

ABSTRACT

Base on the assesment, volunteer care for Lupus in Syamsi Dhuha foundation need to increase their emotional support skills. The design and implementation of emotional support basic skill training were created to fulfill the need of volunteer care for people living with Lupus. To reached out the purpose, this research concist 2 activities; the first activity is design and development training program, and the second activity is provide traning for the volunteers to practise basic skill of emotional support.

First activity started with need assesment of volunteer care for lupus. The need assesment process started with Task Analysis, Trainee/volunteer Analysis and Organizational Analysis. Result of the assesment describe that volunteer need to increase their basic skill of emotional support. This skill become important because aim of the emotional support basic skill is to make volunteers have a good skill to provide emotional support for people living with Lupus.

In line to assesment result, the basic skill emotional support training is designed. The objective of the training is to increase the capacity of volunteer care Lupus (Trainees) in provide basic skill of emotional support . The training material to achive the objective are: technique of basic skill emotional support with empathy or understanding, respect or caring for someone, and concreteness or being spesific. Approach of the training method is using experimental learning (Walter & Marks, 1981). Those approach concist some method as follow: role play method, seminar, exersise skill by watched some part of the movie that related with basic skill of emotional support, then continued with provide feedback after the role play. To evaluate the training program (trainees reaction and learning process), the training program are has been trial to volunteer care for Lupus. Revision of the material were created base on the trial feedback, as a way to achieved program efectively.

The second phase of the research activity is to provide a training of emotional support basic skill for volunteers care Lupus in Syamsi Dhuha foundation. The training were done used Pre test Post test Control Group experimental training design. The subject research are 8 persons as volunteer care for Lupus. Those 8 persons spreaded into 2 group; 4 persons as experimental group and 4 persons as control group. Result of the research describe that the training have influenced to the basic skill of emotional support of the trainees (p-value 0.029, $\alpha = 0.05$). The influence also describe in other dimension of the basic skill emotional support such as the accuracy and quality of emotional basic skill practice (accuracy dimension : p-value 0.029, $\alpha = 0.05$ and quality dimension: p-value 0.029, $\alpha = 0.05$).

Keywords : Emotional support basic skill, training program design, experiential learning, training implementation, and volunteers care for Lupus.

ABSTRAK

Volunteer care for lupus di yayasan Syamsi Dhuha Bandung masih kurang memiliki keterampilan dalam memberikan dukungan emosional kepada odapus (orang dengan lupus). Perancangan dan pelaksanaan pelatihan keterampilan dasar *emosional support* dalam penelitian ini dilakukan untuk memenuhi kebutuhan *volunteer care for lupus* di yayasan Syamsi Dhuha Bandung. Berkaitan dengan hal tersebut maka penelitian ini terbagi dalam dua kegiatan, yaitu kegiatan 1 : perancangan program pelatihan dan kegiatan 2 : Pelaksanaan pelatihan keterampilan dasar *emosional support* .

Pada kegiatan I, dilakukan asesmen kebutuhan pelatihan di yayasan Syamsi Dhuha Bandung, melalui analisis tugas, analisis calon peserta pelatihan dan analisis organisasi. Hasil asesmen menunjukkan terdapat kebutuhan akan keterampilan dasar *emosional support* pada *volunteer care for lupus* di yayasan Syamsi Dhuha Bandung, maka dirancang suatu program pelatihan “keterampilan dasar *emosional support*”. Tujuan pelatihan adalah membuat peserta pelatihan mampu memiliki pengetahuan dan pemahaman untuk dapat mengaplikasikan keterampilan dasar *emosional support*. Materi pelatihan adalah keterampilan dasar *emosional support* yaitu konsep lupus, *helping*, *emosional support* dan 3 (tiga) keterampilan dasar *emosional support* meliputi *empathy or understanding*, *respect or caring for someone* dan *concreteness or being spesific*. Metode pelatihan mengacu pada pendekatan *experiential learning* (Walter & Marks,1981) terdiri atas metode *role play*, seminar, latihan dengan menonton cuplikan film, dan metode umpan balik atau *video tapefeedback*. Evaluasi program pelatihan yaitu melihat hasil reaksi peserta pelatihan (*trainees reaction*) dan proses belajar peserta pelatihan (*learning proces*). Program pelatihan diujicobakan terhadap *volunteer care for lupus* dan evaluasi, kemudian dilakukan revisi untuk penyempurnaan program pelatihan.

Pada kegiatan II dilakukan pelaksanaan pelatihan keterampilan dasar *emosional support* pada *volunteer care for lupus* di yayasan Syamsi Dhuha Bandung. Pelaksanaan dilakukan dengan desain penelitian *eksperimental pretest posttest control group*. Subyek penelitian yang dilibatkan terdiri 8 (delapan) orang *volunteer care for lupus* 4 (empat) orang kelompok eksperimen, dan 4 (empat) orang kelompok kontrol. Hasil pelaksanaan menunjukkan bahwa pemberian pelatihan berpengaruh terhadap keterampilan dasar *emosional support* peserta pelatihan (p -value 0.029, $\alpha = 0.05$). Pengaruh pelatihan juga terlihat pada tiap dimensi keterampilan dasar *emosional support*, yaitu ketepatan dan kualitas penggunaan keterampilan dasar *emosional support* . (dimensi ketepatan : p -value 0,029, $\alpha = 0.05$ dan dimensi kualitas: p -value 0.029, $\alpha = 0.05$).

Kata kunci : Keterampilan dasar *emosional support*, perancangan program pelatihan, *experiential learning*, pelaksanaan pelatihan, *volunteer care for lupus*.

