

## ANALYSIS OF ORGANIZATIONAL COMMUNICATIONS IN THE EARLY-AGE MARRIAGE PREVENTION PROGRAM IN THE POPULATION AND FAMILY PLANNING CONTROL OFFICE OF SUMEDANG REGENCY

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**Abstract.** The purpose of the research that researchers do is to find out the extent of Organizational Communication in the Population and Family Planning Control Office of Sumedang Regency. The method used in this study is a qualitative research method which is used in research based on the philosophy of postpositivism, used to examine the natural conditions of objects, where researchers act as key instruments, data collection techniques are carried out by triangulation (combined), data analysis is inductive, and qualitative research results emphasize more meaning than generalization. The technique used in taking samples is to use purposive sampling, which is sampling based on needs, so the samples in this study were 4 people. As for what is determined to be the informant in this study are the executors who are considered to have authority, information, and are involved in organizational communication in the early marriage prevention program at the Population and Family Planning Control Office of Sumedang Regency. Based on the results of the study, researchers can describe that organizational communication in early marriage prevention programs in the Population Control and Family Planning Office of Sumedang Regency can be said to be quite good, but on the other hand there are problems regarding the flow of communication downward namely not creating integration between fields, where employees have not can innovate the process of socialization activities to the community. And in cross-channel communication that is still less effective the delivery of information by employees to the public in responding to socialization activities.

**Keywords:** organizational communication; early marriage prevention programs; family planning office

### I. INTRODUCTION

The Population Control and Family Planning Office (DPPKB) of Sumedang Regency as formed based on Regent Regulation Number 15 of 2017 Article has the main duties and functions of assisting the Regent in carrying out government affairs which become the authority of the Region and assisting tasks in the field of Population Control and Family Planning. The DPPKB of Sumedang Regency is the executor of fostering, controlling and developing adolescent reproductive health through the maturity of marriage program and protecting adolescent reproductive health rights through promotion and counseling.

In addition, the work report of the Population Control and Family Planning Agency (DPPKB) of Sumedang Regency shows that many early marriages occur so that the population growth rate is increasing. From the results of a routine report from the Population Control and Family Planning (DPPKB) of Sumedang Regency, in 2017, the rate of early marriage under the age of 21 was 23.98%, but in 2018 it had increased by 24.94%. And since 2019 the rate of early marriage has decreased again by 24.92%. Based on the data above, early marriage occurred more frequently in 2018.

To respond to the problems of adolescents, especially early age marriage, the government must approach parents and adolescents through communication so that these problems can be avoided and can create family resilience, realizing an increase in the quality of young adolescents. In

addition, the problems of adolescents, especially early childhood marriages, such as what happened above, often happens because lack of information and communication from parents and related parties which results in adolescents tend to practice deviant behavior. Of course, this can interfere the live planning of adolescents in the future.

Communication is one of the most popular terms in human life and cannot be separated from the wheel of human life because everyone needs communication to survive [1]. People communicate primarily to state and support self-identity, to build social contact with those around them, and to influence others to feel, think, or as desired.

Communication has several crucial goals, including finding yourself, discovering the outside world, forming and maintaining meaningful relationships, changing attitudes and behavior, for play and fun [2]. Communication can also be done by parents in interacting with their children, this is done for a personal approach to their children. It is an obligation of parents that is to educate and care for their children personally [3]. Parental approach to children needs to be communicated personally so that children have no difficulty in determining the path of life and understanding the meaning of life, one of which is marriage [4].

The phenomenon of marriage often occurs in society, one of which is the phenomenon of early marriage. Early marriage is a marriage that is carried out under the age stipulated by the Law in Chapter II, article 7 paragraph 1, it is stated that marriage is only permitted if the male has

reached the age of 19 and the female is 16 years old. Early marriage has been reduced in many parts of the country, especially Indonesia, but in fact, early marriage occurs in rural and urban areas in Indonesia and covers various economic strata with various backgrounds [5].

Based on the results of preliminary observations, researchers found several indications that point to a lack of communication in early childhood marriage prevention programs. The indications for the problem are as follows:

1. Lack of information provided by the leader to employees regarding the provision of direction in the implementation of early childhood marriage prevention programs at the Population Control and Family Planning Office of Sumedang. This is evidenced by employees who work less optimally in achieving the targets and goals of early childhood marriage prevention programs. This is in accordance with information from employees of the Prosperous Family Division (KS).
2. Slow work report submission regarding the implementation of early childhood marriage prevention programs from employees to the leader. This is evidenced by the lack of knowledge of employees' SOP (Standard Operating Procedures) in making work reports so that employees are lazy which results in not being on target in the set work standards. This is in line with information from the Head of the Program and Finance Sub Division.
3. The lack of good integration between fields in the implementation of early childhood marriage prevention programs in the Population Control and Family Planning Office of Sumedang Regency. This is evidenced by employees relying on each other between fields so that work overlaps occur. This is in line with information from the Head of the Division of Advocacy and Educational Information Communication.
4. Lack of information dissemination about the dangers of early marriage to the public so that the problem is getting bigger and harder to solve. This can be seen from the number of pregnancies that occur at the age of less than 17 years old which results in the risk of health problems and the susceptibility of miscarriage because the mother's fetus is not old enough. This is in line with information from employees of the District Family Planning Regional Technical Implementation Unit (UPTD KB).

### **Focus of the Problems**

Based on the main problems that have been described above, the questions that arise in this study are:

1. How is the Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency?
2. What are the inhibit factors of Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency?
3. What efforts are made to overcome the inhibiting factors of Organizational Communication in the Prevention Program of Early Age Marriage in the Population

Control and Family Planning Office of Sumedang Regency?

### **The Aims of the Research**

This research is intended to obtain and find out the real picture process and scientific study of Organizational Communication in the Early Age Marriage Prevention Program in the Population Control and Family Planning Office of Sumedang Regency. The objectives of this study are:

1. To find out the Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency.
2. To find out the inhibit factors of Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency.
3. To find out the inhibiting efforts of Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency.

### **Significance of the Study**

The authors conducted research with the assumption that communication plays an important role in an organization, especially in the early age marriage prevention program at the Population Control and Family Planning Office of Sumedang Regency. This research was conducted with the hope that it will be of use to various parties, both in terms of theoretical and practical utility. The uses of this research are as follows:

#### **1. Theoretical Utility**

Theoretically, the results of this research are expected to provide added value (contribution) to the development of concepts and theories of State Administration and Government Management which can be used as a reference in a public policy and improvements in the implementation of organizational communication [6] [7] [8] [9] [10].

#### **2. Practical Utility**

Practically, the results of this study can be input and thought material in solving problems for research subjects and for all parties directly involved in matters relating to the implementation of organizational communication in the early age marriage prevention program at the Population Control and Family Planning Office of Sumedang Regency, so that this research is able to realize a good organizational communication process.

There are a lot of definitions of organization stated by experts. Organizations can be viewed as a media, processes, behaviors and tools to achieve goals [11]. However, the definition of an organization stated by experts will usually have elements that form an organization as a forum, the presence of two or more people, the existence of a process of cooperation or division of labor and the existence of a goal to be achieved [12].

According to Farland [13] "Organization is a group of people who can be known who contribute their efforts towards the achievement of a goal".

Communication according to Effendy [14] is the process of delivering a message in the form, symbol, meaning as a guide to thoughts and feelings in the form of ideas, beliefs, hopes, appeals and so on, which one does to others, either face to face or through the media with the aim of changing attitudes, views or behavior.

Organizational communication is a communication that occurs within an organization that can be formal and can also be informal [15]. This organizational communication often involves group communication, interpersonal communication and also public communication. Formal communication in an organization is communication that takes place according to the organizational structure, namely downward communication, upward communication, horizontal communication, and diagonal communication [16]. Furthermore, communication that does not depend on an organizational structure is called informal communication. This communication is communication between peers, which usually includes grapevine and gossip. This grapevine and gossip occurs among co-workers which is usually personal, this arises and then becomes a topic of conversation in an organization but is not related to work at all [17].

According to Pace and Faules [18] organizational communication can be defined as the performance and interpretation of messages between communication units that are part of a particular organization. An organization consists of communication units in hierarchical relationships with one another and functions in an environment [19].

Organizational communication is a performance and interpretation of messages between communication units that are part of a particular organization. An organization consists of communication units in hierarchical relationships with one another and functions in an environment. The process used in organizational communication can be seen from the dimensions of organizational communication suggested by Pace & Faules [18] as follows:

#### a. Downward Communication

Pace & Faules [18] stated that "Downward communication within an organization means that information flows from positions of higher authority to those of lower authority".

There are 5 (five) types of information commonly communicated in leaders providing job information to subordinates, namely: (1) information about how to do work, (2) information about the rationale for doing work, (3) information about organizational policies and practices, (4) information about employee performance, (5) information to develop a sense of duty (*sense of mission*).

#### b. Upward Communication

Upward communication in an organization means that information flows from a lower level (subordinates) to a higher level (supervisor). All employees in an organization, except maybe those who occupy the top positions, may communicate upwards that is, each subordinate can have good reasons or ask for information from or provide information to someone whose authority is higher than him. A request or comment directed to an individual whose

authority is greater, higher or wider is the essence of upward communication.

#### c. Horizontal Communication

Horizontal communication is communication horizontally, between staff members and staff members, employees with fellow employees, and so on. according to Pace & Faules [18] (2006: 190) Horizontal communication consists of the delivery of information between peers in the same work unit. The work unit includes individuals who are placed at the same level of authority in the organization and have the same superiors.

The purpose of horizontal communication according to Pace & Faules [18] (2006: 190) is (1) to coordinate work assignments, (2) to share information about plans and activities, (3) to solve problems, (4) to gain shared experiences, (5) to reconcile, negotiate and mediate differences, (6) to develop interpersonal support [20].

#### d. Cross-Channel Communication

Cross-channel communication is communication between section leaders and employees of other sections [21]. In most organizations, there is a desire for employees to share information effectively across functional boundaries with individuals who are neither in their superior or subordinate positions [22]. There are conditions that must be met in using cross-channel communication, that is, every employee who wishes to communicate across channels must first ask permission from his/her direct supervisor [23]. And every employee involved in cross-channel communication must notify the results of the communication to their superiors [24].

The inhibiting factors of organizational communication according to Wursanto [25] are as follows:

#### a. Lack of adequate facilities and infrastructure

Facilities and infrastructure are anything that can be used as tools and materials to achieve the aims and objectives of a production process, while infrastructure is anything that is the main support for the implementation of production [26]

#### b. Inappropriate Mastery of Communication Techniques and Methods

Technique is a way that is considered appropriate to do something and is a skill possessed by people who have certain expertise [16] Communication techniques are skills that a person has in conveying information to other parties so that the information submitted can be received quickly and precisely by the recipient of the information. Method is a way or system to do a job. Way or system is a certain pattern of doing something. The method of communication is a method or system of conveying information in one party to another, because the system in delivering the information follows a certain pattern. The delivery of information that deviates from the predetermined pattern will result in obstacles in communication so that it will not reach the target [27]

#### c. Physical conditions that do not allow effective communication

Physical conditions can be divided into three types, namely: human physical condition, physical condition

related to time or situation/condition, equipment condition [28]

- 1) Human physical condition is the physical condition of the communicator and especially the physical condition of the communicant [29]. If the physical condition of the communicant is not in perfect communication (sick, tired, sleepy) then they will not be able to receive the information as well as possible.
- 2) Physical conditions related to time or situation/circumstances, for example the situation in the morning is different from the situation during the day, evening and night.
- 3) Equipment condition is a condition related to the quality of the means of communication used. If the means of communication used are often damaged, the communication process will be hampered.

The effort to overcome the inhibiting factors of organizational communication according to Wursanto [25] is the opposite of the inhibiting factors of organizational communication, namely:

a. Adequate Facilities and Infrastructure

To improve good organizational communication, namely making efforts such as improving the facilities and infrastructure used to support the success of an organizational goal. Improving communication facilities and equipment by taking advantage of advances in telecommunication technology which are marked by increasingly perfect communication tools.

b. Mastery of Appropriate Communication Techniques and Methods

Mastery of communication techniques and methods can be improved with various types of education and training in order to improve communication skills. Besides that, there are also communication techniques which consist of several techniques, that are: (1) trust techniques, (2) communication techniques, (3) satisfaction techniques, (4) clarity techniques, (5) continuity and consistency techniques, (6) conformity techniques, (8) proper channel use technique. Some of these communication techniques are considered to be able to increase the level of good organizational communication.

c. Physical Conditions That Allow Effective Communication

To improve good organizational communication, that is by making improvements to the three physical conditions consisting of (1) human physical condition, (2) physical condition related to time or situation/condition, (3) equipment condition. In addition to physical conditions in improving good organizational communication, communication media channels are also important in the organizational communication process.

## II. RESEARCH METHODS

In this study, the method used is qualitative research methods or often called naturalistic method, because the assessment is in natural conditions (natural setting) and the results of qualitative research emphasize meaning rather than

generalization [30]. Qualitative research is research on descriptive research and tends to use analysis. Process and meaning (subject perspective) are emphasized more in qualitative research. The theoretical basis is used as a guide so that the research focus is in accordance with the facts of the field.

The definition of qualitative research method according to Sugiyono [31] is as follows.

Qualitative research method is a research method that based on the philosophy of postpositivism, used to examine the condition of natural objects, where the researchers act as a key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive, and the results of qualitative research emphasize the meaning rather than generalizations.

As for the sample in this study were 4 people. The location chosen by the researcher was Cisitu District, Sumedang Regency. Data collection techniques through literature study and field study, namely observation, in-depth interviews, documentation and triangulation.

To process the data obtained from interviews and observations, the authors conducted data processing by referring to the Miles and Huberman Model data analysis techniques as stated in Sugiyono [31] namely:

1. *Data Reduction*

Reducing data means summarizing, selecting main things, focusing on important things, looking for themes and patterns. Thus the data that has been reduced will provide a clearer picture of the problem under study. In this study the authors summarize the results of interviews from informants.

2. *Data Display*

Data presentation is done in the form of brief descriptions, charts, relationships between categories and the like, so that the data carried out tends to be narrative. In this study, the authors present interview data by interpreting what actually happened and what needs to be followed up.

3. *Conclusion Drawing/Verification*

Namely drawing conclusions and verification. This conclusion is a new finding in the form of a description or description of the object of research and is supported by accurate data. This conclusion can ultimately be used as a research hypothesis.

4. *Triangulation*

One of the most important and easy ways to test the validity of research results is by triangulating research, methods, theories, and data sources. Namely checking data from various sources in various ways and at various times. In this study, data checking was carried out between data from Cisitu District and Families that receive assistance from the Family Hope Program (*Program Keluarga Harapan*) in Cisitu District.

## III. RESULTS AND DISCUSSION

In the current era of globalization, an organization is required to be able to adjust itself continuously to make

changes and improvements. One of the organizational resources that greatly influences the process of achieving organizational goals is human beings. Every organization generally expects to have quality and highly competitive human resources so that they are able to carry out their duties effectively, productively and professionally to advance the organization [32].

The democratic perspective of the organization can be seen from the decision-making process and the organizational communication approach [33]. Democratic organizations do not make decisions behind closed doors, but through open discussions where every employee has the opportunity to express his/her views.

Organizational communication is a form of message exchange between communication units within a particular organization, in other words organizational communication occurs in an open system that is influenced by internal and external parties in an organization. The communication process that occurs within the organization, especially regarding communication between leaders and subordinates, is an important factor in creating an effective organization. In order to create an effective organization, it is necessary to have good organizational communication.

#### 1. Downward Communication

Leaders are still lacking in informing employee performance, namely there has not been a good integration between fields and employees, have not been able to innovate the process of outreach activities to the community regarding early age marriage prevention programs.

#### 2. Upward Communication

Employees in any activity, have to do work reports in the form of data, as well as submission of suggestions and ideas from each employee in the early age marriage prevention program at every meeting.

#### 3. Horizontal Communication

Each program has a head section and a head of fields and is related to other fields, all employees study the material from various sources together.

#### 4. Cross-Channel Communication

There is guidance from the leader in each program, but employees are not optimal in providing outreach to the community, so that there are still teenagers who marry less than the ideal age.

The Inhibit Factors of Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency

#### 1. Lack of Adequate Infrastructure

The lack of facilities and infrastructure such as laptops and infocus at the Population Control and Family Planning Office of Sumedang District to support the socialization process to the community, is due to organizational support facilities, namely the budget is still limited and insufficient.

#### 2. Mastery of inappropriate communication techniques and methods

Barriers regarding communication techniques and methods are related to the service's infrastructure in

supporting the socialization process, the delivery of material must follow the times and the lack of public awareness, especially adolescents, with the socialization carried out by the office.

#### 3. Physical conditions that do not allow communication to run effectively

Instructions from the office that adolescents cannot accept, this is due to the lack of human resources and constraints from the various figures concerned, so that there are still adolescents who marry at an early age resulting in adolescents' organs not ready yet and they can give birth to stunted babies.

Efforts made to overcome the inhibiting factors of Organizational Communication in the Prevention Program of Early Age Marriage in the Population Control and Family Planning Office of Sumedang Regency

#### 1. Adequate Infrastructure

Equip the existing equipment so that the facilities and infrastructure are supported, by exploring the Service budget, utilizing the Village ADD, collaborating with other parties, using the pentahelix system and being supported by approaches to formal and non-formal figures.

#### 2. Mastery of Appropriate Communication Techniques and Methods

Conducting direct socialization through the Pik-R group, innovating in the socialization process by forming outdoor activities, so that people, especially adolescents, understand about early childhood marriage prevention programs.

#### 3. Physical Conditions that Allow Communication to Run Effectively

Employees must increase their personal capacity, must improve their abilities and must master materials on preventing early age marriages, and approach adolescents and parents, providing understanding through the socialization process carried out by sub-district UPT and Village PL KB.

## IV. CONCLUSION

Based on the description in the previous chapter, after the researcher described and analyzed organizational communication in the early age marriage prevention program at the Population Control and Family Planning Office of Sumedang Regency, the researcher drew the following conclusions.

Organizational communication in the early age marriage prevention program at the Population Control and Family Planning Office of Sumedang Regency as a whole can be said to be quite good, but on the other hand there are problems regarding the downward communication, leader is still not good in providing information about employee performance and the rationale for work, so that there has not been any integration between fields, where employees in the early childhood marriage prevention program have not been able to innovate the process of outreach activities to the community. And in cross-channel communication, the delivery of information to the public is still ineffective, marked by the lack of community participation in

responding to these socialization activities so that there are still adolescents who marry at an early age.

Factors that hinder organizational communication in the early age marriage prevention program in the Population Control and Family Planning Office of Sumedang District, including the absence of adequate infrastructure such as equipment to support the socialization process to the community due to the limited budget. Furthermore, the mastery of inappropriate communication techniques and methods is marked by a lack of material delivery that must keep up with the times, and a lack of public awareness, especially adolescents, in responding to this information. Then in a physical condition that does not allow communication to run effectively, it is marked by the inadequate instructions from the office received by adolescents, which is caused by weak human resources and the existence of various obstacles from local community leaders in responding to this information which results in adolescents' organs not ready to be fertilized and at high risk of health problems and the susceptibility to giving birth to a stunted baby.

Efforts made to overcome organizational communication barriers in the Population Control and Family Planning Office of Sumedang District, including improving adequate facilities and infrastructure by completing equipment that support the activities, by making budgets from various related parties and supported by approaches to formal and non-formal figures. Furthermore, the mastery of appropriate communication techniques and methods is marked by direct socialization to the Pik-R group, the socialization process can be carried out outside the room so that adolescents can understand the socialization of the program. Then for the physical conditions that allow communication to run effectively, it is indicated that employees must be able to increase their own capacity, ability and must master the materials of preventing early marriage and must be able to approach adolescents and parents in understanding the socialization process.

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