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Formation of Virtual Mothers' Group Communication in Handling of Chickenpox: An Analysis Based on George Homans' Group Formation Theory

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Abstract: *Chickenpox epidemic encourages the formation of the virtual group in school area as mediator in handling and changing the information. This research analyzes the construction process of virtual community "Ananda Sakit Cacar 1A" used WhatsApp by the mothers in SDIT Asy Syafii Jakarta. This research adopts qualitative approach with study case method. The data collection technique by observation and depth interview to nine members of the group. The result found that the group formation by George Homans theory start from activity by reporting and discussing the Chickenpox symptoms in parents of student primary group, intent interaction that initiative to make a special group, and the anxious sentiment, solidarity and needs of mental support among the mothers. The research conclusion is the virtual community function use to facilitate the health information exchange. It is also important to support emotional system for mothers in handling of children health crisis. This kind of virtual community can be the effective collaboration model between parents and school in managing the infectious disease outbreak.*

Keywords: *virtual community; WhatsApp Group; Homans Theory; Health Communication; Chickenpox.*

Introduction

Activities in school environment which is full of interaction process among school residents could become the centre of the spread of disease among the students. Dense interaction among students can give rise to risk of disease transmission which often occurs in the school environment. One of diseases often infected elementary school age children is chickenpox. This is caused by a lack of hygiene of the students thereby increasing the number of disease related to the health and hygiene of the students, such as chickenpox (Daryanto et al., 2023).

SDIT Asy Syafii is one of the schools in East Jakarta where in August 2023 chickenpox attacked many students from levels 1 to 6 of elementary school. The school just stated that the number of students infected by chickenpox is very large, but did not record the amount in writing. The epidemic of chickenpox was increasingly spreading because of a lack of information and education for the parents about the disease. The school has also reported

to the local health institution, but still waiting for the coordination and the steps to be taken to handle this epidemic.

As time goes by, the spreading of chickenpox itself could not be prevented. The number of students infected by the disease were rising. On of the classes in which a lot of students were infected by the chickenpox is class 1 A. The students infected were forbidden to enter the class for 14 days. In this case, the mothers of the children infected by chickenpox should do some treatment and extra care while the children are isolated at home. Mother as the central role in the family can be the valid information for the children in preventing or handling the epidemic usually happen at school. The role of the family is one of the essential function in building a healthy family through the function of treatment and health care (Hadning et al., 2023). Lack of understanding from the parents about the early symptom can worse the children's disease caused by the lateness in giving therapy for the children (Widayanti & Prastyawati, 2021). The parents' knowledge includes the prevention of the epidemic for the children can minimize the risk of the spreading especially in the age of schooling.

Mother has the closest emotional level with the children. Treating the children infected by the epidemic at school such as chickenpox, of course involving the figure of a mother. During the children illness mother is taking care and fulfilling the needs of the children. Mother role is very important to fulfil the need for nutrition, and also to stimulate and monitor the growth and progress of the children every day (Susilawati et al., 2024). especially children in the condition of sickness, they have high level of anxiety due to the bad physical condition. Mother as the source of family information and education in preventing the disease to spread. As facilitator, a mother can be the role model of children in solving problems in health in daily life (Keumala & Mardelita, 2020). This shows that a mother needs a lot of knowledge and information about epidemic diseases which can infected children in the school environment. A mother is a source of information and the key for family health (Lawalata et al., 2023).

The mother who has the knowledge about the diseases infecting the school-age children got the information from the other mothers. The interaction among mothers, as the parents of the students, may become the moment for changing information. This enables the mothers to get new knowledge about preventing and handling epidemics such as chickenpox. Based on the experience of getting this chickenpox epidemic. The parents in class 1A were introduced to form a small virtual group with the mothers having the children infected by the chickenpox. They made a group named Ananda Sakit Cacar Air 1 A as a platform to exchange information about chickenpox. From the interview with Ummu Jojo, the background of forming this group is to facilitate exchanging information and to monitor the progress of their children infected by the disease. In this group, the mothers can give a report about the stages of the chickenpox experienced by their children. The mothers can also exchange information about the treatments done in each stage of the disease.

Based on the observations and interviews, education about chickenpox was provided by Health Department centre (Puskesmas) via virtual platform (Zoom). But this was done only after the surge of chickenpox cases had been increased.

Before the chickenpox cases increased, there was a period information gap among the students' parents. It was the main factor of parents' initiative to made "Ananda Sakit Cacar Air 1A" group. The Parents in Class 1A more helpful the virtual group communication than formal communication, which sometimes became rigid and instructional communication.

This small group utilizes a virtual media WhatsApp Group (WAG) as a facility for exchanging information. WA group makes it easier for the members because of the features that can contain many members and can show messages such as visual, audio, and also the recording of audiovisual content for the users. The WA group becomes the platform for the members to communicate virtually. The progress of the virtual group/community among the mothers is growing rapidly. More mothers join the group because of the increasing need for information. According to Permata (2023), a virtual group Formed in the WhatsApp application can become an effective information facility for women to increase knowledge and understanding of the community. A mother with a variety of roles at home needs a room for interaction in groups through virtual media. The existence of the group Ananda Sakit Cacar Air 1A makes it easier for the mothers to gain knowledge and understanding about treatments while caring for the children infected by the chickenpox.

The formation of virtual groups in society cannot be separated from the process of interaction and communication inside the groups. A group of individuals forming a group has the same interest and perception about something. A group is a unit that consists of a number of organisms having a collective perception about their unity and having the ability to act and behave the same way towards the environment (Tarigan & Syarifah, 2024). There are many reasons behind the formation of a small group in society. One of which is based on the theory of George Caspar Homans. According to Homans, a group is a collection of individuals having the activity, interaction, and motivation to form a unity that is organized and correlated to each other (Khotimah, 2019). Homans put forward that the process of forming a group is based on the activities, interactions, and sentiments of feeling or emotion (Si'in et al., 2024).

Taking care of sick children is one of the biggest challenges for parents, because they have to handle the physical, medical, and emotional needs of the children, which are often uncontrollable during the illness. Every parent must have the feeling of panic and anxiety when their beloved one is sick (Fitri & Ezdha, 2022). Anxiety also hit the mothers of class 1A children. However, they felt cool when communicating in the WA group, because there are similarities in the stages of chickenpox experienced by most of the children. Support from the closest persons is really needed by the mothers at the time one of their family members gets sick. Through communication activity and interaction among mothers taking care of the sick children, support and concern among them will be strengthened. The sentiments of shared feeling felt by the mothers became one factor behind the establishment of WA Group Ananda Sakit Cacar Air 1A. Through communication activity, interaction, and sharing feelings with the other members, restore the physical and mentality of mothers during the treatment period of their children.

This study used Homans' theory because it focuses on the group formation process. The process consists of three elements. There are activity, interaction, and sentiment. These elements become a foundation for explaining how the group formed from the first time. In addition, the element of sentiment in this theory can be used as a basic to express the shared concern form the mothers when the children got chickenpox disease.

The group Ananda Sakit Cacar 1A was formed because of the activities of exchanging information, interaction, and sharing feelings among mothers whose children were suffering from the illnesses of chickenpox. Information exchange and interaction inside the group is the realization of a health communication activity. The scope of health communication is how the positive role of technology can have an influence on individuals, organizations, communities, and people with the purpose of promoting a conducive condition that enables the growth of human health and the surrounding environment (Mulyana et al., 2018). The process of forming WA Group Ananda Sakit Cacar 1A is the implementation of a health communication activity by utilizing technology by the parents. Mother as an agent of information for the family has the awareness to maintain a healthy lifestyle by exchanging information through a virtual room. The mother role is expected to take responsibility for giving knowledge and educating the family environment (Lawalata et al., 2023). This indicates that the mother has the knowledge about advancement in technology and communication as a facility for changing information in health.

Based on the background described above, this research has the objective to analyse the process of establishing Group WA Ananda Sakit Cacar Air 1A using the perspective of George Homans. Although numerous studies about group communication especially in the health sector have been conducted, but the research about the formation of virtual group communication among mothers using George Homans' Group Formation Theory were rarely found. Through the Homans' approach, the researcher identified main focus on group interaction patterns that created from sentiment element. The sentiment element transforms become shared concerns among the mothers which resulting the group formation. Therefore, this study aimed to identify the stages of the formation virtual group communication process, specifically among mothers in handling chickenpox disease through three elements that consisted of activity, interaction, and sentiment. This formation group aimed to fulfil the mothers' need about the health issues.

The data was used as the research basis to observe how the process of establishing a small virtual group among mothers as the parents of students in SDIT Asy Syafii has a role when their children are infected with the chickenpox. This helps the researcher to process the data research found in the field. Through this study, the researcher hopes to obtain findings about the important roles of a small group or a large group for the improvement of public health. health, physical, and mentality of mothers during the treatment period of their children.

Methodology

This study used a qualitative approach to find out a comprehensive understanding of how a virtual communication group conducted by the parents plays a role in handling and taking care of the children infected with the chickenpox. The understanding was gained after conducting an analysis of the reality or the phenomenon in the field, which becomes the focus of research, and then drawing a conclusion from understanding the reality described above.

The qualitative method used in this study is a case study method. A case study is a research method used in examining a reality that focuses on one specific background, problem, or incident (Hidayat, 2014). In this study, a case study was used because it investigated and analysed a focus of problem about the awareness of parents to form a communication group through virtual media as a form of response to the epidemic that happened at school. The objects of the research were the students' parents, especially mothers, who joined the group Ananda Sakit Cacar Air 1A. The parents are part of the school resident's entity, SDIT Asy Syafii East Jakarta. In the case studies approach, the research focuses to get the depth information about the object research. The selection of nine parents as object research was based on their active participation and full engagement of the information exchange activity and emotional support in the virtual group. Furthermore, in qualitative research, data is considered saturated when the all of the respondents' answers the same and repetitive statement. It can be found from the ninth informant same answers and repetitive.

Collecting data was done by taking notes and observing WA Group Ananda Sakit Cacar 1A, interviewing the parents who joined the Group Ananda Sakit Cacar 1A, and studying literature from magazines, journals, books, and textbooks related to Organizational Behavior, Theory of Group Formation, Virtual Community, and Health Communication.

Table 1. Data of Research Respondents

Name	Age	Role in the Group
Jojo's mom	48 years	Class coordinator 1A/ Initiator of WAG Ananda Cacar Air 1A
Nevan's mom	44 years	Member WAG Ananda Cacar Air 1A
Thariq's mom	48 years	Member WAG Ananda Cacar Air 1A
Farid's mom	41 years	Member WAG Ananda Cacar Air 1A
Al Fatih's mom	39 years	Member WAG Ananda Cacar Air 1A
Rasyidan's mom	35 years	Member WAG Ananda Cacar Air 1A
Syafiq's mom	41 years	Member WAG Ananda Cacar Air 1A
Uwais' mom	33 years	Member WAG Ananda Cacar Air 1A
Umar's mom	39 years	Member WAG Ananda Cacar Air 1A

The data analysis technique used in this research was an inductive data analysis technique. An inductive method is a thinking approach based on the observation of facts or specific cases to compose a generalization or general principle (Wanji et al., 2025). In this case, the researcher conducted a detailed study of the data gained about the epidemic of

chickenpox that happened in SDIT Asy Syafi'i, together with the reaction and action of the students' parents in class 1 A about the incident. After that, the researcher made categories, dimensions, and correlations of the data through questions given to the objects of research, parents of class 1A joined in the WA Group Ananda Sakit Cacar Air 1A. The researcher conducted a direct observation in the field. After gaining the needed data, the researcher organized and sorted the data about a variety of information about WA Group Ananda Cacar Air 1A into patterns, categories and basic description to find the result to be formulated into the hypothesis based on the processed data.

This study used a case study method to present the contextual data about the forming process of virtual parent groups' whose children got chickenpox disease. Therefore, this research can be applied in other schools in facing similar situations, such as limited formal communication between the school and health authorities (Pusekesmas) in handling infectious diseases among elementary school students, such as chickenpox, measles, mumps, and other infectious diseases. In this study, the researcher used a credibility test to assess the reliability of the data from the research. The credibility test consists of triangulation and reference source. Triangulation involves verifying data from various sources using different methods and at different times. In this study, the informants who verified the respondents' answers was healthcare Professional. It must be understood about the chickenpox handling for children. This verification got from interviews after all data from the respondents had been analysed. Meanwhile, the reference source in this study included various valid sources, such as books, journal articles, written source about Homans' theory, virtual groups, and guidelines for handling chickenpox disease.

Ethical Considerations

For ethical considerations, this study has the ethical approval from the Ethics Committee of Universitas Mercu Buana (Ethical Clearance No. 01-1-4/ 638 /F/V/2026). Before the interview and observation session, the researcher gave the informed consent from all members of the group. All Participants were informed about the research objectives, data confidentiality, the conversations in the WhatsApp group, and their right to withdraw consent at any time without any consequences. All requests for approval must be submitted before data collection begins. The identities of the mothers and children were disguised using initials (nicknames).

Result and Discussion

General description of the case and the group

Group WA Ananda Sakit Cacar Air 1A made use of the facility of information technology in sharing messages about the disease of chickenpox through the application WhatsApp. This group is the realization of the parents' awareness in class 1A SDIT Asy Syafii academic year 2023 about handling the chickenpox that happened in class 1A. The group was directly coordinated by the class coordinator of 1 A, together with the members.

Although there was a former WA group of students' parents, class 1A, Group Ananda Sakit Cacar Air 1A was formed to simplify the flow of coordination and information for the students' parents of class 1A, whose children were infected with chickenpox. The focus of this WA Group is to discuss the progress of the children in class 1 A infected by chickenpox, so it can help the class coordinator team and other parents to know the latest progress, starting from the symptoms to the curing process of the students.

Group Ananda Sakit Cacar Air 1A consists of 9 mothers whose children were infected with chickenpox at the same time. The parents realized that there was an epidemic of chickenpox at school, including in class 1A. This awareness arose when one student got the chickenpox and showed the symptoms of the disease, followed by the other students. This case became the hot topic in the Parents' Group of class 1A. The information about the increasing number of students infected by the disease was updated by the team of the class coordinator in the Group of parents' class 1A. Jojo's mom, as the class coordinator 1A, then formed the Group WA Ananda Sakit Cacar Air 1A.

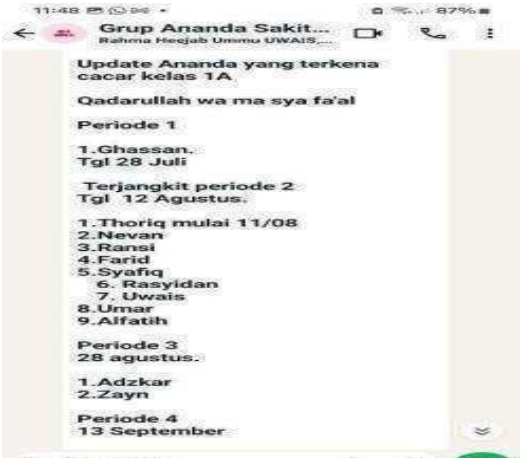


Figure 1. Data list of Students infected by chickenpox
Source : Group WA Ananda Sakit Cacar Air 1A

The formation of Group WA Ananda Sakit Cacar Air 1A gave the members the opportunity to get much information about handling, curing, and preventing the chickenpox for the children. Changing information about the symptoms experienced by each kid in the group helps to make sure that their children were positively contaminated by chickenpox. Besides, the class coordinator team also quickly responded by giving the latest information about the progress of the chickenpox in the class.



Figure 2. Update the progress of symptoms chickenpox
Source: Group WA Ananda Sakit Cacar Air 1A

The class coordinator team always made coordination with the class teacher of 1 A to determine the next steps to take related to the permission, study, attendance, and dispensation for the students infected by the chickenpox. Each form of information and direction from the class teacher was always delivered to the members of Group Ananda Sakit Cacar Air 1A.

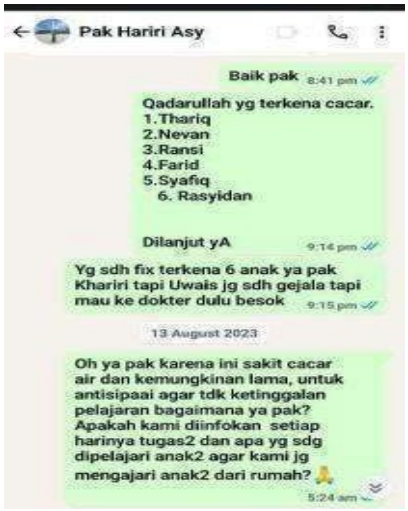


Figure 3. Coordination with the class teacher of 1 A
Source: Group WA Ananda Sakit Cacar Air 1A

This group became a facility for the mothers to give support and spirit to each other while taking care of their children. Psychological and mental support is really needed by the mothers who must be focused physically during the war, as they are vulnerable because many spots appear on the body, accompanied by fever and itching. This caused an

uncomfortable feeling in the children. Although this group was not directly coordinated with the school. However, with the existence of this group can help the class teacher to mitigate the track record the initial stage of the epidemic spreading for the students in class 1 A. This can help the school prevent further spreading and stop spreading more massively.

The analysis of Group Formation Based on Homans Theory

The activities Preceding the Group Formation

The parents joined the Group WA Ananda Sakit Cacar Air 1 A, who had joined before in the formal Group of students' parents class 1 A. The messages in the Group students' parents' class 1 A were flooded with information about the initial symptoms experienced by some students of class 1 A. The group Ananda Sakit Cacar Air 1 A was formed by the initiative of the class coordinator team 1 A. Based on this, before the formation of the specific group Ananda Sakit Cacar Air, the activities mostly occurred in the virtual room through the application of the WA group. Information about the symptoms of chickenpox always filled the virtual room among mothers whose children were infected with chickenpox. Activities of asking each other and giving information in the group created interaction and the feeling of mutual need for support among the mothers. This initiated the class coordinator team to make a specific WA group that specifically discusses chickenpox. Astuti, in the interview, stated that members of the group were sharing knowledge and information to stop the spread of the disease. And also gave information about the children's condition, the improvement, and the reaction to the medicine taken.

The communication conducted online has specific challenges, mainly in maintaining interaction intensity and building strong emotional bonds (Alyanti & Luqman, 2025). Through this Group WA, Ananda Sakit Cacar 1A, enables the coordination and two-way flow of information, which specifically discusses chickenpox. This Group Ananda Sakit Cacar Air 1 A was formed because there was an emotional bond (sentiments of feeling) among mothers who needed much information during the treatment period of the children. So, it can be stated that the component of activities was implemented through virtual communication by exchanging information in the WA group, students' parents, about the symptoms of chickenpox infecting some students of class 1A.



Figure 4. Information Exchange Activity about Chickenpox
Source: Group WA Ananda Sakit Cacar Air 1A

Interaction in the Main Group and Specific Group

Based on the data from the results of the study, it was found that interaction happened among all students' parents of class 1 A in the form of discussion among parents, specifically talking about initial symptoms of chickenpox among the group of students' parents. This motivated the class coordinator to interact quickly and actively with all the parents in class 1A in giving information about the growing number of students infected by the chickenpox, so the interaction had the purpose of planning the next steps to take. The class coordinator team decided to form the WA Group Ananda Sakit Cacar Air 1A for the parents whose children were infected by the chickenpox.

The form of interaction done in the WA Group Ananda Sakit Cacar Air 1 A is the continuation of the discussion about the handling, the treatment, and the process of curing children during the illness of chickenpox. A member of the group also gave daily information about the progress of the chickenpox experienced by the children. The members also exchanged information about recommended medicines and health facility references during the treatment of their children. This step can help the group members make the best decision for their children during treatment. Besides that, from the interaction, the members can also make a decision related to the most effective curing period, which is from the fourteenth day, to stop the chain of contamination in the class. Intensive social interaction enables individuals to build solidarity and strong emotional bonds (Alyanti & Luqman, 2025). This shows that interaction among the members in WAG Ananda Sakit Cacar Air 1A was formed because of the solidarity and responsibility appearing from caring for each other with the purpose of maintaining the health and comfort of all students in class 1A.

The interaction that occurs among individuals and groups in an organization refers to the relationship and communication among members to achieve the same goal (Agustini &

Bahtiar, 2024). In short, the interaction component in the formation of this group was a virtual discussion about initial symptoms and the growing spread of chickenpox in the group of students' parents in class 1A. The result of the interaction motivated the class coordinator to form the WA Grup Ananda Sakit Cacar 1A, which got a positive response from the students' parents.

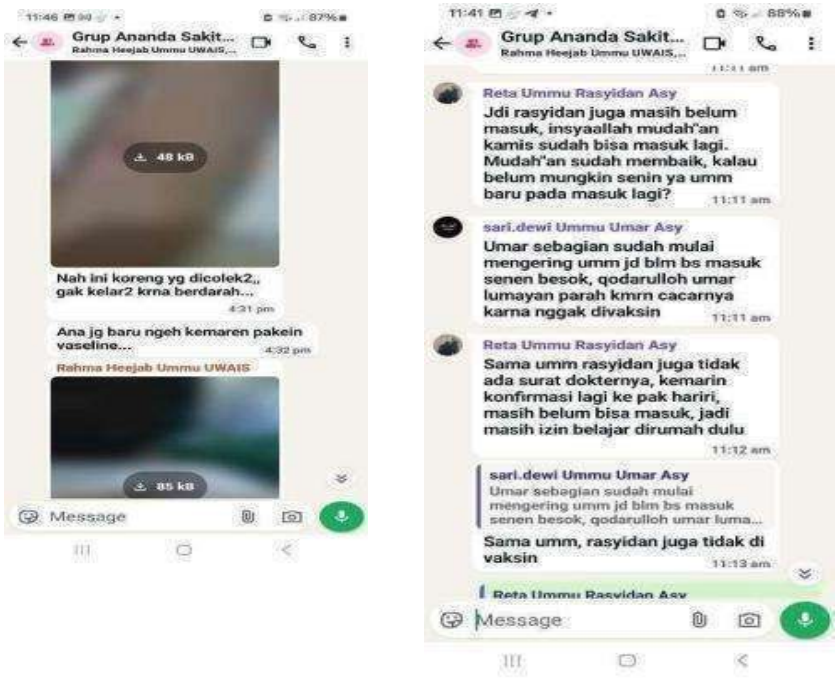


Figure 5 . Interaction in the WhatsApp Group
Source: Group WA Ananda Sakit Cacar Air 1A

The Dynamics of Sentiments and Emotional Support

Anxiety, the feeling of class coordinator 1A for the chickenpox spreading massively, appeared because of the activities in the WA group of students' parents 1A. These activities focused on the exchange of messages containing data reports about the students infected by the chickenpox with the accompanying symptoms. The overlapping information outside the chickenpox in this WA group caused the split of focus of the class 1 A students' parents about the rapid spread of chickenpox among students. This showed that the sentiment was only felt by the class coordinator team 1A. Sentiment is a statement or a sentence that contains opinion used to know the feeling toward a topic or object (Gunawan et al., 2023). In this case, sentiments among the class coordinator team influenced their decision to establish a specific group of chickenpox 1 A. This is done as their responsibility to prevent the more massive spreading of the disease.

The form of sentiment that appeared in the class coordinator team is a positive sentiment that contained the invitation for the mothers to join the group for chickenpox. A positive sentiment is a reaction or attitude to increase the value of someone or something

(Arham et al., 2022). The increasing value in this group is the motivation to create a healthy environment of class 1 A and suppress the flow of chickenpox spreading by means of a virtual communication room. The result of the sentiment shared by the class coordinator team influenced the parents to join the specific group of chickenpox.

The mothers shared the experience and feeling during the treatment of their children in the WA Grup Ananda Sakit Cacar Air 1 A. In this situation, they supported and strengthened one another through the realization of caring and togetherness among mothers. The mothers also expected evaluation from the school related to the spread of this chickenpox through synergized collaboration between parents and school. This can be done through education and information about health in the school environment. This interaction indicated that positive sentiments occurred in the interaction process of WA Group Ananda Sakit cacar Air 1 A. Based on the data gained, the sentiment process only occurred in the class coordinator before the WA group of chickenpox was formed. The class coordinator team showed their feeling to realize collaboration and participation of parents in preventing a more massive spread of chickenpox in class 1A. This is the basis of forming the WA group, Ananda Sakit cacar air 1 A. The formation of a group is initiated by the shared perception, feeling, motivation, and goal to fulfil the needs (Tarigan & Syarifah, 2024). The formation of WAG Cacar Air 1A was because there was a communication among the class coordinator team in the form of showing shared feelings, motivation, and a goal to fulfil the need for information about the development of chickenpox infecting the students in class 1A. The positive sentiment component grew among the class coordinator team, class 1 A, in response to the information about the increasing number of students infected by the chickenpox.



Figure 6 : Support communication among the mothers
Source: Group WA Ananda Sakit Cacar Air 1A, 2024

Based on the description before, the formation of the group is based on a theoretical approach by George Homans in the components of activities, interactions, and sentiments (feelings or emotions). These three elements correlated directly to each other and can be explained through three stages those are (a) The more activities done by someone shared with other people, the more variative the interaction and the stronger the grow of their sentiments (b) The more interactions among the people, the more possible the activities and sentiments to be transmitted to the other people (c) The more activities and sentiments transmitted to other people and the more someone's sentiment is understood by other people, the more possible the activities and interactions to be transmitted (Si'in et al., 2024). It means that the activities done in the WA group of students, parents of 1A, encouraged mutual interaction and sentiments among the parents whose children were infected with the chickenpox. However, the sentiment did not occur to all students' parents in class 1A. The sentiments appeared after WA Grup Ananda Sakit Cacar Air 1A was formed. The class coordinator had the role of the agent of sentiment for the other children infected by chickenpox. The process of activity, interaction, and sentiment became the background of the formation of WA Group Ananda Sakit Cacar Air 1A.



Figure 7: The formation process of the WhatsApp group Ananda Cacar Air 1A
Source: Researcher's findings, 2025

WA group as a Facility for Health Communication and social Support

Group Ananda Sakit Cacar 1A was formed because there were activities, interaction, and sentiment of the mothers whose children were infected by chickenpox. The activity and interaction are the implementation of a health communication activity. The scope of health communication is how the positive role of information technology can

influence individuals, organizations, communities, and the people with the purpose of promoting a conducive condition or enabling the growth of human health and also the surrounding environment (Mulyana et al., 2018). In the process of group formation, WA Group Ananda Sakit Cacar 1A, there was a health communication activity by making use of technology by the parents. A mother as an agent of information has the awareness to maintain a healthy lifestyle through information exchange in the virtual room. The role of a mother is expected to take responsibility to share knowledge and educate the family environment (Lawalata et al., 2023). This indicates that a mother has the knowledge about advancements in technology and communication, which can be useful in exchanging information about health.

Caring for children was not only the responsibility of mothers, but father's role was also crucial. The lack of a father's role in children's physical and mental health was still prevented. Previous research found that a lack of father's role impacted the various aspects of a child's development such as emotional, psychological, social, and academic aspects (Rahmadiyah et al., 2025). Furthermore, Fita et al., (2025) stated that the role and experience of fathers in raising children with ASD still received insufficient attention. It indicated that role of parents was importance in children's health issues. However, although the father's role was not mentioned in the interaction and information exchange process within the Chickenpox 1A WhatsApp group, mothers still used the virtual group for emotional and informational support.

A group in a health communication activity has an important role because groups consisting of two or more people have the shared relatedness that is the health field. Health communication in a group studies the role of communication performance in an interrelated coordination among the group members and problem solution in the group in facing the problems and health issues (Novrian et al., 2022). The group members in WA Group Ananda Cacar Air 1A expressed their feelings, their view, and their experiences as family members whose children are infected with chickenpox. Each member of the group can seek other people's information, discuss alternative medicine, the side effects, and the symptoms with the person who has direct experience with the disease (Andreas & Kusuma, 2020).

The health communication activities carried out by several mothers in the group were not just sharing information about how to treat chickenpox disease themselves at home. They confirmed that the shared information was the result of from direct consultations with doctors in clinic. The medicine recommendations that shared in group were also based on prescriptions. From this sharing information activity indicated that the group could be as a bridge for information between healthcare providers and mothers. We can conclude that the mothers can tell each other and share experiences in the group, which will help the mother herself in handling the children infected by chickenpox. A person who has close relationships with many people through marriage, friendship, or social groups tends to be healthier and faster to recover from disease compared to a person who has fewer relationships (Novrian et al., 2022). Group communication will lessen the burden carried by the mothers. This will help to speed up the curing process of the patient. This also indicates that digital communication has grown rapidly and has touched all aspects of life, including in the field of health.

Conclusion

Based on the results of the research and discussion, it can be concluded that the formation of WA Group Ananda Sakit Cacar 1A is a social process described comprehensively by the theory of group formation, George Homans. The process was initiated by communication activities in the main WA group, Students' Parents, which triggered interaction about the development of the chickenpox epidemic. This interaction then created a collective sentiment of feeling anxiety and a need for a more focused discussion room, which then motivated the formation of a specific group. This virtual group was proven to be effective not only as a channel for health information, which is quick and contextual, but also functioned as a social support system to give calmness and mental strength for mothers in facing uncertainties while taking care of their sick children.

The Informational support applied to the messages that consists of the accurate data about the progression chickenpox disease every child, tips in handling the child, doctor referrals, and medications. Emotional support applied to messages that consists of offering encouragement, empathy, shared experiences, and mutual encouragement among group members. These two kinds of support would have more effective impact when provided together. Without emotional support, the information shared among members could be off the target and received comfortably. It was because, parents needed comfort and quietness situation when reading informational texts while caring for a child. If informational support was provided together with emotional support, so each member would feel the group became safe and comfortable space to share the experiences and concerns during the caring period. This finding underlined the potential of a community-based virtual group, like a WhatsApp Group, as a supporting instrument in managing health crises at the grassroots level, especially in the context of the school-parent relationship.

The research also found, there was not the father's role mentioned in the interaction and information exchange from the virtual group. Furthermore, this study focused only on the mother's role during treatment. Based on the previous research mentioned in results section, the father's role was still lack in children's and mental health issues. Therefore, it's become a hope for future research will explore about father's role in health issues, particularly in the handling of child illnesses.

Based on the research discussion, the proposed suggestion is the need for educating parents about preventing, handling, and curing the epidemic, which often happens to school students. This can be realized through a synergized collaboration between the school and the parents of students in SDIT Asy Syafi'i if a student gets a high-risk infectious disease, as an effort to prevent the disease from spreading massively. The school can also make a team for health problems, which involves active participation of students' parents in SDIT Asy Syafi'i order to do the evaluation and mitigation against the spreading of disease at school. This teams consists of parents from each grade level, supported by teachers and health workers from the community health centre (Puskesmas) who are members of the officially virtual groups for health issue. In addition, parents and schools

can arrange specific standards that include guidelines and emergency protocols for an outbreak of infectious diseases among students at school. WhatsApp can be used as a channel for fastest communication.

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