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Analysis of Factors Related to Communication Skills in Midwifery Students

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ABSTRACT

Introduction: Skills to practice and communication skills is important for midwifery students, The importance of soft skills will later be used when students are in the world of work. This study aims to determine what factors are correlated with the communication skills of midwifery students. **Method:** The research design is cross-sectional using a simple random sample. The number of respondents was 38 students. The dependent variable in this study is communication skills. The independent variables are motivation, self-leadership strategies, job satisfaction, self-efficacy, psychological empowerment, task commitment, and communication skills. The analysis used is a statistical test Spearman Rho correlation with $p=0.05$. **Results:** The results showed that motivation has a correlation with communication skills ($p=0.00$), job satisfaction has a correlation with communication skills ($p=0.00$) and task commitment has a correlation with communication skills ($p = 0.00$). At the same time, self-leadership strategy, self-efficacy, psychological empowerment and communication skills do not have a correlation with communication skills (absolute). **Conclusion:** Factors related to communication skills are motivation, job satisfaction, and task commitment.

Keywords: *Communication skills, soft skills, education, motivation*

INTRODUCTION

Education is a major factor in the formation of human persons. Education plays a role in shaping the good and bad in human beings according to normative measures.¹ Recognising the importance of this, the government has paid serious attention to dealing with the education sector, because it is hoped that a good education system will give birth to the nation's next generation of qualified individuals able to adapt to the life of the society, nation, and state (Republic of Indonesia's Law no 20 in 2001). Surveys from the National Association of College and Employee USA 2002), to 457 leaders in America, about the 20 most important qualities of successful people, the results show successive soft skills and only two hard skills.² The importance of mastering soft skills in the world of work requires educational institutions to design soft skill development

programs for learning as a means of building work ethics with midwifery students, including direct learning in the community.³

The key to success is 90% determined by soft skills and only 10% determined by hard skills.⁴ Ministry of Education in 2009 stated that someone's success in education is 85% determined by soft skills. Education in Indonesia is generally still oriented towards hard skills.⁵ The inability to provide soft skills education results in midwifery student graduates only being good at memorizing lessons and having a few skills when they are already on the job.⁶ They act like machines because of the mastery of skills but are weak in leading.⁷ Soft skills are the skills for dealing with others. The users of college graduates hope that the workforce made up of college graduates has positive soft skills, a strong attitude, is honest, uplifting, able to work together, polite in communication, good at negotiation, has high work motivation, is creative and adaptable, so it can work intensively.⁸ Therefore, researchers are interested in analyzing factors related to the communication skills of midwifery students.

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METHOD

This research is quantitative, analytic and descriptive using a cross-sectional design approach and simple random sample.⁹ The number of respondents was 38 students at the Department of Midwifery, Ministry of Health, Surabaya Health Ministry. The dependent

variable in this study is communication skills. The independent variables are motivation, self-leadership strategies, job satisfaction, self-efficacy, psychological empowerment, task commitment, and communication skills. The instruments used in data collection are questionnaires that have been tested for validity and reliability. The analysis used was the Spearman Rho correlation test with $p = 0.05$.

RESULTS

Table 1: Frequency Distribution of Respondent Characteristics

No.	Indicator	Category	Frequency	
			Σ	%
1.	Age of Respondents	18	1	2.6
		19	10	26.3
		20	26	68.5
		21	1	2.6
2.	Number of siblings	Single	4	10.5
		1	13	34.2
		2	15	39.5
		3 or more	6	15.8
3.	Child to (child order)	First	24	63.2
		Second	7	18.4
		Third	6	15.8
		Fourth	1	2.6
4.	Reasons for studying midwifery	Parental encouragement	15	39.5
		Own desire	19	50.0
		Did not pass the SBMPTN	4	10.5
5.	The desire to study at Sutomo	Own	23	60.5
		Parent	15	39.5
6.	Initial ideas	Midwifery	9	23.7
		Doctor	8	21.1
		Other: businessman, etc.	21	55.3
7.	Interest in clinical / field practice	Interest	14	36.8
		No interest	24	63.2
8.	GPA	<3	1	2.6
		3 - <3.5	10	26.3
		3.5 or more	27	71.1

Table 1 shows that more than half of the students are a first child and wished to study the Sutomo D3 Midwifery Study Program in Surabaya themselves. Most respondents prefer learning clinical practice and more than half have a GPA of 3 or more.

Table 2: Relationship motivation, self-leadership strategies, self-efficacy, psychological empowerment, task commitment, communication skills, job satisfaction with communication skills for midwifery students.

Variable	Communication Skill						Total		r ²	p
	Good		Enough		Weak					
	N	%	N	%	N	%	N	%		
Motivation										
Strong	0	0	0	0	0	0	0	0	0.678	0.000
Medium	0	0	1	2.6	10	26.3	11	28.9		
Weak	0	0	5	13.2	22	57.9	27	71.1		
Total	0	0	6	15.8	32	84.2	38	100		
Strategy Self leadership										
									r ²	p
	N	%	N	%	N	%	N	%		
Good	0	0	4	10.5	2	5.3	6	15.8	1.000	0.100
Enough	0	0	0	0	0	0	0	0		
Weak	0	0	2	5.3	30	78.9	32	84.2		
Total	0	0	6	15.8	32	84.2	38	100		
Psychological empowerment										
									r ²	p
	N	%	N	%	N	%	N	%		
Height	0	0	0	0	0	0	0	0	1.000	0.100
Medium	0	0	6	15.8	0	0	6	15.8		
Low	0	0	0	0	32	84.2	32	84.2		
Total	0	0	6	15.8	32	84.2	38	100		
Self efficacy										
									r ²	p
	N	%	N	%	N	%	N	%		
High	0	0	0	0	0	0	0	0	1.000	0.100
Medium	0	0	6	15.8	32	84.2	38	100		
Low	0	0	0	0	0	0	0	0		
Total	0	0	6	15.8	32	84.2	38	100		
Task commitment										
									r ²	p
	N	%	N	%	N	%	N	%		
High	0	0	0	0	0	0	0	0	0.725	0.000
Medium	0	0	1	2.6	9	23.7	10	26.3		
Low	0	0	5	13.2	23	60.5	28	73.7		
Total	0	0	6	15.8	32	84.2	38	100		
Communication Skill										
									r ²	p
	N	%	N	%	N	%	N	%		
Good	0	0	0	0	0	0	0	0	1.000	0.100
Enough	0	0	2	5.2	4	10.6	6	15.8		
Weak	0	0	4	10.6	28	73.6	32	84.2		
Total	0	0	6	15.8	32	84.2	38	100		
Job satisfaction										
									r ²	p
	N	%	N	%	N	%	N	%		
Very satisfied	0	0	6	15.8	0	0	6	15.8	0.819	0.000
Satisfied	0	0	0	0	28	73.7	28	73.7		
Less satisfied	0	0	0	0	4	10.5	4	10.5		
Not satisfied	0	0	0	0	0	0	0	0		
Total	0	0	6	15.8	32	84.2	38	100		

Table 2 above shows that the results of the statistical test Spearman's rank correlation coefficients or Spearman's Rho in the relationship of motivation, job satisfaction and task commitment with communication skills show a significance value (p-value) $p = 0.000$. The significance level used is $p < 0.05$ meaning that H_0 is rejected and H_1 is accepted that there is a relationship between motivation, job satisfaction and task commitment, and communication skills. The correlation results coefficient shows $r = 0.678$, $r = 0.819$ and $r = 0.725$ which means that there is a strong correlation with the direction of a positive relationship. The Spearman's Rho test on the relationship between self-leadership strategies, psychological empowerment, self-efficacy and communication skills with communication skills shows absolute p-value, meaning that there is no relationship between self-leadership strategies, psychological empowerment, self-efficacy and communication skills with communication skills.

DISCUSSION

The results showed that there was a relationship between motivation and communication skills in midwifery students with a high correlation in the direction of a positive relationship. Based on the results of the study it can be seen that respondents with moderate and weak motivation could have both sufficient and weak communication skills. Communication skills are one of the parameters of interpersonal soft skills, where soft skills are abilities that are used for themselves and relate to others, for working together in groups, and with others. To be able to connect with other people, a good communication process is needed. In order for communication to work well in accordance with one's goals, then one must have good communication skills.¹⁰

Motivation is important because motivation is the thing that causes, distributes and supports human behaviour so that people want to work hard and enthusiastically to achieve optimal results.¹¹ Midwifery students are midwives who have a role in giving midwifery care to clients, and so that they can fulfil their role well, some skills are needed, one of which is communication skills.

Motivation both from individual students and motivation that comes from or originates from the students themselves. Motivation is able to move

someone so that they have a desire and willingness to do something to get results or achieve certain goals. The clearer the goals expected or to be achieved, the more clearly how motivation is carried out. Motivation is needed for a person's efforts to achieve optimal results or goals. One of the efforts required is the ability to communicate.

The results showed that there was no relationship between motivation and communication skills in midwifery students. Based on the results of the study, it can be seen that respondents who have good and weak self-leadership strategies have weak and sufficient communication skills. The ability of self-leadership, then a person will have 5 disciplines, namely the discipline of renewal, the discipline of knowledge that is abundant, the discipline of the body means expressed as we care for our bodies, so we take care of our minds². Knowing other people is intelligence: knowing yourself is true wisdom.¹² This makes it clear that communication skills require the ability to be able to know other people, but what is important is the ability to know yourself.¹³ A person will be able to recognise and control themselves if the individual has good self-leadership skills.¹⁴

The results showed that there was no relationship between psychological empowerment and communication skills in midwifery students. This is not in accordance with the statement that empowerment means giving power to people who operate in unfavourable situations in an organization.¹¹ Psychological empowerment of individuals will produce several positive things, namely work results and improving the work process, as well as sharing knowledge, skills, and experience better. Psychological empowerment can improve the work process. In order for communication to work effectively, one must have good communication skills.¹⁵

Communication skills are absolutely necessary for every individual, especially for those who work in an organisation or company.⁴ A person's communication skills can make it easier for individuals to convey brilliant ideas to their boss or co-workers. With good communication skills, it will be young for someone to present their ideas so that the idea might be accepted even greater. Although in this study psychological empowerment is not related to student communication skills, the increase in psychological empowerment is still very necessary because high psychological empowerment can have a positive impact on the improvement of other

variables that can improve performance.

The results showed that there was no relationship between self-efficacy and communication skills in midwifery students. Self-efficacy is a person's belief that he/she is able to do something or someone's belief that he/she is able to achieve results in accordance with the stated goals. In communication skills, a communicator already has the objectives to be achieved through his communication activities.¹⁶ Effective communication is the delivery of messages that are carried out in accordance with the intent and purpose of the sender of the message. Effective communication is what is desired by every communicator. With effective communication, fundamental problems in communication such as misunderstandings and messages that cannot be overcome do not arise.

This study found that most of the communication skills of students in physiological midwifery care practices were in the weak category but the students mostly had self-efficacy in the sufficient category. Although no relationship was found between self-efficacy and communication skills, self-efficacy is high on the list of a person's will to believe in order to achieve communication goals he/she has set.

The results showed that there was a relationship between task commitment and communication skills in midwifery students with a high correlation with a direction towards positive relationships. Based on the results of the study, it can be seen that respondents who have low task commitment can both have weak communication skills. Commitment always reflects a sense of trust, sincerity and a very strong desire to always be willing to earnestly develop, maintain and work for the interests of an organisation without wanting to leave the organisation.⁴ A highly committed person is a superior person. A person who upholds high commitment actualises the work culture in total.

Building commitment is not easy, especially building commitment to the organisation. The emergence of commitment in a person is strongly influenced by factors such as the atmosphere of the workplace environment, leadership, workload, and compensation obtained. But the most important thing is that the commitment is not waiting for the organisation or leader, but commitment will be better if it arises because of self-awareness about the importance of doing or completing tasks to achieve

individual and organisational goals.

Today's leaders must be able to become pioneers; thus, a leader can show his function as a creator of growth and learning. This means that the leader is the creator of growth and learning, both for himself and for those who are under his responsibility. A person with appropriately high commitment will feel the benefits, namely by improving their performance as a leader and for the people being led.

The results showed that there was a relationship between job satisfaction and communication skills in midwifery students with a high correlation with a direction towards a positive relationship. Based on the results of the study, it can be seen that respondents who have job satisfaction are very satisfied and can have sufficient communication skills. Job satisfaction factors are a good initial input for developing a model of job satisfaction, job satisfaction and not for job satisfaction due to several factors or dimensions that cause satisfaction or job dissatisfaction.¹⁷ If the perception of people or individuals towards the dimensions of job satisfaction is positive then the individual will feel satisfied, and vice versa.¹⁸ The results of this study indicate that job satisfaction is related to communication skills, so specifically, the Midwifery Study Program still needs to try and pay attention to job satisfaction.

CONCLUSION

Motivation, job satisfaction and task commitment are closely related to the communication skills of midwifery students. The advantage of having good communication skills is that they will facilitate students in carrying out various clinical skills in the world of midwifery work.

Ethical Clearance: This study has passed the institutional review board from the Health Ministry Polytechnic of Surabaya, number 016 / S / KEPK / V / 2017.

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