



Contents lists available at openscie.com

Indonesian Journal of Community Services Cel

Journal homepage: <https://ijcomcel.org>



Public Communication Proficiency Workshop to Strengthen Students' Self-Confidence of SMKN 3 Depok

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ARTICLE INFO

Article History:

Received 15 May 2023

Revised 31 May 2023

Accepted 13 April 2023

Published 17 June 2023

Keywords:

Communication,

Confidence,

Proficiency,

Workshop.

ABSTRACT

The ability to communicate skills is needed by everyone, especially school students. Through the spoken words and sentences, it can be seen that a person has a good personality. Developing confidence in public speaking, one of the concerns is stage fright. A person who is very fluent in everyday conversation may suddenly become terrified of having to stand up and speak in public. The purpose of the dedication is to a) increase student self-confidence; b) understand and apply public speaking techniques, c) train quick thinking, d) practice the art of verbal communication; e) and strengthening personality values by understanding effective communication that targets students at SMKN 3 Depok, Department of Automation and Office Management Expertise Competency. The method is carried out through face-to-face meetings with the technique of conducting a pre-test first, giving material, discussing then post-testing. The results obtained by students understand public speaking, there are techniques used to attract people's attention, persuade the audience to act as desired. Students can also pay attention to anything when speaking in public by gathering information on the target audience or targets to be spoken to. This ability is determined more through practice, experience and practice. The more you do it, the more skilled and confident you become.

1. Introduction

Appearing in public is not an easy thing but also not a difficult one. However, the so-called stage fright still occurs. So it takes an understanding of communication skills. Communication is very important for everyone in various fields of any profession. So that when someone is good at communicating, it usually seems superior to those who are stiff in processing words. According to (Sumaryanta, 2008). Communication is one of the basic process skills that every student should have. These basic skills can be grown, trained, even developed through learning activities at school. Communication skills are also an important component of soft skills, namely intrapersonal abilities that complement academic skills that determine one's success in life. Of course, it is clear when communication skills are good, it will be seen that someone has a good personality.

Of course, it is clear when the ability of communication skills is good then it is seen that someone has a good personality. Thus, the interlocutor knows who to talk to, so it is necessary to increase self-integrity, have a confident attitude, develop expertise, be wise, be good at controlling emotions and broaden horizons and knowledge.

Adolescence is a transitional period from childhood which experiences developments in all aspects or functions to enter adulthood. Adolescence, according to Mappiare (Asrori & Ali, 2016), As explained by Shaw and Costanzo (Asrori & Ali, 2016) that the intellectual transformation of adolescents' way of thinking allows them not only to be able to integrate themselves into adult society, but is also a characteristic of the most prominent of all developmental periods, so it is not surprising that the teenage years are of great concern.

According to (Pusvitasari & Jayanti, 2021) every individual, especially teenagers, can never be separated from the various problems that surround them and are sometimes difficult to overcome, so this can cause feelings of anxiety and restlessness. Therefore, anxiety often descends into human beings. Anxiety is something that affects almost everyone at some point in their life. Anxiety is a normal reaction to a situation that is very stressful in one's life, but it lasts for a short period of time. The results of observations made regarding the symptoms that students appear when facing a situation of speaking in public, it is found that the voice vibrates when speaking, is not fluent in speaking, and has difficulty concentrating as evidenced by the speaker's ignorance in remembering what to say next. All of these symptoms are general symptoms that can be observed clearly.

Burgoon and Ruffner (Zulkarnain, 2015) suggest that a negative reaction from individuals in the form of anxiety experienced by individuals when communicating, both interpersonal communication, public communication and mass communication, is an understanding of communication barriers (Communication Apprehension). According to research conducted by Hunt, Scott and McCroskey (Rakhmat, 2013), it was found that 10-20% of American students suffer from communication apprehension, where communication apprehension is the fear of communicating. Other studies have shown that people who are apprehensive in communicating tend to be considered unattractive by others, lack credibility, and very rarely occupy leadership positions. When working, they tend to be dissatisfied, lazy at school, so they often fail academically.

The most effective method of communicating an important message depends on many factors, including how the communicator conveys the message. Some people are gifted at presenting messages orally to large audiences (eg in lectures or meetings). This is in accordance with a study conducted by (Yoshida et al., 2002) in Washington which states that learning is needed that can provide good communication skills. A good learning process is proven to improve communication skills.

Things to consider when speaking in public are gathering information on the target audience or who to talk to. This ability is determined more by practice, experience and practice. It is very clear that the ability to communicate a lesson can be learned and trained, because it is a skill. The more you do it, the more skilled and confident you become.

Developing a confidence in public speaking, one of the concerns is stage fright. A person who is very fluent in everyday conversation can suddenly become frightened when having to stand up and speak in public. The thing to realize is that you are not alone. According to (Rusman & Pd, 2012), asking is one way to bring out students' self-actualization. Therefore, the teacher must be able to facilitate the ability to ask students to be used in the learning process.

This was also felt by the Depok 3 State Vocational High School for students who took the Office Automation and Management Expertise Competency, especially during the Covid 19 pandemic, schools studied from home without face-to-face meetings, students could not practice directly to be able to speak in public. This difficulty makes teachers see the condition of children who need a special form of training in public communication.

One of the majors that requires communication skills is Office Automation and Governance, which of course is expected when you graduate and enter the world of work to be able to communicate well. The teachers have difficulties in providing communication knowledge. Because making students become master communicators, of course there is something that must be considered after personality, namely the technique of opening the heart of the interlocutor. Or the ability to understand the psychological condition of the other person. People will usually be interested in talking if they feel there is a form of similarity, both interests, feelings, experiences, styles, hobbies, or anything that is the same as the person they are talking to.

This community service activity has the theme Workshop on Communication Skills in Public to Strengthen Students' Confidence at SMKN 3 Depok (Department of Competency Expertise in Automation and Office Management) can relieve and can help schools provide the training needed by students.

2. Methods

The community service carried out at SMKN 3 Depok (Department of Office Automation and Governance Skills Competency) is a Public Communication Skills Workshop to Strengthen Student Confidence. This service activity was carried out at SMKN 3 Depok School which was carried out in 21 January 2023, starting at 10.00 WIB - 12.00 WIB followed by 30 students majoring in Automation Skills Competency and Office Management (Sherlita et al., 2011) that one indicator of oral communication ability is that students pay close attention when other people are speaking. Communication interactions go well if everyone involved in the communication process can understand the messages and information contained in the words of other people. This interaction can occur if everyone pays close attention when someone else is talking (Pusdiklatwas BPKP, 2007).

The purpose of the dedication to SMKN 3 Depok students is: a) increasing student self-confidence; b) understand and apply public speaking techniques, c) train quick thinking, d) practice the art of verbal communication; e) and strengthen the value of personality by understanding effective communication.

During the implementation, a pre-test was given to students at SMKN 3 Depok, which took ten minutes to fill out a question sheet regarding public communication skills. Then it is included in the provision of material in the form of PPT using information that is delivered in accordance with the theme of the Workshop on Communication Skills in Public to Strengthen Student Confidence. In addition, hardcopy is also given to read and study. After giving the material, they were asked to carry out a simulation by practicing communication skills. Several techniques are taught to lead meetings, give lectures, become leaders in organizations. When students practice according to the direction of the material giver, prizes are given. Finally, fill out the post-test to find out if students understand the material provided.

3. Results and Discussion

Community service on Wednesday 25 January 2023 at 10.00 WIB – 12.00 WIB at SMKN 3 DEPOK. This service is carried out face-to-face with enthusiastic students with the theme of service: Workshop on Communication Skills in Public to Strengthen Self-Confidence in Students of SMKN 3 Depok Competence in Automation Skills and Office Management. This service activity was attended by 30 students.

Before distributing the pre test, the PKM team leader, Djudjur Luciana Rajagukguk, first introduced the PKM team to this activity, which consisted of Agus Salim and assisted by 2 Nasional University students, namely Karin Septia Dwi Lestari and Danto Erfantoro Isa. After distributing the pre-test, this was done to find out whether the PKM participants already knew or understood public communication skills to strengthen their self-confidence. The event started at 10.10, starting with remarks from the SMKN 3 Depok School, Ms. Nurhayati as Public Relations. Then from the remarks from the PKM Team as well as reading a prayer before the presentation of the material was given.

This service focuses on grade 12 students of SMKN 3 Depok in honing their skills and confidence to be able to communicate in front of the public. It is hoped that with this training students from SMKN 3 Depok can implement it in the future. Because speaking is a skill convey messages orally. The message conveyed is not received by the speech target in its original form, but in the form of language sounds (Saddhono, 2012).

When conveying a message, it must be accompanied by an expression that is in accordance with the message aimed at the target. The expressions accompanying the delivery of the message can vary greatly according to what the speaker wants. It could be that the accompanying expressions are facial expressions, clenching hands, body bowing, and so on. This expression may not be realized by the speaker, but it does not apply to people who have been trained to speak. They will be able to control their expressions and speech acts to suit the situation and conditions. This is what distinguishes someone who has high intellect or not in speaking (Setyonegoro, 2013).



Figure 1. Giving Material

There are several factors to consider when speaking in public, because in reality there are still many who have low speaking skills. This low ability can be caused by little information, lack of interaction, and lack of critical ideas in oral communication (Darmuki et al., 2017).

In addition, another obstacle in speaking in public is the lack of confidence. This self-doubt can arise because students have to speak outside the language they use every day. In addition, an education system that is not designed to improve the communicative competence of students can become an external inhibiting factor. Lack of confidence and an unsupportive system can cause anxiety in students when they have to speak. This is because students are less motivated from their own learning environment (Suleimenova, 2013). Other causes of anxiety in communicating are feelings of pressure that students

feel are being evaluated, feel that other people are better off, and lack of experience. Anxiety when feeling evaluated creates negative thoughts, for example beliefs whether students speak well or not. Feeling that other people are better is also a pessimistic attitude that can reduce self-confidence. Sometimes a person is forced to speak in public for reasons of duty, even though they don't have much experience (Muslimin, 2013).

It didn't feel like the presentation of the material was over and continued in the simulation session guided by Agus Salim. For this simulation the PKM team asked 6 students from SMKN 3 Depok to be able to carry out communication skills. Where examples of communication skills include: speeches, presentations, orations, presenters (MC), lectures, meeting leaders. We hope that this workshop can increase the confidence of students, especially at SMKN 3 Depok, so that they can implement it in the future.

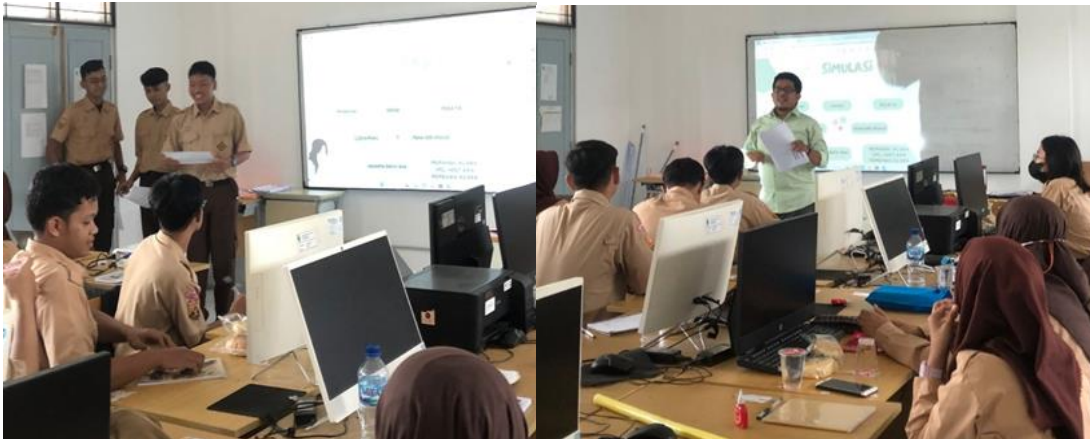


Figure 2. Provide Simulation

After giving the material and simulation, it is continued with a question and answer session. So many good questions to ask and discuss. It didn't feel like it was almost 12.00 and the PKM TEAM handed out the post test again to find out how participants understood the Skills of Communicating in Public to Strengthen Confidence.

The service that was carried out at the Communication Skills Workshop in Public to Strengthen Self-Confidence in Students of SMKN 3 Depok Competency in Automation Skills and Office Management provided good input. So that some of the things that are felt to be useful are giving new knowledge about how to communicate well, in addition to understanding more about the meaning of communication skills which can strengthen self-confidence. It is hoped that in the future there will be a lot of knowledge that can be gained from practicing and practicing. Hopefully this PKM activity can be carried out in a sustainable manner. And also want to continue to be fostered in order to gain more knowledge.

5. Acknowledgment

This article is an output publication of community service that is supported by Cel KodeLN association.

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