, & Rahman, 2021).

In a role it is very different, everyone has attitudes and behaviors that are interrelated or contrary to this situation, the roles that occur will interact with each other in a position that does not dominate attitudes and behaviors. So every community must socialize and interact with each other in order to establish a situation that can build kinship or a respected role by the community to be able to give each other authority in adapting.

Each individual may have various social statuses that determine the role expected of them in society. A role is a set of expectations applied to individuals occupying a particular social position. Humans, as social creatures, tend to live in groups. Cadres who have extensive knowledge and the ability to mobilize society are essential. One of the main roles of cadres in community empowerment is their ability to encourage community participation with social spirit in their environment (Rahim, 2019).

Evaluation of Community Service Activities

Evaluation of training programs in community service activities regarding the empowerment of cadres in welcoming the new norm era in Jabungan Village, Banyumanik District, is important to do. The purpose of the evaluation is to assess the effectiveness of the training process, which includes achieving training objectives by observing changes in trainees in terms of knowledge, attitudes, and skills (Suminar, 2022). This assessment aims to evaluate the clarity of the material delivered by the resource persons, the benefits of community service activities, the relevance of the activities to the needs of cadres, and the ability of resource persons to deliver material. This evaluation is carried out through questionnaires prepared by the organizers and filled out by cadres involved in the activity.

Evaluation sheets for community service activities were handed over to participants before the closing ceremony of the training. Participants are given the

opportunity for about 10 minutes to fill out the evaluation sheet by giving a check mark (v) in the column that matches their choice. After the filling is completed, the evaluation sheet is collected again by the organizer.

According to (Nagorcka-Smith et al., 2022), evaluating the impact of community-based training programs on health outcomes is crucial to ensure that the training continues to be improved and effective in achieving its goals. (Johnson, B., 2018) found that longitudinal studies can help assess the effectiveness of community-based training programs for health workers. (Brown, C., 2017) emphasized the importance of follow-up plans in ensuring the sustainability of community-based training programs. (Jones, D., 2016) compared two approaches to improving the effectiveness of community-based training programs and found that a more comprehensive approach was more successful.

CONCLUSION

The implementation of community service activities with a focus on empowering cadres in facing the new era in Jabungan Village, Banyumanik District, Semarang City, is part of the implementation of the tri darma of higher education. Community Service Activities (Pengabmas) in 2022 were held in the form of training attended by 30 cadres face-to-face, and succeeded in increasing their knowledge by 15%. This initiative is a contribution from the Department of Medical Records & Health Information Poltekkes Kemenkes Semarang to assisted villages as educational partners. To improve the effectiveness and continuity of this program, it is important to familiarize the application of the knowledge acquired by cadres with the support of regular monitoring and evaluation from relevant parties. In addition, it is necessary to continue to improve the abilities and skills of cadres as health program delivery agents in their regions, so that the community can be better prepared and able to face changes and challenges in this new era.

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