Effect of Social Skill Training on Verbal Communication Ability in Schizophrenic Patients in Madani Regional Public Hospital of Palu

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Abstract : Patients with schizophrenia tend to withdraw on a social basis. In conditions or situations that trigger the emergence of symptoms of schizophrenia also affects verbal communication. The provision of social skills training is one of the interventions with behavior modification techniques that are based on the principles of role playing, practice and feedback to improve a patient's ability to solve communication problems. This SST therapy has never been done at Madani Hospital in Palu, the usual therapy is activity group therapy (AGT). The purpose of this study is to know the effectiveness of Social Skill Training on verbal communication skills in schizophrenic patients. This type of research is an experimental study with a randomized pretest posttest control group design. The sample was 14 people divided into 2 groups, each group consisting of 7 people. The first group was treated with SST and the second group was done AGT. The test used to see the effect of SST and AGT on verbal communication skills by using the Paired T Test and N Gain test to determine the magnitude of the change category. To see the effectiveness of SST using the Independent T test.

The results of the Paired T test on the effect of SST on verbal communication skills obtained a mean difference of -21.8, the value of p = 0.00 (p <0.05), the value of N Gain was 0.31 (medium category). The effect of AGT on verbal communication skills was a mean difference of -13.7, p = 0.00 (p <0.05), value of N Gain 0.2 (light category). The Independent T Test results mean SST = 52.4, the mean AGT = 44.7. Value p = 0.001 (p <0.05).

The conclusion of this study is that SST and AGT have an effect on verbal communication skills, SST is included in the medium category, AGT is included in the mild category. SST is more effective in improving verbal communication skills than AGT. It is recommended that nurses from the Madani Hospital in Palu be able to apply SST to schizophrenic patients as one of the mental health treatments for schizophrenic patients to improve verbal communication independently.

Keywords: Social Skill Training, Activity Group Therapy, Effectiveness, Verbal Communication.

Introduction

Mental health is a condition where a person is free from mental disorders, and has a positive attitude to describe his maturity and personality. People with mental disorders in the world reach 450 million. One in four families has at least one family member who has mental health problems1). The prevalence of severe mental disorders in Indonesia's population 1.7 per mile or 1-2 people out of 1,000 residents in Indonesia experience severe mental disorders. Most severe mental disorders in Yogyakarta, Aceh, South Sulawesi, Bali and Central Java. The prevalence of emotional disorders in the Indonesian population is 6.0 percent. Provinces with the highest prevalence of mental emotional disorders were Central Sulawesi, South Sulawesi, West Java, Yogyakarta and East Nusa Tenggara2).

Schizophrenia is quite common in Indonesia, around 99% of psychiatric patients in Indonesia are people with schizophrenia. The prevalence of people with schizophrenia in Indonesia is 0.3-1% and is usually experienced at around 18-45 years of age, some even aged 11-12 years have experienced schizophrenia. Generally schizophrenia starts to be experienced in the age range of 16-30 years and rarely starts above 35 years. If the population of Indonesia is around 200 million, it is estimated that around 2 million people experience schizophrenia3).

Positive symptoms include delusions, hallucinations, noisy anxiety, strange behavior, hostility and formal thinking disorders. Negative symptoms include
difficulty starting the conversation, flat affect, reduced motivation, reduced attention, passivity, apathy and social withdrawal and discomfort. Patients with schizophrenia tend to withdraw socially\(^4\).

Data on Palu Civil Hospital Hospital recorded the number of patients suffering from mental disorders in 2013, namely 827 (8.27%), in 2014 it increased by 8.13% to 1,640 people and in 2015 it decreased 0.08% to 1,632 people. The number of patients suffering from mental disorders most found is schizophrenia in 2013 as many as 379 people, in 2014 there were 398 people, and in 2015 there were 367 people \(^5\).

The Palu Madani Hospital has carried out activity group therapy (AGT) in the treatment of patients who experience psychiatric disorders to improve communication skills in patients, AGT is also one of the therapeutic modalities in the form of group therapy aimed at addressing patients with similar problems. But the Madani Palu Hospital as a hospital which is a mental illness referral center of Central Sulawesi Province has never intervened in Social Skill Training (SST). While psychosocial therapy and skills training is one of the follow-up actions and treatments to prevent the emergence of critical episodes in schizophrenics. There are four types of psychological interventions that can be used for schizophrenic patients namely family intervention, Cognitive Behavioral Teraphy, Social Skill Training and cognitive mediation \(^6\).

The provision of social skills training is one of the interventions with behavior modification techniques that are based on the principles of role playing, practice and feedback to improve the patient's ability to solve problems in depressed patients, schizophrenia, patients with difficulty behavioral disorders interacting, experiencing social phobia and patients who experience anxiety \(^7,13,14\). Social skills training aims to teach the ability to interact with other people to unskilled individuals to become skilled at interacting with people around them, both in formal and informal relationships\(^8\) Social skills training has proven effective in improving social adaptability, communication, social interaction, reduce psychiatric symptoms, reduce the recurrence rate, in addition to increasing self-esteem \(^9\).

Based on data and phenomena that occur in schizophrenic patients, the researchers are interested in conducting research with the title of Effect of Social Skill Training on verbal communication skills in schizophrenic patients at the Palu Regional Hospital. The purpose of this study was to determine the differences in the effectiveness of Social Skill Training in improving verbal communication skills in schizophrenic patients.

**Method**

This type of research is experimental research with a Randomized Pretest Posttest Control Group Design. This design has two groups randomly selected and then given a pretest to look for differences with the control group \(^10\).

The population was all patients treated with schizophrenia at the Palu Madani Regional Hospital totaling 20 people. The sample in this study was the total patients treated with schizophrenia at the Palu Madani Regional Hospital, which was 20 people (Total Population). In this study there were 20 people divided into 2 groups where each group consisted of 10 people. Group A was carried out with Social Skill Training and Control Group B which was carried out for hallucinatory group activity therapy. Group determination is done by simple random sampling.

This research was conducted on 12-30 November 2018 at the Madani Regional Hospital in Palu. Primary data is data obtained directly by researchers through observation. For verbal communication skills, observations were carried out using an observation sheet consisting of sessions 1-4. Secondary data is data obtained directly from the Madani Regional Hospital, which is used to support this research. Data analysis included: Univariate analysis (to see the mean, standard deviation, standard error of each group), Bivariate Analysis (carried out to see the effect of therapy on social skills training and group activity therapy (pretest and posttest) using Paired Sample T test Test and independent t-test with significance of 0.05 and confidence level of 95%.

**Result**

The study was conducted on 20 patients divided into 2 groups, 10 groups were treated with Social Skill Training and 10 groups conducted by Activity Group Therapy. After pretest measurements, then group A was carried out in 4 sessions of SST, and group B was conducted in 4 sessions. At the implementation stage of the SST and AGT intervention in the 3rd session and 4th session there were 3 patients returning home in group A and 3 patients returning home in group B. So that those who followed the study until the posttest were 7 people in group A and 7 in group B. included in the data analysis were 7 SST people and 7 AGT people. Statistical analysis to see the mean,
Based on table 1, it can be seen that the average verbal communication skills of schizophrenic patients after the SST action increased to 52 with the standard deviation decreasing to 3.3. While in the AGT group the average value of verbal communication skills increased to 44 and the standard deviation decreased to 3.0.

In the SST group the mean difference was -21.8, the value of p = 0.00 (p value <0.05) means that there is a statistically AGT influence on verbal communication skills in patients (H0 is rejected). The category of influence using the N Gain test obtained the value of g = 0.31 means the influence of the medium category. In the AGT group the mean difference was -13.7, the value of p = 0.00 (p value <0.05) means that there is a statistically AGT influence on verbal communication skills in patients (Ho is rejected). The category of influence using the N Gain test obtained the value of g = 0.2 means the influence of the low category.

Based on table 1, it can be seen that the average verbal communication skills of schizophrenic patients after the SST action increased to 52 with the standard deviation decreasing to 3.3. While in the AGT group the average value of verbal communication skills increased to 44 and the standard deviation decreased to 3.0. The test used is the Independent T test. Previously the variance homogeneity test was carried out with the Leveane test. The results of the Laveane test obtained a value of p = 0.56 (p> 0.05), meaning the same variant. Can be seen in the following table:

<table>
<thead>
<tr>
<th>Variable</th>
<th>N</th>
<th>Mean</th>
<th>SD</th>
<th>SE</th>
<th>P Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SST</td>
<td>7</td>
<td>52.43</td>
<td>3.309</td>
<td>1.25</td>
<td>0.001</td>
</tr>
<tr>
<td>TAK</td>
<td>7</td>
<td>44.71</td>
<td>3.094</td>
<td>1.16</td>
<td></td>
</tr>
</tbody>
</table>

Based on table 2, the average verbal communication ability in patients who do SST is 52.4 with Standard deviation 3.3. Whereas patients who do not average verbal communication skills are 44.7 with a Standard Deviation of 3.0. The statistical test results obtained p = 0.001 (p <0.05) means that there is a statistically significant difference in the average verbal communication skills in schizophrenic patients performed by SST in other words SST therapy is more effective in improving verbal communication skills than AGT (H0 rejected).

Discussion

Based on table 1, the average verbal communication ability before being given an SST action is 30.57 and after SST action is taken to be 52.43. It means there is an increase of 21.8 and statistically there is an influence of SST actions on verbal communication skills. According to the researchers' assumptions there was a significant increase because in the first stage the SST patient was informed of the purpose and purpose of the behavior in establishing interpersonal relationships with others. In addition, because at the SST session before the patient takes action there is a modeling stage carried out by the therapist which is then followed by the patient (role play) then there is behavioral related feedback carried out by the patient. In the last session, there was transfer training, namely giving follow-up aimed at giving patients the opportunity to practice the behavior that had been given to other patients in the room. With this method the patient's verbal communication skills will increase. The results showed that the average verbal communication ability of schizophrenic patients in the SST group after the SST action increased to 52 with a standard deviation decreasing 3.3, indicating that there was an influence on the provision of social skills training (SST) in patients with schizophrenia on verbal communication skills. after being done (pretest and posttest). If viewed from the category of influence, it is included in the medium category. Medium category means that giving SST action will have an influence that is in changing verbal communication skills in schizophrenic patients.

This research is in line with the research conducted by Bulkeley & Cramer (1990) showing that there is a meaningful relationship from the implementation of Social Skill Training by increasing the ability of
patients to interact with others beginning with seeing, observing, imitating behavior and practicing daily life. Effective social skill training is carried out to improve social skills (verbal, nonverbal, and conversational abilities) in schizophrenic patients. Social interactive training conducted on autistic children can improve social behavior and affective behavior, verbal and nonverbal communication, eye contact, increase attention and imitate the game. Providing social skills training is one of the interventions with behavior modification techniques that are based on the principles of role playing, practice and feedback to improve a patient's ability to solve problems in depressed patients. Schizophrenic patients with difficulty behavioral disorders interact, experience social phobia and patients who experience anxiety. Social Skill Training is designed to improve communication skills and social skills for someone who has difficulty in interacting including giving praise skills, complaining because they do not agree, rejecting other people's requests, exchanging experiences, demanding personal rights, giving advice to others, solving problems that faced and working with other people.

The average verbal ability of patients with schizophrenia increased after AGT therapy (pretest and posttest) became 44 and the standard deviation decreased to 3.0 and the value of p = 0.00. This shows that there is a significant influence on the provision of AGT therapy in schizophrenic patients with verbal communication skills. According to the researchers' assumptions there is influence because the implementation of therapy is carried out in groups where clients can discuss with other patients. The results of this study are in line with Pangestu's (2014) study in Surakarta Regional Mental Hospital that there was a change in verbal communication skills in patients who withdrew by being given TAK socialization. No socialization has been examined and has an impact on the patient's ability to socialize and contribute to development in mental nursing.

When viewed from the results of the N Gain test in this study the results obtained that AGT on verbal communication skills are included in the low category. The success of AGT is greatly influenced by the role of nurses or therapists and the skills that nurses have in providing AGT. AGT is still rarely done because the ability of nurses to carry out activities is inadequate, guidelines for implementation and maintenance that require the implementation of AGT in hospitals do not yet exist.

The results showed that the average value of verbal communication skills in patients with SST was 52.4 with Standard deviation 3.3. Whereas patients on AGT average verbal communication skills are 44.7 with a Standard Deviation of 3.0. The results of the statistical test obtained a value of p = 0.001 (p <0.05), meaning that there was a statistically significant difference in the average verbal communication skills in schizophrenic patients performed by SST (Ho was rejected). The results of the N Gain test for SST are 0.31 which means the change in the medium category, for AGT is 0.2 means the change in the low category. This shows that SST therapy is more effective in improving verbal communication skills than AGT.

Assuming researchers are more effective SST than AGT because in SST session 1, patients are given training in the ability of patients to evaluate themselves, nonverbal communication skills, greetings, introduce themselves communication, communicate answer questions, and communicate when asking. In session 2 patients were trained to offer / ask communication, expressing gratitude when receiving praise to others. In session 3 patients were trained in the ability to engage in activities with peers / younger / older / opposite sex. In session 4 patients were trained to communicate when receiving / giving criticism, receiving / conveying rejection, asking / forgiving to others both in public places. Whereas in AGT patients are given training to introduce themselves, answer questions, share pleasant personal experiences carried out in session 4. This is what causes changes in verbal communication skills in patients that AGT changes more slowly.

This research is in line with the research conducted by Prawitasari, 2002 that SST is very effective used to improve a person's ability to interact, increase self-esteem, improve performance and reduce anxiety levels. This therapy can be given to schizophrenic patients, depressed patients, anxiety and social phobias who experience problems of social isolation, low self-esteem, violent behavior and anxiety. Effective social skill training is done to improve social skills (verbal, non verbal abilities, and conversations in schizophrenic patients).

Basic social skills are important for schizophrenic patients to have because they are the initial capital to make relationships or socialize with others. Social skills can be seen from the knowledge and abilities possessed by individuals, this is manifested in interpersonal coping behavior. There are four types of psychological interventions used for schizophrenic patient’s namely family intervention,
cognitive behavioral therapy (CBT), social skill training (SST), and cognitive mediation. Because social and interpersonal skills generally experience a decline in schizophrenic patients, therefore SST can help patients develop behavior and improve social function.

The provision of social skills training is one of the interventions with behavior modification techniques that are based on the principle of role playing, practice and feedback to improve a patient's ability to solve problems in depressed patients, schizophrenia, patients with behavioral disorders having difficulty interacting. The training also aims to teach the ability to interact with other people to unskilled individuals who become skilled at interacting with people around them both formal and informal relationships. Social skills training has been shown to be effective in improving social adaptability, communication, social interaction, reducing psychiatric symptoms so as to reduce recurrence rates in addition to increasing self-esteem.

**Conclusions and suggestions**

Based on the results of the study it can be concluded that Social Skill Training (SST) has a positive effect on moderate changes in verbal communication skills in Schizophrenic patients. Group Activity Therapy (AGT) has a positive effect with low changes in verbal communication skills of Schizophrenic patients. Social Skill Training (SST) is more effective than Group Activity Therapy (AGT) in improving verbal communication skills in Schizophrenic patients. For nurses at Madani Regional Hospital it is recommended that SST be used as a type of psychological intervention used in schizophrenic patients who can improve verbal communication skills. Social Skill Training (SST) also needs to be taught to students and can develop this SST module as a guide in patient intervention in nursing practice laboratories.

**Daftar Pustaka**