

# Model Of Training For Positive Characteristic Development Among Village Health Volunteer Counselors For Covid-19 Pandemic And Emerging Diseases

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## Abstract

This research aimed to make a training model on positive characteristic enhancement among village health volunteer (VHV) counselors for COVID-19 pandemic and emerging disease, and to assess and measure positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging diseases after developing positive characteristics enhancement. The participants were 50 VHVs selected by purposive sampling. Research instruments were training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease. Questionnaires for assessing positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease were developed. Overall mean scores of positive characteristic enhancements among VHV counselors before the trial, after the trial, and after the follow-up were analyzed with one -way ANOVA repeated measurement. Overall mean and individual mean of positive characteristic enhancement among VHV counselors before the trial, after the trial, and after the follow-up were analyzed by paired comparison and Post Hoc test with Least Significant Differences (LSD). Result revealed that training package on positive characteristic enhancement among VHV counselors was structuring relation of theories, concepts and techniques of counseling, psychological techniques, and training techniques which was brought to use on each positive characteristic enhancement among VHV counselors such as professional characteristic, responsible characteristic, mental characteristic, and honest characteristic. Training package had 3 steps which were initial stage, working stage and ending stage. Assessment of positive characteristic enhancement level among VHV counselors revealed that overall mean and individual means of positive characteristic enhancement among VHV counselors after the trial, and after the follow-up were higher than before the trial, and overall mean and individual mean of positive characteristic enhancement among counselors after the follow-up were statically significantly higher than after the trial at  $P < 0.01$ . In conclusion, this study demonstrated that training package for COVID-19 and emerging diseases could enhance positive characteristics among VHV counselors.

**Keywords:** Positive Characteristics, Counselors, Village Health Volunteer, COVID-19, Emerging Diseases.

## Introduction

From the situation of COVID-19 pandemic announced by World Health Organization (WHO), all sectors of government agencies focused on surveillance and expedite measures to stop the spread of the COVID-19 virus worldwide and in Thailand ([Guner et al., 2020](#); [Yorsaeng et al., 2022](#)). A group of personnel who played an important role in the successful on finding patient under investigation (PUI) in fieldwork to bring them into screening process and provided public health education was as important as doctors and nurses. They were dedicators fighting against COVID-19. This was considered a world-class achievement that WHO in Thailand admired, they were called Village health volunteers (VHVs) ([Krassanairawiwong et](#)

[al., 2021](#)). VHVs are personnel who are selected from village or community and passed training according to the VHVs' standard training course set by the Central Committee. They are responsible for public relations, campaigning and educating on primary healthcare, providing public health services, and public health surveillance of emerging diseases ([Kaweenuttayanon et al., 2021](#); [Organization, 2007](#)). From the past pandemic situation of COVID-19, VHVs worked hard and had to survey people in every home. We therefore implemented a preliminary survey on VHVs' needs to develop their potential after pandemic situation of COVID-19 with 200 VHVs in Chiang Rai province, using questionnaires on the need for potential development of VHVs in Chiang Rai province to

assess level of need for potential development of VHVs. The assessment results revealed that the respondents had need to develop their potential at a high level (4.07%). When considering each question, it was found that 'Respondents had need to develop their potential in the principle of talking to people' and 'Respondents had need to receive develop their potential in the principle of giving advices for people' were the highest (4.48%), followed by 'VHVs should had good communication skill' (4.39) and 'Need for the Ministry of Public Health to increase a counseling course for VHV members' (4.37%), respectively. From the preliminary results of survey, it may be that VHVs' standard training course which set by the Central Committee provided knowledge about primary healthcare and health service in society, laws relating to VHVs and the importance of having a good health, in addition to provide necessary public health service, communication in primary healthcare, planning and managing the community projects with cooperation of people. However, that VHVs' standard training course set by the Central Committee did not to focus about counseling yet. In addition, during pandemic situation of COVID-19, it had not affected only health problems, but it also affected social, economic, environmental and mental health problems of people in the community ([Osterrieder et al., 2021](#); [Poudel & Subedi, 2020](#)). This affected to implementation of VHVs, it was important that using knowledge and counseling skill to give advice for helping people in community could prevent and pass this pandemic situation of COVID-19.

Mental counseling was the special skill which was important health personnel in pandemic situation of COVID-19 ([Bhushan et al., 2022](#)). Mental counseling is a process that makes people understanding their problems and helps them to find a way to solve problems themselves. Counselors will not manipulate, recommend, or interfere with a person, but will help them manage the problem on their own. A person who received counseling would get benefits such as understanding himself, able to design their own life with suitability, able to face situations that occur in life stably, able to deal with their problems in an appropriate based the truth, in addition to help them completely finding their potential on developing themselves to their life goals.

This research was aimed to 1) make a training model on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease, 2) assess and measure positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease after developing positive characteristics enhancement. These objectives would bring knowledge on training package design for VHVs and related government organization in

different areas and contexts at the community, social and national levels.

### Research methodology

This research was a part of "Research and Development of Training Model on Promoting Positive Characteristic among Counselors of VHVs for COVID-19 pandemic and emerging disease" which had the detail of research methodology as follows.

### Population and participants

Population in this research were 3,764 VHVs who registered as VHVs in Muang District, Chiang Rai Province. The participants were 50 VHVs in Muang District, Chiang Rai Province, who had positive characteristic score below 25% and voluntarily joined this training. This research was conducted to protect the sample group rights without specifying individual information. This research passed the Exempt Ethics Review from the Human Research Ethics Standards Committee at Chiang Rai Provincial Public Health Office (CRPPHO) No.139/2564, Research Project No. 147/2564.

### Research instruments

Training package on positive characteristic enhancement among VHV counselors was structuring relation of theories, concepts and techniques of counseling, psychological techniques, and training techniques which was brought to use on each positive characteristic enhancement among VHV counselors such as professional characteristics, responsible characteristics, mental characteristics, and honest characteristics.

### Research procedure

1. Researching papers, textbooks, concepts and theory of psychological training based on Richard (1992) and Oluseyi & Oreoluwa (2014), to select and use them on each positive characteristic enchantment among VHV counselors, techniques used by group leaders to conduct training, theories and techniques integrated into the training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease.
2. We selected the theory and techniques of counseling, including bringing positive psychology techniques which were suitable with positive characteristic enhancement among VHV counselors and consistent with positive characteristics among VHV counselors.
3. We designed activities and processes of training packages which were suitable with positive characteristic enhancement among VHV counselors and consistent with positive characteristics among VHV counselors. The characteristics of training package were as follows:

3.1 Being training package which aimed to develop positive characteristic enhancement among VHV counselors associated with 4 positive characteristics among VHV counselors.

3.2 Being training package which was implemented using 10 times of training activities (1 hour 30 minutes to 2 hours per a time).

4. We brought training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease to measure content validity by 3 experts for considering consistency between selecting psychology techniques and training processes. This training package had index of item objective congruence (IOC) of 0.80-1.00, then we would make improvements according to the recommendations of experts.

5. We brought edited training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease to try out with 12 VHV who were not the samples and had similarly characteristics of the sample group for 2 weeks, to validate suitability about processes, duration, and content of this training package for finding shortcomings that occurred during training sessions and improving before being used.

6. We brought validated training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease to apply to the sample group, 50 VHV counselors, for 2 weeks, 2 times per a week, 1 hour 30 minutes to 2 hours per a time, totally 10 times and 5 weeks.

7. When finishing the final process of this training package, we repeated implementation of this training package with 50 samples again for having after the trial data.

8. When already finishing the training package for 1 month, we appointed 50 samples to do questionnaires for positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease for having after follow-up data.

9. Bringing before the trial data, after the trial data and after follow-up data, which received from the sample group, to analyze and conclude.

#### **Data analysis and statistics**

We analyzed the data to study the result of training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease, the purposes of analysis were as follows.

1. Analyzing for validating quality of training package on positive characteristic enhancement

among VHV counselors for COVID-19 pandemic and emerging disease.

2. Analyzing for comparing results of training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease.

The statistics which we used in data analysis of training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease were as follows.

1. Analyzing for validating quality of training package with content validity including as concordance values between objectives validity, choosing a psychology technique and index of item objective congruence (IOC) of psychology training processes with experts' opinion using formula to calculate the average.

2. Analyzing for comparing mean of positive characteristic enhancement among VHV counselors before the trial, after the trial and after follow-up by one -way ANOVA repeated measurement ([Pituch & Stevens, 2015](#)).

3. Analyzing for comparing paired comparison and Post Hoc test with overall mean of positive characteristic enhancement among VHV counselors before the trial, after the trial and after follow-up by Least Significant Differences (LSD) ([Pituch & Stevens, 2015](#)).

#### **Results**

##### **Training package on positive characteristic enhancement among village health volunteer counselors for COVID-19 pandemic and emerging disease.**

Positive characteristic counselor conceptual framework of Oluseyi & Oreoluwa was used in training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging diseases ([Oluseyi & Oreoluwa, 2014](#)). We also used training group concept of Richard for this training package by having 3 stages of training group such as initial stage, working stage and ending stage ([Nelson-Jones, 1992](#)).

In addition, we brought positive psychology concepts and techniques adapting in each training time of this training package, the 4 components of this training package consisted of a total 10 training sessions over a period of 5 weeks, 1 hour 30 minutes to 2 hours per a time, as shown in Table 1.

**Table 1** Summary of theories, counseling techniques and psychology techniques using in this training package on positive characteristic enhancement among village health volunteer counselors for COVID-19 pandemic and emerging diseases.

<b>Issues / Topic of Training Package</b>	<b>Counseling Theory</b>	<b>Psychology and Counseling Technique</b>
The First-time Orientation	1. Person-Centered Counseling Theory 2. Group Counseling  3. Positive Psychology Techniques	1.1 Unconditional Positive Regard 1.2 Self-Disclosure 2.1 Group Confidentiality 2.2 Constructive Criticism to Other Members 2.3 Being Honest with Group Members 3.1 Paired Introductions Technique 3.2 Mini-Lecturing Technique
The Second-time Developing Positive Characteristic Enhancement Among VHVCounselors: Professional Characteristic	1. Solution-Focused Counseling Theory 2. Gestalt Counseling Theory 3. Cognitive Counseling Theory 4. Positive Psychology Technique	1.1 Miracle Question Technique 2.1 Art Therapy Sculpt Your Ideal Self 3.1 Marshmallow Challenge 3.2 S.M.A.R.T Goal 4.1 Brainstorming
The Third-time Developing Positive Characteristic Enhancement Among VHVCounselors: Professional Characteristic	1. Rational Emotive Behavior Therapy: REBT 2. Cognitive Counseling Theory 3. 3. Positive Psychology Technique	1.1 Psychoeducational Methods 2.1 Role Playing 3.1 The group Tell-a-story Technique
The Fourth-time Developing Positive Characteristic Enhancement Among VHVCounselors: Responsible Characteristic	1. Person-Centered Counseling Theory 2. Gestalt Counseling Theory 3. Reality Counseling Theory 4. Positive Psychology Technique	1.1 Unconditional Positive Regard 1.2 Self-Disclosure 2.1 Imagine 3.1 Commitment 4.1 Mind Map 4.2 Supportive
The Fifth-time Developing Positive Characteristic Enhancement Among VHVCounselors: Responsible Characteristic	1. Gestalt Counseling Theory 2. Behavioral Counseling Theory 3. Positive Psychology Technique	1.1 Friends as Metaphors 2.1 Social Media Profile 3.1 Good Things / Good Activities
The Sixth-time Developing Positive Characteristic Enhancement Among VHVCounselors: Mental Characteristic	1. Gestalt Counseling Theory  2. Solution-Focused Counseling 3. Positive Psychology Technique	1.1 Feeling Card Exercise 1.2 Fishing for Value 1.3 Feelings Identification 1.4 Awareness Continuum 2.1 The scaling question 3.1 Role Playing 3.2 Imagine
The Seventh-time Developing Positive Characteristic Enhancement Among VHVCounselors: Mental Characteristic	1. Cognitive Counseling Theory 2. Behavioral Counseling Theory 3. Positive Psychology Technique	1.1 Relationship Map 2.1 “The A B C Theory” (A = Antecedent, B = Behavior, C = Consequence) 3.1 Self-Assessment
The Eighth-time Developing Positive	1. Cognitive Counseling Theory	1.1 The Cognitive Therapy Process

Issues / Topic of Training Package	Counseling Theory	Psychology and Counseling Technique
Characteristic Enhancement Among VHV Counselors: Honest Characteristic	2. Positive Psychology Technique	2.1 Brainstorming
The Ninth-time Developing Positive Characteristic Enhancement Among VHV Counselors: Honest Characteristic	1. Cognitive Counseling Theory	1.1 Strength Test 1.2 Progress, Not Perfection
	2. Solution-Focused Counseling	2.1 The scaling question
	3. Positive Psychology Technique	3.1 Different Game 3.2 Simulation 3.3 Role Playing 3.4 Brainstorming 3.5 Feedback
The Tenth-time Post Training	1. Person-Centered Counseling Theory	1.1 Unconditional Positive Regard 1.2 Self-Disclosure
	2. Positive Psychology Technique	2.1 Supportive 2.2 Positive Perceptions

### Assessment and measurement of positive characteristic level among village health volunteer counselors for COVID-19 pandemic and emerging diseases

We validated normal curve distribution (normality) using Kolmogorov-Smirnov test, it was found that period time before the trial, after the trial and after

follow-up were statistically significant between 0.06-0.31. It may be concluded that the research of training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease before the trial, after the trial and after follow-up had normal curve distribution, it could be analyzed by one-way repeated measures ANOVA.

**Table 2** Mean, standard deviation, and level of positive characteristic enhancement among VHV for COVID-19 pandemic and emerging disease (n=50).

Positive Characteristic Among Counselors	Before the trial			After the trial			After follow-up		
	$\bar{X}$	S.D.	Level	$\bar{X}$	S.D.	Level	$\bar{X}$	S.D.	Level
Professional Characteristic	2.89	0.31	Medium	3.96	0.28	High	4.58	0.48	Highest
Responsible Characteristic	2.56	0.51	Medium	3.98	0.44	High	4.63	0.48	Highest
Mental Characteristic	2.77	0.30	Medium	3.70	0.30	High	4.42	0.64	High
Honest Characteristic	2.68	0.40	Medium	3.98	0.34	High	4.69	0.41	Highest
<b>Total</b>	<b>2.72</b>	<b>0.14</b>	<b>Medium</b>	<b>3.91</b>	<b>0.18</b>	<b>High</b>	<b>4.58</b>	<b>0.45</b>	<b>Highest</b>

### Level of positive characteristic enhancement among VHV for COVID-19 pandemic and emerging disease.

From Table 2, it was found that, before the trial, VHV counselors had mean of positive characteristic of 2.72 and standard deviation of 0.14, that was at a medium level. After the trial, VHV counselors had mean of positive characteristic of 3.91 and standard deviation of 0.18, that was at a high level. After follow-up, VHV counselors had mean of positive characteristic of 4.58 and standard deviation of 0.45, that was at the highest level

When considering at professional characteristic aspect, it was found that, before the

trial, VHV counselors had mean of professional characteristic of 2.89 and standard deviation of 0.31, that was at a medium level. After the trial, VHV counselors had mean of professional characteristic of 3.96 and standard deviation of 0.28, that was at a high level. After follow-up, VHV counselors had mean of professional characteristic of 4.58 and standard deviation of 0.48, that was at the highest level.

When considering at responsible characteristic aspect, it was found that, before the trial, VHV counselors had mean of responsible characteristic of 2.56 and standard deviation of 0.51, that was at a medium level. After the trial, VHV counselors had mean of responsible characteristic of



3.98 and standard deviation of 0.44, that was at a high level. After follow-up, VHV counselors had mean of responsible characteristic of 4.63 and standard deviation of 0.48, that was at the highest level.

When considering at mental characteristic aspect, it was found that, it was found that, VHV counselors had mean of mental characteristic of 2.77 and standard deviation of 0.30, that was at a medium level. After the trial, VHV counselors had mean of mental characteristic of 3.70 and standard deviation of 0.30, that was at a high level. After follow-up, VHV counselors had mean of mental characteristic of 4.42 and standard deviation of 0.64, that was at a high level.

When considering at honest characteristic aspect, it was found that, VHV counselors had mean of honest characteristic of 2.68 and standard deviation of 0.40, that was at a medium level. After the trial, VHV counselors had mean of honest characteristic of 3.98 and standard deviation of 0.34, that was at a high level. After follow-up, VHV counselors had mean of honest characteristic of 4.69 and standard deviation of 0.41, that was at the highest level.

#### **Comparison of positive characteristic among village health volunteer counselors for COVID-19 pandemic and emerging disease before the trial, after the trial and after follow-up.**

Comparison of positive psychology training package on positive characteristic enhancement among VHV counselors for COVID-19 pandemic and emerging disease in different periods. The result revealed that overall mean of positive characteristic among counselors was  $F=394.45$ ,  $df=1.13$  and  $p=.00$ , which separated in each aspect as followed; professional characteristic ( $F=239.76$   $df=1.85$   $p=.00$ ), responsible characteristic ( $F=234.64$   $df=1.95$   $p=.00$ ), mental characteristic ( $F=164.49$   $df=1.62$   $p=.00$ ) and honest characteristic ( $F=307.08$   $df=1.89$   $p=.00$ ), these aspects were a statistically significant difference in each other. Therefore, we compared paired comparison with Bonferroni' method, it was found that, after the trial and after follow-up, mean of overall and all aspects of positive characteristic among VHV counselors were higher than before the trial, and after follow-up, mean of overall and all aspects of positive characteristic among VHV counselors were statistically significantly higher than after the trial at the .01 level.

#### **Discussion**

From analyzing index of item objective congruence (IOC) for content validation of positive characteristic enhancement among VHV counselors for COVID-19 and emerging diseases by using attributive evidence-based analysis, it was found that the index of item objective congruence (IOC) was

between of 0.80-1.00. It could be concluded that this training package passed content validation and able to enhance positive characteristic among VHV counselors for COVID-19 and emerging diseases. This may be due to this training package had key learning management for each step, and each of which coincided with each other. It included 3 important steps such as start step, process step and end step. The training package in this research had objectives for positive characteristic enhancement among VHV counselors. This training had an average duration of specific purpose for 6-12 times, that was a reasonable training duration and number of repetitions. Training for each aspect did not take more than 2-3 hours. For training, we provided and prepared location, appropriate environment, media, training materials and suitable facilities. We selected and considered using of contents including other various methods for gaining the best experience of VHV counselors. We considered to select methods and suitable facilities for training. This was systematically consistent with objectives and contents that used in training activities.

In addition, this training package was also in line with Huang's study, which said that training was important investment of human resource development ([Huang, 2019](#)). Therefore, making training programs was important and needed appropriate preparation. The training programs should emphasize participator relationship, satisfaction, and the result after training. This research was also consistent with research of Spiotta and colleagues, showing an integrated well-being enhancement program on mental health, sleeping quality and life quality ([Spiotta et al., 2019](#)). The result revealed that an integrated well-being enhancement program was beneficial to participators' mental health, sleeping quality and life quality. This research was also consistent with research of Click and co-workers, which studied relationship between organization personnel to enhance well-being with organization well-being enhancement program ([Click et al., 2019](#)). There was consideration for contextual components of the project participators. The result showed that organization well-being enhancement program were efficient to develop personnel relationship and affected to personnel well-being in organization.

Sahar Ahadi & Ronald reviewed that the training model called 'On the Job training (OJT)' was a model for working situation ([Ahadi & Jacobs, 2017](#)). This model was in line with training package on positive characteristic enhancement among VHV counselors for COVID-19 and emerging diseases. It could be concluded the training package in this research was a training while in working situation that could help to develop VHV counselors' skill, it also saved time and budgets for agencies involved in

caring for VHVs as well as On the Job training (OJT).

In addition, after the trial and after follow-up, mean of overall and all aspects of positive characteristic among VHV counselors was statically significantly higher than before the trial at .01 level in accordant with results of training of ADHD children's parents (Loren et al., 2015). The sample group participate behavioral parent training (BPT) group. It could be described that 241 parents participated with 8 sessions of behavioral parent training (BPT). The result revealed that parents had increased confidence in managing their ADHD children's behavior. Treven and colleagues found that training program on well-being development in organization could increase happiness and developed well-being for personnel in organization (Treven et al., 2015). Moreover, Baker & Absenge also demonstrated that model of training group could enhance well-being and sexual health (Baker & Absenger, 2013). Bharthvajan & Kavitha studied effectiveness of training on personnel by doing test before training and after training. Result depicted that personnel had more knowledge after training, which was consistent with this research that VHVs had more understanding about positive characteristic of counselors and more readiness for being counselors after training (Bharthvajan & Kavitha, 2019). Olenick and colleagues studied training development and communication and showed that training development and communication were important for personnel development. These enhanced learning skill development and building ability to transfer the acquired skills, which was consistent with our research in the way that VHVs could bring knowledge and skills acquired to transfer to the others (Olenick et al., 2020). In addition, our study was also in line with a research by Casey and colleagues reporting 3 steps of training evaluation – before, during, and after sessions (Casey et al., 2021).

In conclusion, this study showed that training package on positive characteristic enhancement among VHV counselors for COVID-19 and emerging diseases could enhance positive characteristic among VHV counselors. This training package included 4 aspects such as professional characteristics, responsible characteristics, mental characteristics, and honest characteristics. These characteristics were related to each other to enhance positive characteristics among VHV counselors. Processes of positive characteristic enhancement among VHV counselors included 2 part – level assessment of positive characteristic enhancement among VHV counselors and training package on positive characteristic enhancement among VHV counselors for COVID-19 and emerging diseases. This training package was activity model that aimed

to enhance positive characteristic among VHV counselors. Future research should focus on evaluating efficacy of this training package in VHVs during the session of training.

### Conflict of Interest

The authors have no conflicts of interest to declare.

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