

Increasing Motivation and Teamwork to Encourage Services for Posyandu Cadres in the City of Pematang Siantar

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Abstrak

Kerja tim dalam organisasi dianggap penting untuk mendorong peningkatan kinerja yang berkelanjutan. Teamwork akan menjadi motor penggerak yang memiliki energi dan sinergi bagi individu yang tergabung dalam teamwork. Komunikasi akan berjalan dengan baik berdasarkan kesadaran akan tanggung jawab masing-masing anggota. Tujuan dilaksanakannya pengabdian ini adalah untuk membantu mereka yang membutuhkan pemahaman dan berlatih menerapkan kerjasama tim yang efektif saat memberikan pelayanan kepada masyarakat. Mitra adalah kader posyandu di Desa Kahean dengan alamat Jl. Tualang, No.28, Kel. Kahean, Kec. Siantar Utara. Tahapan pelaksanaan acara ini meliputi pembukaan dan pengenalan kerjasama tim yang solid, penjelasan kerjasama tim, dan pemaparan beberapa permasalahan yang sering dihadapi kader posyandu dalam memberikan pelayanan kepada masyarakat, kemudian dilanjutkan diskusi tentang membangun dan mengembangkan berbasis kualitas pelayanan pada aspek kerja tim. Setelah kegiatan pengabdian kepada masyarakat dilakukan, dilakukan wawancara lanjutan mengenai dampak kegiatan pengabdian kepada masyarakat. Sesuai dengan hasil wawancara diketahui bahwa pemahaman kader Posyandu terkait peningkatan motivasi dalam berkomunikasi meningkat sebesar 80%, dan kerja serta pelaksanaan kerjasama tim yang solid meningkat sebesar 90%.

Kata Kunci: Kerja sama; Tim; Motivasi; Pengabdian.

Abstract

Teamwork in the organization is considered crucial to encourage continuous performance improvement. Teamwork will become a driving force that has energy and synergy for individuals who are members of teamwork. Communication will run well based on awareness of the responsibilities of each member. The purpose of implementing this service is to help those who need understanding and practice implementing effective teamwork when providing services to the community. Partners are posyandu cadres in the Kahean Village with the address Jl. Tualang, No. 28, Kel. Kahean, Kec. North Siantar. The stages of implementing this event include the opening and introduction of solid teamwork, an explanation of teamwork, and a presentation on some of the problems that Posyandu cadres often face when providing services to the community, then continued discussions on building and developing service quality based on teamwork aspects. After the community service activities are completed, follow-up interviews are conducted regarding the impact of the community service activities. In accordance with the results of the interviews, it is known that the understanding of Posyandu cadres related to an increase in motivation in communication increased by 80%, and the work and implementation of solid teamwork increased by 90%.

Keywords: Cooperation; Team; Motivation; Service.

1. Introduction

Teamwork will become a driving force that has energy and synergy for individuals who are members of teamwork. Communication will run well based on awareness of the responsibilities of each member [1]. [2], states that teamwork is an activity that is managed and carried out by a group of people who are members of one organization. Teamwork can improve cooperation and communication within and between parts of the company [3]. Usually, teamwork consists of people with different skills that are used as a strength in achieving company goals [4]. The statement above is strengthened [5] teamwork (teamwork) is a form of work in groups that must be properly organized and managed. The Team comprises people with different expertise and is coordinated to work closely with the leadership. There is a strong interdependence between one another to achieve a goal or complete a task. Teamwork generates positive synergies through coordinated efforts [6]. This has the sense that the performance achieved by a team is better than the performance per individual in an organization or a company.

Through teamwork, it is hoped that the results will exceed those if done individually. [7], states that teamwork is a group whose individual efforts result in higher performance than the sum of individual inputs. Teamwork generates positive synergies through coordinated efforts. The performance achieved by a team is better than individual performance in an organization or a company [8]. The problems faced by a team that is implemented a formal policy in a bureaucratic institution are no different from the problems of a team working outside the bureaucracy, the human factor causes this as a subject in the team itself [9]. If associated with the word effective, then an effective team can be interpreted as a team that has succeeded in achieving its goals (teams that can achieve their purpose). In an effective team, all team components work earnestly according to their respective roles and functions aimed solely at achieving common team goals [10]. The sense of having/taking ownership of team goals must be instilled in each member so that what is known as responsibility and willingness to sacrifice in achieving these common goals is born. The importance of having an effective team is accelerating the achievement of goals, increasing creativity in solving problems, and improving problem-solving [11].

Humans do not only need religion, science, or entertainment or art, but also togetherness [12]. Everything is needed. Because with religion life is more directed, with knowledge life will be easier, with art life is more beautiful and with togetherness life will be more beneficial. In a short definition, teamwork is a set of values, attitudes and behaviors within a team [13]. So that it does not always consist of a group of people with the same style, attitude, or way of working. Differences between teams are precisely the potential that will make a team creative and innovative. To achieve good teamwork, it is necessary to cultivate a positive attitude among team members [14]. These include the habit of listening to each other so as to create good communication, providing support to team members who need it, and appreciating the contributions and achievements obtained from each team member [15]. An effective team is a team that allows its members to be able to produce a greater number of task completions than the results of individual work because their work is the result of the contribution of team members together. Its members collaborate with each other to achieve goals [16]. Teamwork is an activity that is managed and carried out by a group of people who are members of one organization, the team consists of people who have different expertise and are coordinated to work together with the leadership, in which there is strong interdependence, resulting in performance higher than the sum of inputs individual [17].

The problems encountered in a team implemented in a formal policy in a bureaucratic institution are no different from the problems of Team Working outside the bureaucracy, this is caused by the human factor as a subject in the team itself, team solidity will be reflected during the process and at the end of the process. a team activity, namely the final result that can be seen and felt by interested parties from an organization that forms a team in achieving a goal. Communication skills in dealing with change, especially for organizations that always create innovations in accordance with current conditions and technological developments to be more effective and efficient. Thus, effective communication and solid teamwork can be concluded as a

strong stimulus to shape the character of mothers posyandu to be more professional in carrying out their work. Therefore, the urgency of carrying out socialization activities regarding effective communication and increasing teamwork in this service is to spur posyandu cadres in the Kahean Village environment to develop a spirit of professionalism in serving the community. Through pre-survey activities and brainstorming with partners, several problems faced by partners were identified. Partner problems include the inability to communicate with posyandu cadres in their work due to ignorance of how to communicate effectively. The next problem is the common understanding of teamwork among Posyandu cadres.

1.1. The Purpose of the PKM

The purpose of carrying out this community service activity with the title "Increasing Teamwork to Encourage Services for Posyandu Cadres in Pematang Siantar City" is to increase motivation for effective communication and increase understanding of solid teamwork.

1.2. Benefit of the Program

The benefit of this Community Service activity is that there is an increase in communication motivation, as evidenced by the level of community satisfaction with the services provided by posyandu cadres which has increased by 80%. There is an increased understanding of teamwork, as evidenced by community satisfaction with administrative services, which has increased by 90%.

2. Realization of Activities

2.1. Activities and Schedules, as well as Places of Activities

a. Method

The implementing mechanism is an overview of the activity plan that shows steps for solutions to problems in both aspects: partner for the service implementation schedule. In addition, at this early stage, coordination will also be carried out with the implementing Team and making the correspondence needed in implementing community service activities. The socialization stage for the community service implementing team partners will provide an understanding of the importance of the success of this community service activity and its impact on partners' knowledge, especially regarding digitizing entrepreneurship. Furthermore, the Team evaluates and monitors what obstacles and problems arise in the field. Monitoring and Evaluation are carried out to determine the level of success of activities based on the targets that have been achieved. Then an evaluation is carried out if obstacles and problems do arise to then find a solution so that the activity continues properly as expected.

b. Effective Time for Implementation of Activities

This community service activity will be held offline on October 5, 2022, from 09.00 WIB to 13.00 WIB.

c. Place

The location of this activity is the Kahean Health Center, Jl. Tualang, No. 28, Kel. Kahean, Kec. North Siantar, North Sumatra, Indonesia. This activity was carried out using the offline method. The distance to the partner location, namely from the Sultan Agung College of Economics Campus, is in the range of 2.0 km or takes around 10 minutes if the trip is taken by using a four-wheeled vehicle and 5 minutes if taken by using a 2-wheeled vehicle.

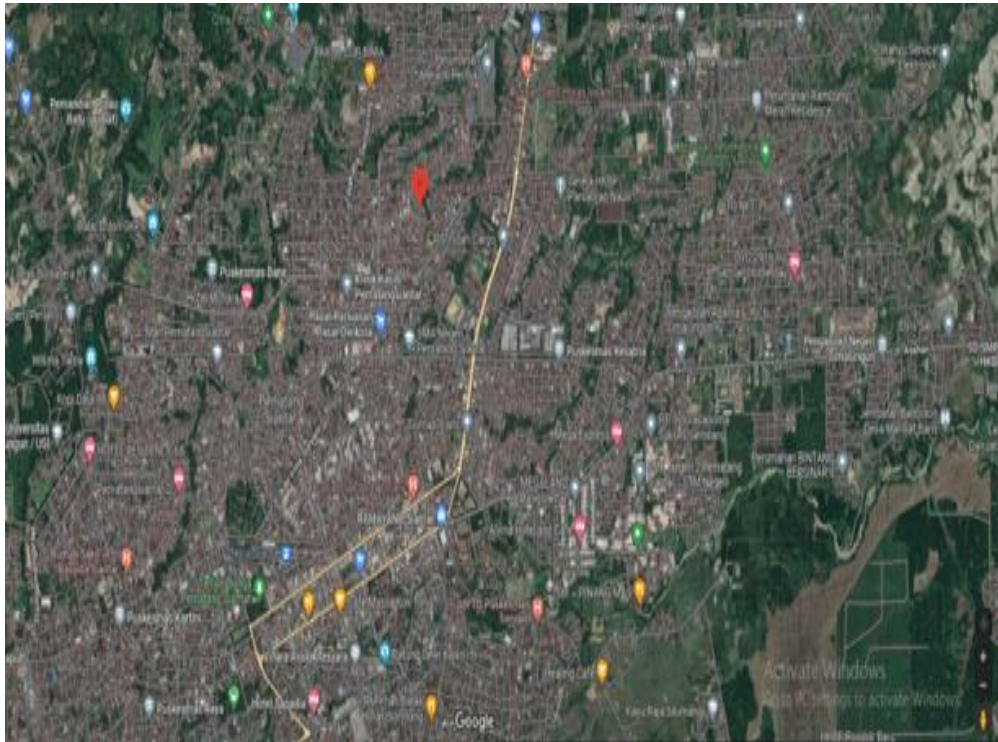


Figure 1. Map of Activity Locations

2.2. The Result of Community Service Implementation

The leader is the organization's prime mover, and the organization's authority is in the leader's hands. Leaders are also the key to the success of an organization. The process of forming an effective team is very closely related to the role of the relationship attached to the leader, namely the role of the leader in forming and fostering work teams, managing staffing that is useful for achieving organizational goals, opening, fostering, and controlling external and internal relations of the organization and representatives for the organization [18]. The success of tasks in the Team will be achieved if each team member is willing to work and give their best for the Team's success according to the goals of team formation. In an organization or company, efforts to build a good work team is an important things that must be done to achieve maximum performance.

1) Create Good Communication

Communication is the key to a relationship. This also applies to team relationships within an organization. 2-way communication is needed to build teamwork. That way, the team members can freely express their opinions, want to listen to each other's opinions, and find solutions to problems.

2) Set Common Goals

If you already have good communication, team members can unite and set common goals. It is intended that every employee has the same vision and mission, so teamwork can be more effective in achieving common goals.

3) Understand the Roles and Responsibilities of Each

Even though they have common goals and the same vision and mission, of course, each member of the Team does not always have the same roles and responsibilities. This must be understood as a way to build a good work team. Here the division of labor must be done so that each individual can focus on their roles and responsibilities.

4) Appreciate Each Team Member

Due to differences in roles and responsibilities within a team, it is important for each member to have an attitude of respect and respect for one another. No one should feel their role is the biggest and underestimate the other parts.

- 5) **Build Mutual Trust**
Apart from respecting and appreciating each member, that is an important part that should be remembered. Because without this trust, all members will eventually work individually. As a result, the common goals expected and previously set will never be achieved.
- 6) **Involve the Team in Every Decision**
If a leader makes decisions alone, he will likely lose the trust of his Team. Therefore, always involve team members in the decision-making process. Feel free to ask everyone for input and suggestions, so they feel included.
- 7) **Provide Clear Rules**
The next way to build a good work team is to provide clear rules so that each member understands what can and cannot be done.
- 8) **Set a Good Example**
As a leader in a team, you need to set a good example to create good synergy. Because the quality of the leader can indeed affect the quality of the Team, when you set a good example, other team members will also follow the example set.
- 9) **Give Appreciation**
You need to give appreciation for the achievements obtained by the Team. Based on a survey, giving this appreciation can increase employee satisfaction and affect work motivation. For example, you can give rewards in the form of best employee certificates, additional days off, promotion for promotion, or other bonuses.
- 10) **Get to Know the Character of Each Member**
By knowing the character of the person, you can find out the proper division of tasks and roles for each member.
- 11) **Improving Team Competence**
There is nothing wrong with providing training to improve the quality of team members. That way, the quality possessed by each member becomes more evenly distributed. However, ensure the training provider is also adjusted to their roles and responsibilities.
- 12) **Commitment**
Building commitment is directly proportional to building a good work team. The way to create a commitment to a team is by being involved in work and forming good relationships between members.
- 13) **Adequate Facilities**
Management must ensure that the facilities provided are adequate to build team building. Because every effort to build a team certainly requires company support, such as funds, equipment, and tools. Lack of facilities, on the other hand, can hinder team performance.
- 14) **Do Evaluation**
Finally, remember to evaluate by asking for suggestions from members to improve teamwork so that it becomes better. That is how to build a good work team in the organization.

The second part of the model is testing posyandu cadres from a given new strategy. Understanding of a change that is implemented, it is common for employees to have different views or ideas from ideas for changes that are not following the direction of the change itself. Here the role of testing is carried out to understand the extent to which informative communication to posyandu cadres is received, effectiveness can be obtained from the evaluation results at each step of implementing this model. In this second stage, misunderstandings and misunderstandings can be corrected if the organization knows the response of Posyandu cadres to these changes. Third, regarding the understanding of the behavior of posyandu cadres. Compare how the current posyandu cadre women behave with what kind of behavior the organization will focus on for change purposes. Identification of behaviors that can help the organization to see and change the behavior of posyandu cadres so that they are following the goals, behavior changes are made when posyandu cadres do not show the expected behavior and instead reinforce behavior that is following the goals. These three models of communication change are the basis for developing the implementation of an effective communication program because the professionalism of posyandu cadres in serving the community is the focus point [19].



Figure 2. Community Service Activities

In addition to communication, teamwork is considered important because the benefits and functions of the Team are that it can change attitudes, and behaviors, share knowledge, increase solidarity and strengthen the relationship between the values of Unity in Diversity in an organization in achieving common goals. A team will be more effective when compared to working alone. In a team, it is not only cooperation but also a unit that mutually influences one another so that work can be completed easily and quickly. To work effectively, a team requires three different types of skills. First, the Team needs people with technical expertise. Second, it needs people with problem-solving and decision-making skills to be able to identify problems, generate alternatives, and evaluate alternatives, The close relationship between trust and involvement of Posyandu cadres is considered important to build a solid team [20]. Where the more posyandu cadres believe in management, they will be more involved and productive, and vice versa. Teamwork is most likely to thrive when leaders create a sporting environment. Supportive action helps the group take the first steps needed to foster teamwork [21].

The model describes the steps for changing motivation and teamwork to be effective, the focus in this model relates to posyandu cadres as the key (Muliana et al., 2020). Understanding posyandu cadres as listeners is the first stage of how the organization understands posyandu cadres on what drives or motivates them and what they consider important in their daily work for their careers. Through that, the role of communication can be directed even though this is relative to other posyandu cadres who occupy different positions. Still, the results will be relevant as a change plan. The primary responsibility of leaders is to keep team members orientated on their overall tasks. However, there are times when organizational policies, record-keeping requirements, and reward systems favor individual effort and do not encourage teamwork. Close relationship between trust and employee involvement.

2.3 Target Society

The people who received the results of this community service were very enthusiastic, especially the Lurah and Posyandu Cadres, this was because the counseling and FGDs could help them to improve their performance, especially in terms of serving the community in the health sector based on aspects of motivation and solid teamwork. This service activity also makes it easy for Posyandu Cadres to consult directly with the presenters when experiencing problems directly in the field.

3. Evaluation

Based on the results, many opportunities at the Kahean Community Health Center can be developed in other community service activities. To build a good team, it is necessary to have a heart bond between members with metaphysical beliefs and values, so building a shared vision and mission within the Team is very important. In addition, from the results of the service, it was concluded that there was an increase in motivation in communicating, with evidence that the level of community satisfaction with the services provided by posyandu cadres increased by 80%. Increased understanding of teamwork as evidenced by the level of community satisfaction with administrative services increased by 90%. During the implementation of community service for Posyandu Cadres at the Kahean Health Center, no obstacles hindered the socialization process.

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