



## Implementation of Counseling on Maternal and Child Health during the Covid-19 Pandemic by PKK Cadres

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### ABSTRACT

The problem in this study is based on the implementation of maternal and child health counseling during the Covid-19 pandemic, both online and offline. The aim was to determine the practice of counseling by PKK cadres at Posyandu Mawar I. This study used a descriptive method with a quantitative approach by distributing questionnaires to active cadres. The results showed that cadres more often conduct offline counseling through door-to-door visits to utilize facilities, encourage new lifestyle habits, and adhere to health protocols. Online counseling aims to be more effective and efficient in terms of time, place, and cost. Offline materials often cover stunting prevention, the importance of immunization, and vitamin A supplementation, while online materials focus on introducing pregnancy danger signs and encouraging pregnancy check-ups via WhatsApp. Offline media included posters and brochures, while online media used pocket books. The evaluation method used was a quiz for offline counseling and a post-test or questionnaire through Google Form for online counseling.

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## 1. INTRODUCTION

Health is one of the main elements in every person's life that greatly supports their daily activities (Timon, 2020). The world health agency currently states that the Corona Deases Virus (Covid-19) affects all public health and has been declared a pandemic (Handayani *et al.*, 2020). Health services during the Covid- 19 pandemic currently have a considerable impact on maternal and child health services at Posyandu which are hampered during the pandemic, because all services and health are concentrated on Covid-19 services.

The factors that cause the health of pregnant women and children under five are listed as one of the vulnerable groups at risk of being infected with Covid-19 if there are physiological changes and the body's immune power which results in a decrease in persial immunity (Liang & Acharya, 2020). Maternal health during pregnancy psychologically has negative consequences for mothers and their babies during the pandemic, as women tend to report higher symptoms of anxiety and depression. The growth of toddlers will also experience changes in the risk of new malnutrition or worse malnutrition if not properly monitored during the Covid-19 pandemic (Siswati *et al.*, 2021).

Health services carried out by PKK cadres in the Posyandu building have become routine activities in the community, but seeing the current phenomenon has stopped Posyandu services related to efforts to break the Covid-19 chain. The role of PKK cadres is very important during this pandemic, where cadres as monitoring in achieving optimal health status of mothers and their families. Improve the performance of cadres during the Covid-19 pandemic by providing health education by counseling the community.

Counseling is also an education in one of the containers by providing education to the community (Farokhah *et al.*, 2020). The implementation of counseling at this time must be different from before the Covid-19 pandemic appeared. The difference in counseling felt before the Covid-19 pandemic lies in the time, flow of implementation activities, implementation methods, and the number of visits (Indraningsih & Septanti, 2020).

Counseling during a pandemic can be done with two events, namely online and offline. Counseling provided online is through WhatsApp groups, Google Meet, and material delivered using slide shows sent via WhatsApp groups (Hidayati *et al.*, 2020). Offline counseling certainly complies with health protocols in accordance with Indonesian government regulations in order to avoid the spread of Covid-19. Offline counseling during the pandemic is implementing health protocols such as using masks, the availability of disinfectants, hand sanitizers, maintaining distance, and limiting the number of participants and cadres (Arismaswati & Tien, 2021).

Based on the results of the preliminary study of Posyandu Mawar in Cigondewah village, which is an independent Posyandu, there is no doubt about the quality of the PKK cadres who play an active role in carrying out their activities. Posyandu Mawar cadres conduct online counseling using only whatsapp group media. Conducting online counseling Posyandu members and cadres are less active in using other media. Generally, the materials presented are in the form of images and text.

Posyandu Mawar cadres also conduct offline counseling, which implements health protocols in accordance with government policies. The method used for offline counseling is door to door. The schedule for counseling at Posyandu Mawar is very dependent on the situation, so there is no target schedule in conducting counseling both online and offline. The success of development implementation in conducting maternal and child health counseling at Posyandu Mawar cannot be separated from the support and active role played by PKK cadres. In line with this, research (Pribadi *et al.*, 2021) revealed that the success of health development during the Covid-19 pandemic depends on the community playing an

active role and the roles of PKK cadres who can foster public awareness are also needed. Based on this phenomenon, researchers are interested in knowing the implementation of counseling on maternal and child health used during the Covid-19 pandemic by PKK cadres at Posyandu Mawar I, Cigondewah Kidul village, Bandung city.

## 2. METHODS

This study used a descriptive method with a quantitative approach. The descriptive method in this study was used to determine and obtain an overview of the implementation of counseling on maternal and child health during the Covid-19 pandemic by PKK cadres.

### 2.1. Research Participants

The population used in this study was Posyandu Mawar Rw 03 Cigondewah Kidul Village, Bandung city. One Posyandu is owned by 1 Rw with a total of 7 PKK cadres each.

The sample of this study used purposive sampling, namely PKK cadres who were actively involved as cadres at the Posyandu in conducting counseling. Categories included in purposive sampling in this study amounted to 7 PKK cadres at Posyandu Mawar I.

### 2.2. Research Instruments

The research instruments used in this study are as follows: (1) Observation, researchers conducted this observation as a preliminary study in obtaining information and observing the place, facilities used during online and offline counseling during the Covid-19 pandemic. (2) Questionnaire, in this study, researchers used a closed type questionnaire or questionnaire with a Likert Scale, respondents only chose one of the answer scales among them: Very Often (SS), Often (S), Sometimes (KK), and Never (TP) on each statement by giving a checklist mark on each statement. "Scoring in this questionnaire if each answer (SS) is given a score of 4, if you answer (S) is given a score of 3, if you answer (KK) is given a score of 2, and if you answer (TP) is given a score of 1". This questionnaire is given to respondents who meet the criteria in the population and sample. (3) Documentation, this study uses documentation only as supporting research by presenting evidence in the field.

### 2.3. Data Analysis

The data obtained through the distribution of instruments is then summarized and focused according to certain aspects. Data on research results that are considered important. Data from research results that are considered important are arranged in a systematic discussion description in order to provide a clear picture or information. Data derived from the checklist is processed using a Likert scale. The Likert scale is used to get a firm answer to a question. Data processing in this study was carried out with the following steps:

- (i) Data Verification, questionnaire or questionnaire data that has been collected through the instrument is then checked for completeness of the respondent's answer to each statement item in accordance with the guidelines.
- (ii) Data Tabulation, aims to predict answers regarding the frequency of each answer choice, so that it is clear the frequency of respondents' answers. The data that has been reduced is then arranged and calculated based on the coding results.
- (iii) Percentage Data, Data using percentages to see the size of the frequency of questionnaire answers that have been distributed to respondents, because the respondents' answers to each alternative answer will certainly vary. Answers use a

Likert scale with 4 alternatives including: Very Often (SS) with a score of 4, Often (S) get a score of 3, Sometimes (KK) get a score of 2, and Never (TP) get a score of 1. The formula used is as follows:

$$\text{Persentase} = \frac{\text{Total score (n)}}{\text{Total maks score (N)}} \times 100\%$$

(iv) Data Interpretation, Researchers interpret the data in order to get a clearer picture of each respondent's answer to the statement that has been submitted. Based on the data analysis, the researchers interpreted the data as follows:

- 76% - 100% : Very often (SS)
- 51% - 75% : Often (S)
- 26% - 50% : Sometimes (KK)
- 0% - 25% : Never (TP)

### 3. RESULTS AND DISCUSSION

The research findings discuss the implementation of counseling on maternal and child health during the Covid-19 pandemic by PKK cadres. This research was conducted at Posyandu Mawar I RW 03 Cigondewah Kidul Village, Bandung Kulon District, Bandung City, West Java Province. The research results presented in this section are data obtained based on questionnaires that have been collected with a total of 7 respondents. The management of the results of this study discussed in detail can be seen in **Table 1.** below.

**Table 1.** Respondent Identity

Characteristics	F	%	n	Total %
<b>Mother's age</b>				
30 – 40	4	56%	7	100%
41 - 50	3	43%	7	100%
<b>Education</b>				
SD	3	43%	7	100%
SMP	2	29%	7	100%
SMA	2	29%	7	100%

Table 1. shows that the age of the respondents is (57%) aged 30-40 years, and (43%) aged 41-50 years. The latest education level of cadres at Posyandu Mawar I, totaling 7 cadres, consists of 3 cadres of elementary school level education (43%), 2 cadres of junior high school level education (29%), and 2 cadres of high school level education (29%).

#### 3.1. Implementation of Counseling on Maternal and Child Health during the Covid-19 Pandemic

The findings of the implementation of counseling carried out during the Covid-19 pandemic how often counseling is carried out online or offline. The occurrence of the Covid-19 pandemic everyone assumes that activities in counseling are carried out online. Online counseling is carried out in order to avoid crowds in one place by cutting off the spread of Covid-19 (Gunawan et al., 2020). However, based on the results of data processing, it shows that the implementation of offline counseling has a percentage of (100%). Counseling conducted offline during the Covid-19 pandemic is basically always on target in delivering information and counseling because it is door to door, and mothers feel satisfied to get knowledge directly compared to having to read through whatsapp groups (Khasanah et al., 2020).

The implementation of counseling conducted online has a percentage of (50%). Online counseling using social media can conduct discussions or counseling through the whatsapp

group as a question and answer evaluation of these activities (Has *et al.*, 2021). Online counseling is not very active because the mothers of posyandu members feel lazy to read a long message.

### 3.2. The Purpose of Online and Offline Counseling During the Covid-19 Pandemic

The results of research from offline counseling activities show that, more often carried out with the aim of increasing knowledge and understanding of health by paying attention to health protocols, utilizing facilities and infrastructure as gaining knowledge, and providing awareness of new habitual lifestyles during the Covid-19 pandemic percentage as much as (100%). From the objectives of counseling carried out offline, the community can clearly understand the potential for Covid-19 transmission and prevention efforts (Farokhah *et al.*, 2020).

The data from the research findings regarding the purpose of online counseling show that it is often carried out with the aim of creating an effective and efficient concept in terms of time, place, and cost during the Covid-19 pandemic as much as (75%). The purpose of online counseling can reach more easily in receiving counseling wherever they are. The results also show that respondents sometimes conduct online counseling with the aim of avoiding crowds of Covid-19 transmission in one place during the Covid-19 pandemic as many as (50%). The research data shows that respondents more often conduct offline counseling during the Covid-19 pandemic, this is based on the fact that the mother posyandu members feel lazy to read messages through the whatsapp group, besides that there are many complaints that the memory on the cellphone is always full.

### 3.3. Online and Offline Counseling Materials on Maternal and Child Health

The data from the research findings show that, the material from maternal and child health that is very often given during offline counseling during the Covid-19 pandemic is material on the importance of preventing stunting and immunizing infants and toddlers with a percentage of (100%). The findings of the material on the importance of preventing stunting and immunizing infants and toddlers were sometimes given during online counseling via WhatsApp during the Covid-19 pandemic with a percentage of (50%). The Covid-19 pandemic has the potential to reduce comprehensive basic immunization coverage for children, if not anticipated low vaccination coverage can lead to new outbreaks of catastrophic diseases in the future outside Covid-19 (Has *et al.*, 2021).

Important factors that support maternal parenting, especially maternal knowledge, are closely related to health behaviors, such as how to choose food, how to process food, how to provide food to babies or children. Based on this statement, basically maternal knowledge about health and nutrition is an important aspect in creating quality human resources. Low immunization coverage can lead to new disease disasters (such as measles, diphtheria, and tuberculosis outbreaks) that are greater in the future beyond Covid-19.

Technically, the duties of cadres towards nutrition are data collection of toddlers, weighing and recording (KMS), providing additional food, inserting vitamin A, nutrition counseling, and home visits to breastfeeding mothers and for mothers who have infants and toddlers (Has *et al.*, 2021). Data from the findings of offline counseling materials show that the material that is very often given is about the importance of regular weighing every month for infants and toddlers during the Covid-19 pandemic via WhatsApp as much as (92, 86%). Data on counseling materials provided online via whatsapp about the importance of regular weighing every month in infants and toddlers as much as (50%). Infants and toddlers from time to time will experience an increase in height and weight, because growth is a

continuous process so it is very necessary to measure every month in order to compare and evaluate the growth of children, so the material is still always given during counseling (Ratnaningsih et al., 2024).

The results of the research findings of material often given during online counseling, namely, material about the importance of pregnancy danger signs for pregnant women during online counseling via whatsapp during the Covid-19 pandemic (75%). One way of providing health education is by counseling about pregnancy danger signs, the purpose of which is to increase the knowledge of pregnant women about pregnancy danger signs so that they can recognize these danger signs early on and they can immediately seek help from midwives, doctors, or directly to the hospital to save the lives of mothers and babies (Siswati et al., 2021). The information provided to pregnant women is about the danger signs of pregnancy, this makes mothers more understanding and can anticipate early if pregnant women experience one of the danger signs of pregnancy.

Data from the findings of online counseling often provide material about the importance of pregnancy checks during the Covid-19 pandemic for pregnant women via whatsapp as much as (75%). Counseling about pregnancy checks can be done online through whatsapp groups or by telephone so that pregnancy checks can still be done to see the baby's development (Gunawan et al., 2020). Material about the importance of pregnancy danger signs and the importance of pregnancy checks for pregnant women during the Covid-19 pandemic is also often done during offline counseling, this shows that the material has an effect on counseling both offline and online. The following can be seen in **Figure 1**.



**Figure 1.** Counseling through WhatsApp group

### 3.4. Extension Methods Used Online and Offline

The research data shows that the method more often used for offline counseling during the Covid-19 pandemic is the door to door method (100%). The door to door implementation method is that the head of the cadre and members provide education or counseling according to the material to each house (Purbadiri & Srimurni, 2022). From the findings of the research results, it shows that respondents conduct offline counseling using the door to door method to avoid crowds from spreading Covid-19 transmission. This method is considered to be able to help assist each posyandu member when counseling door to door so that it is more effective in its implementation. The door to door method minimizes the spread of COVID-19 and is expected to be easier to understand the counseling material provided with more intensive and effective soldering conditions.

Data from research results on online counseling methods show that, sometimes using the question and answer method through whatsapp as much as (50%) during the Covid-19

pandemic. The question and answer method is carried out by asking things that are not understood or related to the counseling material (Istianti *et al.*, 2025). The question and answer method is a method in which extension workers ask questions to posyandu members and they answer, or vice versa, posyandu members ask extension workers and extension workers answer posyandu members' questions. The findings of the research results from the methods used online show that respondents are only as needed by looking at the surrounding situation in conducting online counseling during the Covid-19 pandemic.



**Figure 2.** Door To Door Counseling

The following can be seen in **Figure 2**.

### 3.5. Extension Media Used Online and Offline

The findings of the research results on offline counseling media show that respondents often use poster media and printed brochure media as much as (75%) during the Covid-19 pandemic. Posters can be used to convey health messages in the form of text and images. Posters are one of the media consisting of very simple symbols or words, posters are also a visual combination of strong design, with colors and messages with the intention of capturing the attention of students (Utami *et al.*, 2023). Offline counseling media in the form of posters is made using a poster editing application which is then printed out and distributed during the activity (Farokhah *et al.*, 2020). The advantage of brochures is that they are simple but straight to the point without further ado so that, brochures can be made as desired to become brochures that are different from others can be done by playing colors, layouts, folding methods, fonts, images, sizes and types of paper, the more brochures printed, the cheaper the printing price, (Utami *et al.*, 2023). Through this media, the health messages conveyed become improved and easy to understand, so that the target can easily receive the message conveyed.

Data from online counseling media research results show that respondents sometimes use pocket book media on maternal and child health as much as (50%). Media that can be used during online counseling can use pocketbooks, this is to make it easier for Posyandu members and cadres (Has *et al.*, 2021). The use of pocket book media can also help clarify the presentation of the information conveyed. some of the advantages of pocket books are that pocket books contain elements of text, images, and photos which, if presented properly, will be able to create an attraction that can increase a person's reading interest, making it easier for message recipients to understand the messages conveyed (Srimulati *et al.*, 2023). The following can be seen in **Figure 3**.



**Figure 3.** Posters, Brochures, and Pocket Guide

### 3.6. Evaluation of Counseling Used Online and Offline

The evaluation conducted during counseling aims to gather information that can be used to draw conclusions and support a better lifestyle in the community (Farokhah et al., 2020). Research shows that during the Covid-19 pandemic, the evaluation commonly used in offline counseling is quizzes (75%), as it is considered simpler, easier, and time-saving for both posyandu members and cadres (Arismaswati & Tien, 2021). This evaluation occurs during door-to-door counseling, where posyandu members spontaneously answer questions based on the material provided. In contrast, online counseling evaluations are often in the form of post-tests and questionnaires through WhatsApp groups (50%), using Google Forms to collect information and feedback (Gunawan et al., 2020; Marini et al., 2023). These findings indicate that quizzes were more frequently used in offline counseling during the pandemic.

## 4. CONCLUSION

In general, in the process of implementing counseling during the Covid-19 pandemic by PKK cadres at Posyandu Mawar I Rt 03 Rw 03, Cigondewah Kidul village, Bandung kulon sub-district, Bandung city, including the implementation of counseling very often conducts offline counseling on maternal and child health. Judging from the effectiveness of conducting offline counseling during the Covid-19 pandemic, it can be carried out by complying with health protocols according to government recommendations.

The results of the implementation of online counseling on maternal and child health during the Covid-19 pandemic are as follows:

- (i) The purpose of online counseling is to create a concept that is effective and efficient in terms of time, place, and cost during the Covid-19 pandemic.
- (ii) The material provided when conducting online counseling through whatsapp media is about the importance of pregnancy danger signs for pregnant women during the Covid-19 pandemic and the importance of pregnancy checks for pregnant women during the Covid-19 pandemic.
- (iii) The method used during online counseling during the Covid-19 pandemic is the question and answer method through whatsapp.
- (iv) The media used during online counseling during the Covid-19 pandemic is pocket book media.
- (v) The evaluation used during online counseling during the Covid-19 pandemic is in the form of a post-test and questionnaire via google form.

The results of the implementation of offline counseling on maternal and child health during the Covid-19 pandemic are as follows:

- (i) The purpose of offline counseling is to increase knowledge and understanding of health by paying attention to health protocols, utilizing facilities and infrastructure as a source of knowledge, providing awareness of new habitual lifestyles during the Covid-19 pandemic.
- (ii) Counseling materials provided during offline counseling are about the importance of preventing stunting in infants and toddlers, the importance of immunization and vitamin A in infants and toddlers, and the importance of regular weighing every month for infants and toddlers during the Covid-19 pandemic.
- (iii) The offline counseling method used is the door to door method while still implementing health protocols during the Covid-19 pandemic.
- (iv) The media used during offline counseling during the Covid-19 pandemic are posters and printed brochures.
- (v) The evaluation used during offline counseling during the Covid-19 pandemic is in the form of a quiz.

#### **AUTHORS' NOTE**

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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