

Barriers to Health Workers in Providing Health Education for Health Degree Improvement

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ABSTRAK

Health promotion is an effort to deliver health messages to influence others to improve their health status. In order for health messages to be received by the community, it needs to be supported by the selection of appropriate media and increased community empowerment. Therefore, Public Health Service activities are carried out regarding the creation of health promotion media. Lack of knowledge of nurses is one of the factors in the failure of health promotion. Health workers' knowledge of patient characteristics associated with low health literacy will lead to gaps in health care provision. This study aims to describe the knowledge, attitudes, experiences and obstacles of nurses regarding health literature at the Bajoe Health Center, Bone Regency. The results of the activity showed that public understanding of health promotion media has increased. Research conducted at the Bajoe Health Center, Bone Regency, found that the majority of respondents were female as many as 28 (80%) respondents, with the majority age group of 20-30 years as many as 23 respondents (65.71%). Most respondents' work experience in hospitals is less than 10 years, namely as many as 31 respondents (88.57%), while all respondents (100%) are domestic graduates. The majority of respondents had never heard of health literacy before, 34 (97.14%) respondents.

Keywords: Promotional Media, Barriers, Health Workers, Health Education, Community Empowerment.

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INTRODUCTION

Health workers are professionals who have a broad level of expertise and service in maintaining and improving the quality of health services that focus on patient health. Health workers have a demand to provide quality health services in an era like today. Quality service is an integrated, complete and continuous patient service in the hospital service system. The complexity of patient problems and service management involving multiprofessionals has the potential to cause fragmentation of services that can have implications for patient health problems, therefore interprofessional cooperation is needed as an effort to realize synergistic and mutually beneficial patient services so that patients get complete and comprehensive services. continuous service.

In fact, health services often overlap service actions between professions due to lack of communication between health workers in teamwork. Lack of communication will endanger patients in providing services so that it can cause patients to fall into dangerous situations. In addition, lack of communication also causes delays in providing treatment and diagnosis to patients, thus affecting patient outcomes. This lack of communication skills occurs due to the absence of training or education in carrying out cooperation between health workers. To improve service quality, intercollaboration capabilities need to be improved. One strategy to improve collaboration skills among health workers is through the process of professional education. Knowledge of the role of each health profession starting from students will make students confident and know what roles and what to do when collaborating between health professions in improving the quality of life of patients. Collaboration is a word that is often used to describe the term collaborative relationships carried out in an effort to integrate ideas by certain parties. The parties involved in a collaboration look at these aspects of difference. Over time, the need for collaboration among health professionals continues to grow. Patient problems that are now increasingly complex and take a long time require more effective treatment. Collaboration is a word that is often used to describe the term collaborative relationships carried out in an effort to integrate ideas by certain parties. The parties involved in a collaboration look at these aspects of difference. Over time, the need for collaboration among health professionals continues to grow. Patient problems that are now increasingly complex and take a long time require more effective treatment. Collaboration is a word that is often used to describe the term collaborative relationships carried out in an effort to integrate ideas by certain parties. The parties involved in a collaboration look at these aspects of difference. Over time, the need for collaboration among health professionals continues to grow. Patient problems that are now increasingly complex and take a long time require more effective treatment.

One of the most important communications in human life is health communication. According to Health Law Number 23 of 1992, health is a state of physical, mental, and social well-being that allows everyone to live a productive life socially and economically. This health includes 4 aspects, namely physical (body), mental (soul), social and economic. To achieve the goals in health promotion, a strategy is needed before implementing health promotion. Health promotion strategies consist of advocacy, social support, and community empowerment. Both public hospitals and mental hospitals need health promotion with these three strategies so that people can instill a sense of awareness in themselves to live clean and healthy.

METHOD

This counseling activity uses lecture methods and data collection through interviews. Then the practice of using health promotion media to the public and methods by connecting a number of journal sources.

RESULTS AND DISCUSSION

The training is carried out by providing understanding to the community on how to make health promotion media so that the community is able to make attractive and correct health promotion media to carry out the promotion process in the community. wide

Table 1. Pretest and Posttest Exercise Results

Question	Pre tes		Post tes
	True		True
Purpose of use of media	96,7%		90%
What is the basis for the selection of promotional media health?	96,6%		96,7%
Mention the benefits of media	96,7%		96,7%
Name the type of print media	90%		100%
Mention the advantages of Canva	96,7%		100%

Table 1 shows that after health education to the community, participants already know how to make health promotion media visible from the results of the pretest conducted. This knowledge increased after training in making health promotion media.

Table 2 Average Distribution of Knowledge, Attitudes, Experiences and Strategies of Nurses in the Application of Health Literacy at Bajoe Health Center, Bone Regency

Variabel	Median \pm SD	Min-maks	95% KI
Knowledge	0,00 \pm 2,86	0-8	0,79 – 2,75
Attitude	19.0 \pm 11.11	9-45	14.7 – 22.33
Strategy	17,0 \pm 6,63	8-29	15.89 – 20.45
Experience	16,0 \pm 2,84	9-19	13.91 – 15.86

Table 2 shows respondents' knowledge of the health literature, with an average score of 0.00 with minimum and maximum scores of 0 and 8. As for the nurse's attitude, the average score was 19.00 with minimum and maximum scores of 9 and 45. The nurse's strategy in implementing health literature obtained an average score of 17.00 with minimum and maximum scores of 8 and 29. While the respondents' experience of *health literature obtained* an average score of 16.00 with minimum and maximum scores of 9 and 19.

1. Understanding Health Education

Health promotion is a process that allows people to maintain and improve their health, in other words health promotion is an effort made to the community so that people are willing and able to maintain and improve their own health. (Fadillah 2018)

In the health sector, promotion has its own meaning where health promotion is a process so that people can maintain and improve their health. Elsewhere

In other words, health promotion is an effort made to the community to be willing and able to maintain and improve their own health. (Indika and Aprila 2017)

According to WHO, health promotion is the process of seeking individuals and communities to improve their abilities by relying on factors that affect health so that they can improve their health status. Departing from the definition formulated by WHO, Indonesia defines the definition of health promotion as an effort to increase community capacity through independent learning, by, for and with the community so that they can help themselves and develop community resource activities in accordance with local social. culture and supported by public policy. health-oriented. (Indika And Aprila 2017)

Communication health is variously defined according to the goals to be achieved in the communication process. The purpose of health communication is to inform and influence individual or community decisions, seen in the definition given by the New South Wales Department of Health, Australia: "*Health communication is a key strategy to inform the public about health issues and to keep important health issues on the public agenda*" (Schiavo, 2007: 8). (Prasanti 2018)

1. Challenges and Constraints of Health Workers in Implementing Health Promotion

In Indonesia, data on community-level health literature *is still* very limited.

Research conducted by Soemitro (2014) regarding the level of health literacy of people with hypertension in Malang Regency showed that around 65.35% of respondents had an unfavorable level of health literacy. Then a study conducted by Lestari & Handiyani (2017) which compared the level of health literacy in health students with non-health students showed that health students had a higher level of health literacy than non-health students. However, all student groups have not achieved satisfactory levels of *health literacy (score <80% of the total HLQ score)*. (Keperawatan 2019)

As for the inhibiting factor for the success of health education from the nurses themselves, the biggest is the knowledge and ability of nurses in providing health education. Although patient education has long been considered an independent role of nursing, many nurses lack the knowledge and skills needed to be effective educators (Elizabeth, 2011). (Keperawatan 2019)

In the Bajoe area, especially in the Bajoe Health Center, Bone Regency has been carried out

Research related to health literacy has never been conducted, but data on the implementation of health education by nurses and the implementation of training aimed at improving nurse performance have been widely conducted. As a result, health education provided to patients has a significant positive impact on improving their health status. However, its implementation cannot be separated from the ability of nurses to provide health education to patients with various characteristics, one of which is language skills and limited levels of patient education and knowledge. (Keperawatan 2019)

This shows that patients with cases like the above have low health literacy *rates and nurses do not understand the limitations of patients so they cannot provide health*

education according to the methods and media that the patient understands. So based on the description and results of the research above, the author needs to conduct research related to describing the knowledge, attitudes and obstacles of nurses regarding health literature at the Bajoe Health Center, Bone Regency. (Keperawatan 2019)

Challenges and obstacles negatively impact implementation and sustainability of health promotion programs. Based on the results of health promotion activities carried out, several obstacles and challenges were found in community empowerment activities in the health sector in efforts to prevent non-communicable diseases in Padukuhan Samirono, Sleman Regency. (Reskiaddin dkk. 2020)

1. Obstacles to Community Empowerment Activities The obstacles encountered during the implementation of the program are: (Reskiaddin dkk. 2020)

A. Lack of experience, skills and knowledge as well as self-concept of local health cadres.

The results of observations and interviews of several cadres concluded That there are some cadres who are not willing to become cadres, only based on the appointment of the head of the hamlet. In addition, reporting skills and data writing at posyandu are also lacking so that the data produced is not good. In addition, cadres lack confidence in providing education to the community.

1. Lack of public awareness

The community is still indifferent to the empowerment program activities implemented. This is based on public perception that new community activities are just spending their time doing daily activities, especially fathers or the younger generation.

1. Socio-cultural characteristics (religion, economic conditions); More society Choosing activities that generate money or income compared to community empowerment activities in the health sector. In addition, the lack of interaction with outside communities makes it difficult for health care providers to enter community forums such as the PKK group.

1. Health messages from mass media;

Based on observations, health information in the community such as posters or other media is still lacking.

e. Stakeholders support .

Some stakeholders, especially village BKD and some RT leaders, did not participate in community empowerment activities.

Stakeholder Engagement

According to David Viney in Yuniningsih (2019: 98), *stakeholders are everyone who is affected by a decision and has an interest in the results of the decision, including individuals, or groups or both, both inside and outside the organization. Stakeholders are absolutely necessary in public organizations to expedite all their activities.* (Sunaringtyas and Rachmania 2023)

The results of interviews from several informants explained that health promotion officers involved cross-sectors, before going into the field, health promotion officers coordinated with sub-districts, sub-districts, sub-districts and confirmed to existing RT/RWs. Later it will be announced RT / RW who lend a hand to the community, for example during prayers. in the mosque. And if the activities are at school, coordination is carried out by the school.. (Sunaringtyas and Rachmania 2023)

2. Challenges of Community Empowerment Activities (Reskiaddin dkk. 2020)

A. High mobility and dense community activities.

Based on observations, people in the Samirono area are mostly workers, entrepreneurs, and students. People spend a lot of time from morning to evening so when invited to participate in activities, most say they are tired after work and want to rest.

B. Long and long bureaucratic system.

The results of observations and interviews show that the long correspondence process and complicated services make facilitators or providers have to wait long enough to carry out empowerment activities in the community.

C. Experience of previous interventions by several institutions.

The results of interviews with village heads and BKD heads show that new programs or activities to be developed will make these activities unsuccessful because the community refuses, but instead continues the existing programs. In addition, programs that have been made by previous institutions or institutions are also a comparison material for activities to be carried out even though these activities are not sustainable.

D. Minimal health data

The results of observations made show that the data owned by the special health community is still very minimal, especially posyandu data. Some data is missing and lack of good documentation.

In communication there are three important elements, namely: communicator, message, and communicant. Thus, in order for communication to take place effectively, we must pay attention to these factors, namely communicators, messages and communicants. Another important factor in a communication process is feedback or effect. (Prasanti 2018)

Following the presentation of the results of the author's research, obstacles in implementing health promotion are as follows: (Prasanti 2018)

1. Barriers to Education

After conducting interviews with several informants, the authors grouped the results of this study according to the category of communication barriers themselves. The author's first informant, , The informant's description explains that

There are communication barriers that occur in the process of health promotion of the IUD birth control program to the community, of course, the target here is married mothers who are in the productive age zone. Syn in his narration mentioned that there are communication barriers, namely educational barriers for residents.

This educational barrier is characterized by a lack of understanding of citizens about the positive things that can be gained from using IUD birth control programs. The obstacle is the lack of knowledge of residents about the positive impact of IUD birth control compared to short-term birth control programs. : (Prasanti 2018)

The results of interviews with family planning cadres also produced similar findings regarding the existence of educational barriers as an inhibiting factor in health promotion of IUD birth control programs. Based on the informant's statement, most of the residents make a living as farmers, and the education factor is still not a priority focus. This means that there are still few villagers who decide to continue their studies to higher education.

In this study, the author saw that there were educational obstacles that caused Cimanggu Village residents to be less enthusiastic about the IUD family planning program.

Barriers to education are indeed one of the things that hinder the implementation of health promotion IUD birth control programs. The lack of knowledge possessed by villagers also resulted in their low awareness in seeking information about the positive effects of the IUD itself. This is also because education has not been made a top priority so that knowledge about various health information is still lacking.

2. Culture of Constraints

In addition to educational barriers, the authors found that there are other communication barriers in the health promotion process of IUD birth control programs in residents, namely cultural barriers. Based on the results of interviews with these informants, the majority stated that there were cultural barriers that caused villagers not to want to use IUD birth control programs so they preferred short-term birth control programs.

The authors found interesting results that cultural factors are an obstacle in health promotion of IUD birth control programs. In this case, culture is a habit, culture, the creation of reason, taste, and charsa that develops in an area. This is what the villagers showed. : (Prasanti 2018)

3. Psychological barriers

Another element that becomes a communication barrier obtained through this study is psychological barriers. Psychological elements related to the feelings experienced by villagers are categorized as psychological barriers. Based on interviews and observations that have been conducted, the majority of informants told the author that they

afraid to use IUD birth control programs, because it is unusual for villagers who do not dare to switch from birth control pills or injections to IUD birth control. Feelings of discomfort, worry, fear and not daring become obstacles that will determine one's decision making. : (Prasanti 2018)

2. Increased Community Empowerment to Support the Success of Health Education

To increase community empowerment, health workers must increase community empowerment such as improving human development, business development, environmental development, institutional development, and atmosphere development. (Robert and Brown 2018)

A. Human development

Human development is the first and foremost effort that must receive attention in community empowerment efforts, considering that the main purpose of community empowerment is community empowerment. Therefore, the scope of community empowerment material is focused on two things, namely improving the quality and quantity of health human resources.

Improving the quality of health human resources is carried out by providing workshops and training to health workers in various Puskesmas and also to the community in Jayawijaya Regency. This training aims to enable health workers to carry out their obligations properly and also so that the community has awareness and desire to improve health. (Robert dan Brown 2018)

Increasing the quantity of health human resources is carried out by recruiting local health workers who understand regional conditions so that health services to various places in Jaya Wiwjaya Regency can run well and smoothly. In addition, due to the absence of honorary personnel in 2023, the Jayawijaya District Health Office has applied to the government to recruit workers in the field, namely in Puskesmas and Hospitals to become P3K cadres and assist health services. in carrying out its duties in providing health services. However, this has not been done because the implementation given has not received direction or guidance from the government. (Robert dan Brown 2018)

B. Business Development

Business development is important in the empowerment process, business development includes improving facilities and infrastructure and improving health facilities through the Special Allocation Fund (DAK). Adequate health facilities plus good human resources can have a positive impact and meet the needs of the community in the health sector so that health services become good. In the development and improvement of health facilities, health services are carried out through 2 stages, namely the first stage of using special autonomy funds to build doctors' homes, nurses' houses and other medical personnel. And the second stage is to use the Ministry of Health's special allocation funds to build puskesmas. Building

Puskesmas includes other inventory in the form of ambulances, computers, nurses' housing, etc. (Robert and Brown 2018)

C. Environmental Development

Environmental conditions and conditions greatly affect the survival and health of the public. So if the environment is healthy and good, it will create a good and healthy atmosphere for people who live in the environment, otherwise if the environment is unhealthy and there is a bad association, it will cause diseases that can affect public health. around the neighborhood. Environmental development includes improving the quality of a clean living environment through the prevention and treatment of various diseases. (Robert and Brown 2018)

D. Institutional Development

Institutional development itself can be interpreted as social institutions or community organizations that are available and can run effectively so that they can support the implementation of human development, business development, and environmental development. In this case, institutional development includes collaboration between health services and non-governmental organizations in improving public health services. (Robert and Brown 2018)

e. Building the Atmosphere

The application of Atmospheric Building can be interpreted where health workers can foster good relations with the community and can also practice good communication methods that can be understood by the community. One example is by doing the GERMAS and Anti Mager movements. The Healthy Living Community Movement aims to reduce the burden of disease, avoid a decrease in population productivity, and reduce the burden of health care financing due to increased disease and health spending. (Indika and Aprila 2017) It is necessary to establish an atmosphere building strategy to create norms and conducive conditions/situations in the community to support PHBS. Atmosphere building is often associated with marketing and social campaigns, as opinion formation requires social marketing activities and campaigns. This needs to be well coordinated so that marketing goals can run well. However, it should be noted that building an atmosphere is intended to create an atmosphere of support, mobilize the community in a participatory and partnered manner. Social support is the availability of resources that provide physical and psychological comfort so that we can live a good life. This social support is someone else who interacts with the officer. A real example is the support of facilities and infrastructure when we will carry out health promotion or information that makes it easier for us or emotional support from the community so that the promotion given is more acceptable. (Ishak 2022)

3. Health Education Methods

One form of health communication information addressed to the public is health promotion. Health promotion is not just a process of public awareness to the community or individuals by providing and increasing knowledge in their fields

health, but it is also a wellness program designed to promote behavior change, both in communities and organizations. Health promotion can be done in the following ways and media. (Gayatri Setyabudi and Dewi 2017)

A. Health Promotion Methods

Broadly speaking, health promotion methods are divided into two, namely as follows. (Gayatri Setyabudi and Dewi 2017)

1) Didactic method

This didactic method is based or carried out in one direction. The success rate of this didactic method is difficult to measure because students are passive and only educators are active. For example: lectures, films, leaflets, booklets, posters and radio broadcasts.

2) Socratic Method

This Socratic method is carried out in two directions. By using this method, educators and learners can be active and creative. For example: group discussions, debates, panels, forums, seminars, role plays, brainstorming, demonstrations, case studies, workshops and individual assignments.

In addition, methods of health promotion based on communication techniques are distinguished as follows. (Fitriani 2020)

1) Direct Extension Method

In this case, the teacher is faced or face to face with the target. Includes: home visits, discussion meetings, meetings at village halls, meetings at posyandu, and others.

2) Indirect Extension Methods

In this case, the teacher is not directly facing the target, but conveys his message through the media.

For example, publications in the form of print media, through film shows and so on based on the number of targets achieved.

B. Health Promotion Media

In this case, the researcher does not directly deal with the target, but conveys his message through the media. For example, publications in the form of print media, through film shows and so on based on the number of targets achieved.

Health promotion media is a useful tool to display messages or information that you want to convey to communicators. Health promotion media aims to make the target gain knowledge and then be able to change the target's behavior to be more positive. Health promotion media is divided into several types, namely print media, electronic media and outdoor media. Print media consists of booklets, leaflets, rubik's and posters. Electronic media consists of TV, radio, movies, movie videos, cassettes, CDs and VCDs. While outdoor media consists of billboards, banners, exhibitions, banners, and big screen TVs.

media has its own criteria. (Lina Eta Safitri, Nurlaila Agustikawati, dan Putri Adekayanti 2022)

Through GERMAS campaign activities in the form of socialization / socialization and distribution of health promotion media such as leaflets and stickers, the aim is to provide education to the public in order to increase knowledge and awareness of healthy living behaviors in order to achieve a better degree of public health. The messages conveyed by the officers are also informative and easy for residents to understand, considering /question and answer activity at the end of each counseling session. *Remember / question and answer* activities really help people understand counseling information more deeply. According to L. Green's theory, knowledge is a predisposing factor or supporting factor, with knowledge will cause awareness, willingness and ability to encourage one's behavior to carry out healthy life behaviors. (Saya dan Perilaku 2018)

CONCLUSION

The provision of training in making health promotion media can increase public understanding of making health promotion media. Therefore, training activities for making health promotion media need to be given regularly to the community so that people not only understand the usefulness of health promotion media, but also are able to create attractive promotional media. The results of this study show that nurses still have low knowledge and a positive attitude about health literacy and there are still many obstacles in its implementation. This is expected to increase knowledge about health literature for health workers, especially nurses. And to support the success of health promotion, health workers can carry out community empowerment such as human development, business development, environmental development, institutional development, atmosphere development, and increasing health workers' knowledge about health.

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