

## The Role of Effective Communication Training to Improve Skills and Productivity by the Sikka Regency Manpower and Transmigration Service

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### KEYWORDS

Effective Communication,  
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### ABSTRACT

Effective communication is crucial in enhancing skills and productivity in various sectors, including community and organizational development. Conflicts often arise in daily interactions, and effective communication plays a pivotal role in identifying and resolving these issues constructively. This research aims to describe the activities carried out during training organized by the Sikka Regency Manpower and Transmigration Service at the Karya Ilahi Foundation and Avco Dai Adaesa Bola Processing to find out the role of effective communication in improving skills and productivity at the Karya Ilahi Foundation. Researchers used descriptive qualitative research methods. Data collection techniques use observation and documentation. The results show that with effective communication, conflicts can be identified and resolved in a constructive way. Interesting during the training at the divine work foundation: This training provides a number of materials about dealing with children with special needs, so that teachers and employees are better prepared to deal with various situations in the school environment. Providing this training helps the community to better utilize local resources such as coconut which can be processed with various types, one of which is VCO.

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### Introduction

In society, conflict cannot be avoided. However, with effective communication, conflicts can be identified and resolved in a constructive manner. This is important to maintain harmony and productivity in the social environment (Priadi et al., 2023). Effective communication also plays a role in building a collaborative culture in society. With open and transparent communication, all people feel valued and heard. This increases their motivation and commitment to a common goal, creating a harmonious and productive environment.

Effective communication means listeners can understand what the speaker is saying. Effective communication can only be created if the communicant and communicator have the same meaning, interpretation of the message, and perception (Mahdi, 2023; Putri, 2024). Effective communication is the foundation of success in various aspects of life. In daily interactions, both in work and personal life, the ability to communicate well is the main key. Effective communication aims to achieve several important things in human interaction, including the following: Clear Understanding, Avoiding Conflict, Building Strong Relationships, (Qorib & Afandi, 2024;

Rembulan, 2023). Apart from having to have effective communication, you also need to have skills that are able to solve problems in a community or social circle.

Skills are fundamental skills in learning in the 21st century. Problem-solving skills include other skills such as identification and the ability to search for, select, evaluate, organize, and consider alternatives and interpret information (Dilekçi & Karatay, 2023; Purwanto et al., 2023). A person must be able to find various solutions from different points of view, in solving complex problems (Parczewska, 2021; Tang et al., 2021; Zubaidah, 2016). The type of skills that produce concrete products or things that become part of real implementation are called productive skills.

Productivity the ability of each individual, system, or company to produce what they want by using resources effectively and efficiently. The word productivity itself has the same elements as productive power and productivity. This term is often used to assess the efficiency of a factory, machine, company, facility, system or person in changing an input into the desired output. Therefore, we can see that productivity itself contains three important factors, namely, 1). Effectiveness is used as the value of accuracy in deciding how to do something to achieve a goal. 2). Efficiency is used to measure the accuracy of doing something by saving existing resources. 3). Quality shows how well various customer requirements, specifications or expectations can be met (Faqih, 2024). One of the productive or producing skills that will be discussed in this research is writing skills. Writing is an inseparable skill in English. Writing skills can be categorized as complex skills. This is because in writing, the writer is expected to be able to accumulate their knowledge in written form (Maharani et al., 2024).

According to Law No. 13 of 2003 in Muthmainnah (2024) concerning Employment, labor is every person who is able to do work to produce goods and/or services to meet their own needs and those of the community. Payaman J Simanjuntak in Muthmainnah (2024) Workers are residents who have or are currently working, including those who are looking for work and those who are involved in other activities, such as school or taking care of the household. Even though they are not working actively, they are physically able to participate in work at any time.

The Department of Manpower and Transmigration is a government institution which has the function of developing, controlling and supervising the field of employment and providing training for prospective workers. The task of the Manpower and Transmigration Service is to carry out regional government affairs in the field of labor and regional government affairs in the field of transmigration as well as assisting duties. This government program is useful for improving living standards. Communities can utilize natural resources and create new jobs.

In research at a divine work foundation, this foundation is both a home and a school for children with special needs. With the various traits and characteristics of each child, the teachers patiently and sincerely guide and teach the students on the foundation of divine work. With the various work programs created, it can be carried out well. So, based on the background description above, the author has the following problem formulation, What is the Role of Effective Communication to Improve Skills and Productivity during training? The research objective that can be achieved is to describe the activities carried out when carrying out training at the Karya Ilahi Foundation and VCO Processing training in Bola village to find out the Role of Effective Communication to Improve Skills and Productivity.

## Materials and Methods

Researchers used descriptive qualitative research methods. This type of qualitative descriptive research displays data as it is without manipulation or other treatments. The aim of this research is to present a complete picture of an incident or is intended to expose and clarify a

phenomenon that occurs (Rusli, 2021). Data collection techniques use Observation and Documentation and for data analysis techniques use Miles and Huberman (1992:20) in Rijali (2019) describe the process of analyzing qualitative research data as follows. parts (1) understand the meaning of data analysis, (2) analysis when collecting data; (3) data reduction; (4) data presentation; (5) drawing conclusions and verification.

## Results and Discussions

1. The activities carried out at the Karya Ilahi Foundation are providing training to teachers and employees at the Karya Ilahi Foundation

a) Training on detection and growth and development and learning systems for children with special needs for teachers and employees at the Karya Ilahi Foundation.

What was interesting during the training at the Karyailah Foundation: This training provided a number of materials about dealing with children with special needs, so that teachers and employees were better prepared to deal with various situations in the school environment. Teachers and employees who take part in this training must be patient and more confident in handling children with needs so that the needs of all children can be met. This training truly reflects the foundation's commitment to fair education, where all children have the right to have the opportunity to learn according to their potential.



**Figure 1. training truly reflects the foundation's commitment to fair education**

Source: Personal Photos

b) VCO Training in Football

This training helps the community to better utilize local resources such as coconut which can be processed with various types, one of which is VCO. This can increase income for the community. This training also improves skills for the community by focusing on understanding what the instructor explains about making VCOs and selling them, so that the community has skills that are useful for improving human resources.



**Figure 2. VCO Training in Football**

Image Source: Personal Photos

## 2. The Role of Effective Communication to Improve Skills and Productivity During Training

Good communication is not just a means of conveying messages or information but also a means of building positive working relationships and being able to collaborate productively. Good communication can influence the success of a training program and ensure that trainees obtain the right information and skills. Effective communication helps build a relationship of mutual trust between trainees and organizers or instructors. This trust is important so that participants feel comfortable in sharing experiences, asking questions, and receiving input which in turn increases their job satisfaction and motivation.

## Conclusion

In society, conflict cannot be avoided. However, with effective communication, conflicts can be identified and resolved in a constructive manner. Interesting during the training at the divine work foundation: This training provides a number of materials about dealing with children with special needs, so that teachers and employees are better prepared to deal with various situations in the school environment. Providing this training helps the community to better utilize local resources such as coconut which can be processed with various types, one of which is VCO.

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