# Quality Learning Service Based on Character BAKU

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*Abstract*— **This study aims to describe how Vocational School Daarut Tauhiid has the concept of good and strong character which is implemented in learning service. This research used qualitative approach descriptive. The technique is used in this study are observation technique by observing in the field, interviewing with curriculum section, documentation study by analyzing files, website, recording, which is related to the topic of this research, and data verification by collecting data, reducing data, categorizing data, and validating data. The findings of this research was learning planning was made by Vocational School Daarut Tauhiid is always related with good and strong character and has two curriculum . The actuating of teaching and learning program in Vocational School Daarut Tauhid had PBM Berkarakter Program that was obligated for the teachers to insert strong and good character in every subject as the hidden value and used Islamic term in the question and also implemented by using all facilities. Evaluating that was used by using daily and monthly evaluation, monthly evaluation, semester evaluation, and annually evaluation by using three methods, direct evaluation, indirectly evaluation, and peer to peer evaluation. The concept of quality learning service based on good and strong character can enrich the concept to build character through quality learning service.**

*Keywords— Learning Quality, System Information Management, Character BAKU*

## INTRODUCTION

Education is an important element in a nation, education has an important role to decide whether the nation will become a superpower country or no. The minister of education and cultures affairs as a state institution which has an important role and responsibility to advance the education in Indonesia by exertion the education in Indonesia. The Quality educational exertion brings much advantage for Indonesia because it can be one of the solutions to solve and decrease the unemployment issues which is still wide enough in Indonesia. Vocational School becomes a main subject in the decrease of unemployment in Indonesia. However, based on Liputan 6.com on 5<sup>th</sup> March 2020 SMK contributed the most unemployment in Indonesia.

Learning activity is the core of education must be served quality by utilizing all of the resources belongs to school institution especially human resources and technology. The inculcating of competency in SMK is not good enough if the school teaches about knowledge and skill but also character. Character decides most the progressive of students either the progressive in physical and non-physical In inculcating the character, there must be the qualification of what character should be inculcated by educational institution towards the students. Character Good and Strong (BAKU) which was initiated by KH Abdullah Gymnastiar becomes the one of the alternatives in the answering the future challenges in Indonesia.

These character BAKU can be inserted into the learning service especially in management information system to improve the quality of learning. This research explains how to learning quality service run in Vocational School Daarut Tauhid Puteri based on character BAKU.

## LITERATURE REVIEW
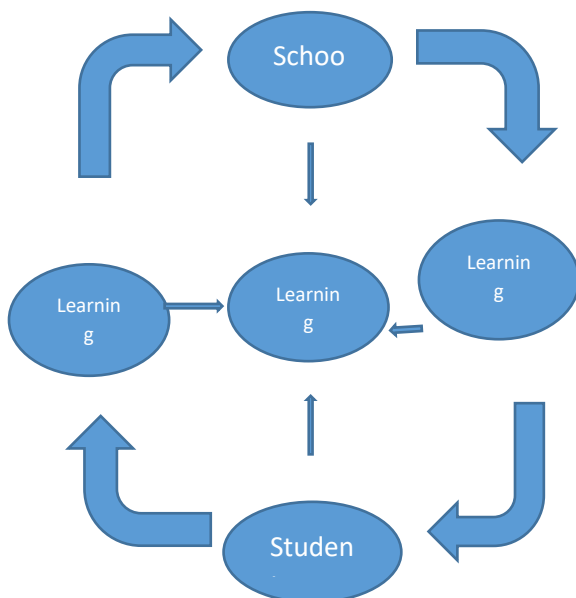
a. *Quality Learning*

Education has strong relation to the learning quality. Learning run in in school must has strong and proper quality. Quality is a word which is difficult to define. Quality has strong relation to what the customers need. Quality is slippery concept It implies different things to different people [1]. Quality is conformance to recruitment [1] According to both definitions above so it can be concluded that quality is everything which has relation to customers' need and then the customers satisfy with the service and product served by the producent and than give the

beneficial values either for their selves or the people around them. Maxwell (1984) explained that there are six dimensions of quality which are: (1) access; (2) equity; (3) relevaned to need; (4) social acceptability; (5) efficiency; (6) effectiveness [2].

Quality learning can increase the quality of students. Learning is a system consists of various component which is realizing each other [3]. Learning is a process involving active components dynamic, if it is managed well, the role and the function from each component will not be optimum as it should be [4]. Learning managed in school must has strong relation to the learning quality. The interaction in school between teacher and students are so important to shape students' development. The interaction among the environmental factors, relationship, and learning opportunities … [5].

Learning quality has strong relation to the national educational standard (SNP) [6] i.e: (1) managerial standard; (2) graduation competency standard; (3) content standard; (4) processional standard; (5) assessment standard; (6) teachers and educational personnel standard; (7) facilities and infrastructure standard (8) Financial standard. These 8 SNP must be run in educational institution so that it can bear better quality learning. Quality is relative. Each individual or each group has different views of quality [7].

UNESCO [1] gives the statement about the level of quality learning as the following: (1) learning to know; (2) Learning to do; (3) Learning to be; (4) Learning to leave together. As an effort to create better learning quality, we need the framework of thinking. The framework of thinking that we can use as bellow [1]:



**Framework of thinking in Quality Learning Service on Good and Strong Character**

In creating learning quality service, there are three principal things must know, they are planning, actuating, and evaluating. The indicators to create learning quality service [3] they are: (1) reaching the quality goal; (2) the students become active, creative, and independent during the learning; (3) the students can feel the benefits and can be implemented in daily life; (4) the conducive learning with the joyful, challenge, and impressive condition for the students.; (5) teachers use media and tools and various learning methods.

b.  *Management Information System*

Technology that is developing nowadays affects big effects especially in education. The development of technology currently bears such massive information and also affects towards learning in school. By the present of development of education and technology so that it is necessary the present management information system in educational institution.

Management information system works to combine between human resources and technology applications to collect, manage, choose and verify the information so that it can be taken as a basic to make decision in education. Management information system can support the effectiveness of learning. Utilizing management information system in learning can give the advantage as the following (1) to make easy teacher's job; (2) the learning data results and the presence so easy to access. Management information needs educational management. Educational management is an arrangement in the field of educational work carried out planning, organizing, staffing, coaching, coordinating, communicating, motivating, budgeting, controlling, evaluating and reporting systematically to achieve quality educational goals [8]

c.  *Character BAKU*

National Education according to constitution number 20 years 2003 is the education rooted from religion values, Indonesia national cultures, and responsive towards the challenge [9] one of the purposes of education is to inculcate good character into students. Character is an important thing to advance the education in Indonesia. Character is mental nature, akhlak or behavior become the special identity of person or community [10]. Character education is a continuous and never ending process [11].

Character coming from religious values has very important role too to advance the education in Indonesia. Character BAKU (Baik dan Kuat) initiated by K.H Abdullah Gymnastyar is the characters inspired from al-Quran and as-Sunnah has own motto, "*ibda bi nafsik*!" means, "start from yourself [12]."

Character BAKU consists of two parts, they are good characters and strong characters. Every character has each indicators. The indicators from each part of character BAKU as the following:

**Tabel of Good Character**

| Num. | Good Character | Indicators |
|---|---|---|
| 1 | Sincerity | Be sincere in worshiping<br>Be sincere in working<br>Be sincere in studying<br>Be sincere to do good deed to others<br>Be sincere to keep environment |
| 2 | Honest Trusted | Be honest in speaking and saying<br>The honesty in intention<br>The honesty in the will<br>The honesty in fulfilling the will<br>The honesty in doing good things<br>The honesty in the level of religion. |
| 3 | Tawadhu | To know and avoid the trait and the dangers of arrogancy:<br>To reject the truth; |

| | | To underestimate others. |
|---|---|---|

And for the strong characters as the following:

**Tabel of Strong Character**

| Num. | Main Character | Indicators |
|---|---|---|
| 1 | Discipline | To be discipline in time<br>To be discipline in intention<br>To be discipline in cleanliness<br>To be discipline in discipline and orderly<br>To be discipline focus. |
| 2 | Brave | To be brave in making decision to be consistent in Allah's path. |
| 3 | Tough | Never despair and always having positive assumption to Allah. |

## II. RESEARCH METHODOLOGY

This research uses qualitative descriptive approach. Qualitative approach also mentioned by descriptive approach. In this research uses the steps as the following:

1. Observation

Environment observation done by finding the problem and the topic will be discussed. Observation is the basic of all science [13] [8] Observation is when the researcher involving in the environment to observe the behavior and the activity of individuals in the research location [9]

2. Interview

In the interview step, it is done by using triangulation. Interview is a meeting of two persons to exchange information and idea through question and responds, resulting in communication and joint construction of meaning about particular topic [13]. In the interview step it can be done by using face to

face method with the participants, interviewing them by phone, or involving in focus group discussion directly consists of six to eight participants per group [14].

### 3. Documentation Study

Study documentation is done by collecting the data through documents related to the topic researched. These documents such as related to the public document (example: news paper, paper, office report) or private document (example: daily book, diary letter, and email) [14].

### 4. Data Verification

Data verification is to verify and choose the data belongs has gotten and then verified the proper data and has strong relation to the topic researched.

## DISCUSSIONS

Service can be defined as the fulfilment of what is needed by the customers either it is material or service, while the quality is quality from a goods or individual. Learning quality service can be defined as a performance aims to increase the quality of learning there are three functions within there are planning, actuating, and evaluation. Learning quality service run by SMK Daarut Tauhid has own unique its self, i.e by internalizing good character and strong character (BAKU) in every lesson so that good character and strong character can be internalized not only towards the students, but also towards all of the components of school.

Planning can be defined as the steps of decision as the actuating guidance in the future. Planning can be defined as the steps of agreed actions to decide the action which will be done in the future. Planning means an action to determinate the goals and the guidance of actions will be followed [15]. Planning consists the basics thought as the following: (1) planning is always oriented towards the future; (2) planning is something created intentionally and it is not as it happens; (3) planning is good actions acted by individual or organization planned; (4) planning must be meaningful.

Learning quality planning based on character run by Vocational School Daarut Tauhid is by holding a

meeting presented by head master, vice head master, and teachers. In learning quality planning done is by formulating goals, programs, and characters. By the presence of this formulations, so that they can be produce the excellent generation in the future. Besides it, planning learning quality in Vocational School Daarut Tauhid inserts theory learning and practice also the proper facilities such as laptop, projector, AC, and also humanist learning method towards the students.

One of the learning quality planning which is implemented in Vocational School Daarut Tauhid is by taking one of character BAKU as the lesson of ceremony. Making the questions in using Islamic terms to be one of strength to Vocational School Daarut Tauhid aims as facility for doing spreading Islamic teaching (dakwah). As one of parts unseparated in every activity in Vocational School Daarut Tauhid, Vocational School Daarut Tauhid has Bank Mini Sekolah managed by students so that it can be a tool to educate and inculcate character and skill in financial management in Vocational School Daarut Tauhid.

Actuating is implementation of what is planned. Actuating is one of important functions in management. Actuating is an effort to act the members of organization as good as possible so that become excepted and strive to gain the goals of firm members because the members excepting such goals [16]. actuating is setting all members of the group to want to achieve and to strike to achieve the objective willingly and keeping with the managerial planning and organizing efforts[17].

Some principals must be noticed in actuating, they are: (1) actuating must be clear; (2) actuating given one by one; (3) actuating must be positive; (4) actuating must be given to the right people; (5) actuating must has strong relation to motivation [17]. Actuating learning quality based on character run in Vocational School Daarut Tauhiid held by all of the component in school from the principal, vice principal, and all of the teachers and educational personnel and also the students so that it can increase learning quality service.

Basically, the actuating held of learning quality proper for with what has been planned by stakeholder of Vocational School Daarut Tauhid. For the sake of

increasing the quality learning, so in Vocational School Daarut Tauhiid has motto, it is "*Ibda bi nafsik*" means start from yourself. Actuating of learning quality run by Vocational School Daarut Tauhid implemented from the teachers and educational personnel and become role model for the students.

Vocational School Daarut Tauhid uses approaches based on the values of Islamic religion taken from al-Quran and al-Hadith as the main source for the moslems delivered and spread by preaching for the sake of keeping the motivation for the teachers and educational personnel. Actuating of learning quality in Vocational School Daarut Tauhid using learning methods by preaching methods, and the utilization technology such as laptop, network, and internet.

Evaluation has an important role to measure the success of an institution to run the program which has been planned. Evaluation as the process to determine until what far the goals of organization can be reached [17]. Evaluation is steps of activities run systematically begins from the determination of goals, formulation and the development of instrument, data collecting, analysist and interpretation to make decision and or decide a value with the evaluating standards decided [18].

Evaluation run by Vocational School Daarut Tauhid done by performing daily and weekly evaluation, monthly evaluation, semester evaluation. This evaluation performed by head master, the teachers, the educational personally and also the students. The evaluation method performed by using three methods, first is evaluation directly, evaluation undirectly, and peer to peer methods. Direct evaluation performed by the methods head master controlling and asses the performance of teachers and educational personal. Undirect evaluation performed by assessing the result of learning indirectly and involving class guardian in the meeting while the evaluation peer to peer performed by the methods giving assessment to her friends

## CONCLUSION

Planning in performed in Vocational School Daarut Tauhid answering how the planning made and

oriented towards the future. Learning quality service and internalizing character BAKU is in it and becomes a foundation that the students expected who has been graduated become a hope for the nation. Planning performed by Vocational School Daarut Tauhid performed by head master vice principal, and the teacher.

Actuating of learning quality performed by involving all of the stakeholders involved in it. By the presence of the awareness of ibda bi nafsik, so that it can be a strength for Vocational School Daarut Tauhid.

Evaluation performed in Vocational School Daarut Tauhid uses three methods first is direct method, second is indirect method, and the third is peer to peer method i.e the students assess her friends. For the teachers who is regarded is not fulfilled the standards yet made, will be trained or given the training from the head master. Overall, learning quality service held by Vocational School Daarut Tauhid is good.

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