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CONTENTS

Volume 19, Number 1   January-June 2019

1. An Evaluation of Colour Change in Abrasion and its Correlation to Time: A Cross-Sectional Study from a Tertiary Care Centre ................................................................. 1
   Anil Mangeshkar, P S Varghese

2. Correlation of the Age of Eruption of Teeth with the Body Mass Index among School Children .................. 7
   Karikalan T, Anil R Pandey

3. Profile of Internal Injuries to Thorax, Abdomen and Pelvis Sustained by the Victim During Fatal Road Traffic Accident in Central India ......................................................... 11
   Manu D Sharma, Deepak L Bhagwat, B. H. Tirpude, P. N. Murkey, I L Khandekar, Sharjeel Khan, Ambedkar Ranjan

4. Profile of Cases of Fatal Road Traffic Accident with Respect to Diurnal Variation of Time, Age, Sex and Death of Victim in Central Rural India-Autopsy Based Study .......................... 15
   Deepak L Bhagwat, Manu D Sharma, B. H. Tirpude, P. N. Murkey, I L Khandekar, Sharjeel Khan, Ambedkar Ranjan

5. A Two-Year Prospective Study from Punjab Region of India ................................................................. 20
   Mittal D R, Jasbir S, Rai G, Kumar K, Sharma R K

6. A Prospective Study of Unnatural Deaths in Married Women within Seven Years of Marriage in Hapur District of Western Uttar Pradesh .......................................................... 26
   Rizwi A, Jasbir S, Sharma R K, Abhisek S

7. Pattern and Distribution of Injuries in Victims of Fatal Road Traffic Accident Cases of Bikers in Haryana a Retrospective Study ................................................................. 31
   Jitender Kumar Jakhar, Tarun Dagar, Naveen Yadav, Piyush Jain

8. Applicability of Three Component System of Age Estimation in Haryana Population ............................ 36
   Kumaran M, Dalbir Singh, Bansal YS, Mandal SP, Murali G

9. Bite Marks: An Indispensable Tool for Forensic Odontological Evidence ................................................. 42
   M. K. Sunil, Upender Malik, Sourav Malhotra, Arishah Gulzar, Radhika Sharma

10. A Study on Pattern of Adolescent Deaths- A Retrospective Study ......................................................... 47
    SantoshKumar P, Gajanan H Nayak, Mahalaxmi B Karlawad

11. A Study of Thermal Deaths in Rohtak, Haryana .................................................................................. 52
    Malik A K, Sharma D, Dhattarwal S K, Panchal K, Singla K

12. Does Knowledge and Attitude is Needed Regarding Euthanasia in Clinical Course? A Narrative Review Based on an Available Literature ......................................................... 56
    Mohd. Arif Husain, Ishak Mohammad, Nageshwar V, K M K Sridhar
13. A Study Pattern of Poisoning among the Autopsies Conducted at Adichunchanagiri Institute of Medical Sciences ................................................................. 61
   N T Satish, M G Shivaramu, Jethin Ramadasan

14. Determination of Sex from Mastoid Dimensions among North Indians .......................... 65
   Rajeev Kumar Chaudhary, Anupama Mahajan, Monika Piplani, Baljeet Singh Khurana

15. Implications of Maxillofacial Injuries on Quality of Life in Trauma Victims ................... 70
   Karan Giriyan, Rajesh Kamath, Brayal D’Souza, Sagaraika Kamath, Sneha R Bhat

16. Maxillofacial Injuries and Its Implications on Economic Burden in Trauma Victims ........ 76
   Karan Giriyan, Rajesh Kamath, Brayal D’Souza, Sagaraika Kamath, Sneha R. Bhat

17. Study of the Impact of Quality of Patient Care on Discharge against Medical Advice Patients in a Tertiary Care hospital ......................................................... 82
   Aswathi Raj L, Rajesh Kamath, Somu G., Biju Soman, Brayal D’Souza,
   Sagaraika Kamath, Sneha R. Bhat

18. Body Mass Index and Suicide ....................................................................................... 89
   Jayanthi Yadav, Sujeeet Kumar Samadder, Rajneesh Kumar Pandey

19. A Study on the Association Between Extradural Hemorrhage and Skull Fractures in Head Injury .......... 95
   Parinita, Renju Raveendran, K. Valsala

20. A Rare Case of Suicide by Multiple Gunshot Wounds to the Head .................................. 99
   Filippo Milano, Michele Treglia, Anna Mancuso, Stefania Urso, Gian Luca Marella

   Jayanthi Yadav, Rajneesh Kumar Pandey, Sujeeet Kumar Samadder

22. Effect of Role Play Video-An Innovate Tool on Court Room Procedures to Educate Medical Graduates 108
   B. Suresh Kumar Shetty, Sharada Rai, Rohit C Shet, M S Kotian, Navjot S Dhillon, Ishika Mahajan,
   Ciraj A M

23. Profile of Mortalities due to Alcohol and Drug Consumption in Road and Rail Traffic Accidents in Mangaluru, a Coastal City of Karnataka, India ........................................ 113
   Subham Sarthak, B. Suresh Kumar Shetty, Jagdish Rao PP, Pavanchand Shetty H, Haniel D’Souza,
   Adithi S Shetty, M S Kotian

24. Psychological Well-Being as a Mediator Between Psychological Contract Breach and Organisation Citizenship Behaviour ................................................................. 118
   Veena Christy, Jayapreethi Manoharan, M. Yokesh

25. Pattern of Poisoning Cases at a Tertiary Health Care Centre–A Cross Sectional Study ...................... 124
   Vinay Bannur, Prasanna S. Jirli, Ravindra S. Honnungen, Vishal V. Koulapur, Somashekhar S. Pujar

26. An Analysis of Pattern of Fatal Head Injuries in Road Traffic Accidents .......................... 130
   Shobhana S S, RaviRaj K G, Yadav Abhishek, Lohith Kumar R

27. Antibody Detection (IgG, IgM) of both HSV-1 and VZV in Serum and Saliva of Bell’s Palsy Patients Recovered by Low Level Laser Therapy ................................................................. 134
   Ali Mihsen Hussein Alyassiri, Taghreed Fadil Zaidan
28. Demographic Profile of Pattern of Railway Injuries in Warangal Municipal Limits, A. P. ...................... 138
   D. Vijaya Raghavendra, K. Ravimuni, K. Usha Rani

29. Retrospective Study of Autopsied Firearm Fatalities Over Period of Five Years ....................... 143
   Kiran Patil, Gyanendra Kumar, Ashesh Wankhede, Pawan Tekade, Shashikant Kaulaskar

30. The Development of a Web Portal for an Assisted Reproduction Center in South India and an
   Analysis of its Efficacy ..................................................................................................................... 147
   Rahul Munikrishna, Kavitha T. C., Venkataramanaiah, Somu G., Rajesh Kamath, Brayal D’Souza,
   Sagarika Kamath

31. Knowledge and Practice on Dietary Management among Patients with Gallbladder Diseases .......... 152
   Sahil George Lal

32. The Prevalence of Work-Related Musculoskeletal Disorders among the Nurses in Dubai:
   Occupational Health Study ........................................................................................................... 156
   Yassen Alfoteih, Zelal Kharaba, Vanessa Lobo, Salimbabu Abdulla

33. A Postmortem Study of Blunt Cardiac Injuries ............................................................................. 161
   Konduru Laxman

34. A Study of Determination of Stature in Hyderabad Population from External Ear Morphometry .... 164
   Konduru Laxman

35. Comparable Study between Panic Disorder Patients (With or Without) Mitral Prolapse in
   Nassiria City/Iraq .............................................................................................................................. 169
   Kadum Mohan Manil, Hussain Hlail Wda’a Al-Sayyad

36. A Study to Assess the Knowledge and Compliance of Critical Care Nurses Regarding
   Ventilator Care Bundle in Prevention of Ventilator Associated Pneumonia ................................... 176
   Dipali U Dumbre

37. Determinants of Levels of Cardiac Troponin I in Post-Mortem Blood Sample in
   Sudden Cardiac Death–An Autopsy Based Study .......................................................................... 179
   Sharija S, Sarathkumar A, Sasikala K

38. Effect of Group Education (Simulation Model) on Information Disclosure and HIV/AIDS
   Transmission Prevention for HIV/AIDS Risk Groups ...................................................................... 184
   Ngesti W Utami

39. Health Insurance for Indonesian Migrant Workers ......................................................................... 188
   Wafda Vivid Izziyana, Harun, Absori, Kelik Wardiono, Heru Santoso Wahito Nugroho, Arief Budiono

40. An Artificial Neural Networks (ANN) Based Lung Nodule Identification and Verification Module ...... 193
    S. Sandhiya, Y. Kalpana

41. Training and Communication Skills of Little Dentist Cadre .............................................................. 199
    Ristya Widi Endah Yani, Isa Ma’rufi, Yunita Puspita Sari Pakpahan

42. Service Quality Model with Cultural Perspective in Effect on Patient Satisfaction in Hospitals with
    Different Accreditation Status ......................................................................................................... 204
    Tjatur Sembodo, Cholichul Hadi, Windhu Purnomo
43. SPEOS (Stimulation of Endorphin, Oxytocin and Suggestive): Intervention to Improvement of Breastfeeding Production ................................................................................................................... 210
   *Indah Lestari, Ima Rahmawati, Emik Windarti, Hartyono*

44. Natural Insecticide Spray for *Aedes sp.*, Made from Ethanol Extract of Purple Eggplant Fruit (*Solanum melongena L.*) ....................................................................................................................................... 216
   *Yunan Jiwintarum, Erlin Yustin Tatontos, Anisa Noviana, Maruni Wiwin Diarti, Setiawan*

45. Effect of Vitamin A and Zink Intake of Breastfeeding Mothers on Infection in Infants ............................................. 221
   *Lydia Fanny, Retno Sri Lestari, Hijrah Asikin*

   *I Nyoman Gede Suyasa, Ni Made Sirat, Ni Luh Putu Yuniarti Santari, I Nyoman Wirata*

47. The Anachronism of the Indonesian Social Security Policy in Health ................................................................. 229
   *Arief Budiono, Absori, Harun, Heru Santoso Wahito Nugaroh, Khudzaifah Dimyati, Ayesha Hendriana Ngstiningrum, Wafda Vivid Izziyana*

48. Effect of Alkaline Water Consumption on Decreasing Blood Sugar Levels of Diabetes Mellitus Patients 234
   *Dwi Agustanti, Purbianto*

49. Family Support for Diabetes Self-care Behavior in T2DM Patients who Use Herbs as a Complementary Treatment ........................................................................................................... 238
   *Anita Joeliantina, Mangestuti Agil, M. Bagus Qomaruddin, Kusmanto, Oedojo Soedirham*

50. The Influence of Knowledge, Attitude and Action on Family Health Tasks in Controlling Hypertension through the *Germas* Approach .............................................................................. 244
   *Lembunai Tat Alberta, Dwi Utari Widyastuti*

51. Student Centered Learning as a Method to Increase Clinical Competencies of Nursing Students at Health Polytechnic of Jakarta I, Indonesia ........................................................................ 249
   *Mumpuni, Uun Nurulhuda, Tutiany, Dewi Purnamawati*

52. The Factors Making the Law Protection for the Patients of Esthetic Beauty Clinic in Indonesia not fulfilling Citizen’s Constitutional Right .................................................................................. 252
   *Siska Diana Sari, I Gusti Ayu Ketut Rachmi Handayani, Pujiyono*

53. The Application of Cyclone Ventilator Modification for Indoor Air Sanitation .............................................................. 257
   *Khambali, Setiawan, Kuat Prabowo*

54. Efficiency Effort of Inpatient Service for BPJS-Health Participants with Lean Method at Surabaya Islamic Hospital ........................................................................................................... 262
   *Muryani, Thiwit Nurul Huda, Yeni Farida, Tito Yustiawan, Setya Haksama, Samsul Arifin*

55. Stirring Chamber Design Development to Increase the Potention of Chicken Egg Shells to Decrease Cadmium (Cd) Level in Blood Cockle (*Anadara Granosa*) ................................................................................................. 269
   *Narwati, Hadi Suryono*

56. Querying the Dataset from the Developed Ontology for Swineflu Disease ................................................................. 275
   *Radhika Pathi, Suresh Verma Penumatsha, Lakshmi Kalyani Neerukonda, P. Rama Krishna*
Training and Communication Skills of Little Dentist Cadre

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ABSTRACT

Training for little dentist turns into one of promotion efforts to empower the cadre. Meanwhile, the communication skills is expected to promote the importance of dental and oral health to others. This study aims to analyze the relationship between little dentist’s training towards their communication skills. The cross sectional research was done to the participant of little dentist’s training at Bina Sehat hospital, involved 82 children selected by purposive sampling. The variables were training and communication skills of little dentist cadre. Data were collected using checklist and questionnaire, then analyzed by Gamma correlation test. The most of respondents (86.59%) got high score dealing with the training. There was 42.68% respondents’score categorized as good, 54.88% as sufficient. The p-value of Gamma correlation was 0.000 (there was relationship between little dentists cadre’s training and their communication skills

Keywords: Little dentist cadre’s, Training, Health promotion, Communication skills

INTRODUCTION

Around 25.9% of Indonesian people have oral and dental health problem during the last 12 months. Besides, 31.1% of them decide to have treatment with the dentist, while 68.9% having no treatment. In other words, there was only 8.1% ability to get the treatment from the medical personnel, where the percentage of those who live in city is higher than people living in village⁽¹⁾.

The scope of medical check up to the elementary school students at Jember runs into ups and downs in 5 years recently. The lowest scope happened in 2012 (15.79%) while 2013 was 21.5% scope of students’ medical check up. In 2016, the total amount of dental treatment towards preschools had target 18,601 children, yet the fact was only 15,705. Besides, it was expected that 111,214 elementary students got dental treatment, but the realization reported that it was 88,001 children. The 49 community health center from 31 Districts in Jember, Patrang Health Center targeted 9477 but the realization was only 683 children, Sukorejo Health Center had 921 out of 4885 from the first target and the last, Lojejer Health Center realized 805 from the target which was 2777 children⁽²⁾.

The difficulty of achieving the target by the community health center happens because of lack medical professional while the elementary and junior high school students are quite a lot. Thus, to do the health sorting towards the students will need longer time. Besides, the integrating of reporting management is not well yet⁽³⁾. It shows that children health service in Jember has low quality.

The data of dental patient visitors in Bina Sehat hospital of Jember from January to May 2016 showed that children patient was 4% from the total of dental patient visitors with diagnose 54% caries, 38% persitention, and 8% others. Based on the data of 54% caries, it was found that it can cause severe disease namely abscess 38%. Dental fear and anxiety (DFA) refers to a big problem for every people, especially children and teenagers. DFA prevalence of children and teenagers is around 5-20% in all over the world and some cases towards dental phobia. Children will try their best to avoid or postphne the treatment, so their oral cavity will not be taking care of⁽⁴⁾⁽⁵⁾. The evidence research shows that hospital environment rises children’s traumatic such as
hospital physical environment, medical professional; whether coming from how to dress (white dressing) or their attitudes, the medical equipment, and social environment of one patient to another. Survey results of Commission for Child protection in 2017 reported that children access to get any information about the dental and oral health was still limited, so it was necessary to held socialization dealing with dental and oral health through education in school or society environment.

Bina Sehat hospital of Jember has used marketing communication strategy public relations through Little Dentist Cadre’s Training. This program had held since 2011. The target program was pre-school children. Those are also called the golden age period. According to FIP-UPI of Science Development Team Research (2007), the domination characteristics of preschool children in line with Sholehudin’s idea relating with their study activity are active and energetic, having high sense of curiosity, high learning enthusiasm, and learning from experience. Montessori argues that children within the age of 0-6 has sensitivity to language.

One of training materials given is training becomes little dentist cadre. The participants are trained become little dentist cadres. The method used is role playing, they act out as their own or other characters in certain condition. The participants are asked to act out the role of characters they probably know in advance. Moreover, it seems to be effective method to be applied, or even to complete other methods. For instance, after giving the explanation through oral explanation, the participants do role play to give them more understanding about those have been explained. Appying only role play sometimes are difficult and meaningless. Role play method is able to improve their communication skills through expressing idea or knowledge from dialogue they use during role play. This method is appropriate with their characteristic which tends to show their interests to their friends. As the passed, they grow older and they will show their interests more to their friends. They start to show their skill to collaborate and communicate with their friends. Moreover, they will improve their vocabulary skills to communicate with others.

This study has aimed to know whether or not the relationship between little dentist training towards their communication skills. Having good communication skills will help them to be such an informant for their friend.

**METHOD**

This study applied quantitative research using analytic observational with cross sectional approach. It was done in mini laboratory of Bina Sehat hospital of Jember which is located in Jaya Negara Street, 81 as the place for training of little dentist cadre. Moreover, it was done in May-August 2017. It started in May 2017, June for validity and instrument reliability test and respondents’ study was done in August 2017.

Population involved were all the participants of little dentist in August 2017, consisting of two classes, As-Sholihudin Kindergarten of Mumbulsari that consists 50 participants (it was done in 30th August, 2017) and 52 students of An-Nur Kindergarten of Kaliwates (it was conducted in 31st August, 2017), so the population size was 102. The total was 102; 5% for error rates, so the sample used was: n = 102/102 (0.05)² + 1 = 81.274 = 82 participants. Purposive sampling was used for taking the samples.

The variables were little dentist training and communication skills of little dentist cadre. Training score of little dentist cadre belongs to the results’ cadre gotten during the learning process of dental and oral health through role play. It consist of speaking skills, listening skills, and communication skills related with dental and oral health behavior. This research applied few data collection method techniques, namely interview and observations. During the interview, respondents were accompanied with their parents, so their parents can help them to fill out the form or to read the questions given since the respondents do not have the ability yet in reading and writing. The observation was also done to know the respondents’ skill by using observation form. The observation form provided and it was done by the parents. The data was drawn in table and descriptive either analyzed by using Gamma correlation test to know the relationship between little dentist training and the little dentist cadre’s communication skills.

**RESULTS**

<table>
<thead>
<tr>
<th>Training score</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>71</td>
<td>86.59</td>
</tr>
<tr>
<td>Sufficient</td>
<td>11</td>
<td>13.41</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>82</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Table 1 shows that some of the little dentist cadre had the training scores in good categories.

Table 2: Communication skill score of little dentist cadre

<table>
<thead>
<tr>
<th>Communication skill score</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>35</td>
<td>42.68</td>
</tr>
<tr>
<td>Sufficient</td>
<td>45</td>
<td>54.88</td>
</tr>
<tr>
<td>Less</td>
<td>2</td>
<td>2.44</td>
</tr>
<tr>
<td>Total</td>
<td>82</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 2 shows that some of the little dentist cadre had the communication skill score in the sufficient and good category.

Table 3: Distribution of Communication skills score

<table>
<thead>
<tr>
<th>No.</th>
<th>Communication material</th>
<th>Explaining, role-playing and asking other to do</th>
<th>Explaining and role-playing</th>
<th>Telling simply thing</th>
<th>No telling at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Communicating their own experience</td>
<td>18%</td>
<td>43%</td>
<td>28%</td>
<td>11%</td>
</tr>
<tr>
<td>2.</td>
<td>Maintaining their own health</td>
<td>23%</td>
<td>46%</td>
<td>28%</td>
<td>2%</td>
</tr>
<tr>
<td>3.</td>
<td>Looking for and applying health system or health service</td>
<td>11%</td>
<td>27%</td>
<td>45%</td>
<td>17%</td>
</tr>
<tr>
<td>4.</td>
<td>Taking care of the environment</td>
<td>35%</td>
<td>26%</td>
<td>28%</td>
<td>11%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>22%</td>
<td>35%</td>
<td>32%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Table 3 shows that respondents had communication skill the most of the stage namely explaining and role-playing, that was 35%, telling simply thing was 32%, 22% explaining, role playing and asking others to do, and the rest was only 10%. Most topic chosen (35%) for explaining, role-playing and asking others to do was taking care of environment. Besides, for explaining and role playing (43%) was about maintaining their own health topic such as brushing teeth, taking bath, etc. and 43% respondents were reported communicating their experiences. Moreover, it was found that 45% respondents were able to tell simply thing dealing with looking for the health system or health service. This study found 10% respondents who tell noting at all.

Table 4: The results of Gamma correlation test

<table>
<thead>
<tr>
<th>Variable</th>
<th>Correlation coefficient (r)</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training–Communication skills of little dentist cadre</td>
<td>0.951</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Based on Table 4, the p-value of Gamma correlation test was 0.000 and correlation coefficient was 0.951 (there was a strong relationship between training and communication skills of little dentist cadre).

DISCUSSION

Most of respondents got good score because they are ready to do the training. The training had been done in the previous weeks by the school. Teachers and parents told us that the children were awaiting for the training. The methodology used were oral explanation, demonstration and role play, likewise, it was appropriate with their characteristic. One of Dewey’s theory is said that children need to be really interested in getting involved of any activity, experiences, and educated-work to get better result for their score.

The result showed that most of respondents had good communication skill score. It happens because one of the methods used is role-play. Rumilasari, et al. argues that role playing can give positive effect toward children’s development.

The differentiate of children’s communication skills are affected some factors. They are culture, intelligence, family relationships, numbers of family members, speak-up chance, and their role model.

Three main components of communication are message, sender, and channel for communication.
Message is something to deliver. Sender includes spokesman, sponsorship, partner, that belongs the person who deliver the message. Meanwhile channel communication is involving two persons or more face to face directly. The result found that cadre is able to get the information well through the little dentist training, whether it is medical things or the result of the introducing oral and dental health to the respondents. The message gotten is accepted by the children and expected to be able to motivate them as the communicator. At the end of the result, they are hoped as communication for health promotion.

The results showed that 35% respondents have communication skills in the stages namely explaining and role playing. Explaining simply 32%, 22% explaining, role playing and asking others to do, and there was 4% respondents who tell nothing at all. Pre-school children within the age of 4-5 years old have 1.600-2.100 vocabularies. In this stage of age, they start learning to make a sentence by connecting word to word and concerning to the grammar use and the understandable language. Those who are 5-6 years old belong to the children who like to live in groups. The pre-school children quality is the mobility to understand the others’ talking and point of view are increasing. The capability of communication skills can raise their pleasure to have relationship with others.

It was reported that there was 35% respondents chose the topic namely respondents’ attention dealing with the environment and the indicator is explained, being role played, and asked others to do. The most communication material used that is being role played by the respondents is about maintaining their own health such as taking a bath and brushing teeth that reaches 46% and respondents’ experiences that shows 43%. There was 45% respondents who can tell simply about health system and medical services. Besides, it was found that there was 10% respondents who tell nothing at all. The differences of respondents’ communication skills can be affected by some factors such as children’s culture, intelligence, family relationships, numbers of family members, speak-up chance, and their role model.

The result showed that the respondents have good understanding dealing with the material given related to their attitude toward oral and dental health. It covers their habitual in maintaining their own health, looking for and using medical service. Their ability while starting to learn at kindergarten is they are able to understand many vocabularies, pronounce some words well and they are able to make a sentence consisting of six up to eight words that covers verb, suffix, affix, and conjunction.

There is a strong relationship between training and communication skills of the little dentist cadre. The higher score of theirs show they are participated actively during the training. The communication skills shows their speaking, listening, and communication non verbal skill that is related with their health habitual.

This training applied role-playing method. This method can improve their ability to communicate with other. Through role playing, they can get involved directly so they can learn it easily. Role-playing method is chosen with the target respondents of preschool children and it is suitable with their characteristic. Those who are 5-6 years old is categorized as children who like to live in groups. The quality of pre-school children have high modality in understanding words and others’ point of view, so they communication skills will automatically increase. Mastering communication skill can raise their pleasure to have friend as well as relationship with others. They are able to use many vocabularies, pronounce some words well and they are able to make a sentence consisting of six up to eight words that covers verb, suffix, affix, and conjunction.

Role-playing method makes children get involved actively during the training. Kamil argues that the children’s participation is so important since they can learn effectively when they are participated actively. This case make there is a positive relationship and strong correlation between training score and their communication skills.

CONCLUSION

There is a relationship between training and communication skills to the little dentist cadre with strong relation. Those who has higher score for training are those who have better communication skills.

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