Management of Islamic learning communications during Covid-19

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ABSTRACT

An institution's success can be seen from the communication, both between leaders and subordinates and with fellow workers. Communication means will run well if they follow the direction and purpose, and function of communication elements between communicators and communicants. During a pandemic, teachers need to manage communication well with students. Management of communication is one of the arts to regulate communication between institutions, educational institutions, government agencies, and the community. In Islam, it has managed management in social life so that it is well planned. Planning, structuring, implementing, and evaluating it becomes very important for a particular activity's success. In this case, it can be understood that management is needed to achieve success in various activities. Thus, it is necessary to clarify again how Communication Management, objectives and elements of communication, communication functions, and effectiveness of communication processes in Islamic education management. (10 pt).

Introduction

Communication is a means for establishing relationships between a person and another. There will be social relations with communication because humans are social beings, among those who need each other, resulting in reciprocal interactions. Communication in learning is a process of delivering a message between the teacher and the student, both verbally and nonverbally, which initially aims to make students understand the material and understanding of the teacher conveyed. In essence, a teacher is a dominant factor in the learning process for students. Teachers can communicate and interact with students face-to-face in the classroom, as this happens so that communication between teachers and students can run effectively, and the messages conveyed can be well liquefied. Driving learning activities are a series of activities of a teacher with students who must have a particular pattern so that the teaching and learning process occurs and can

achieve a learning goal. Teachers must manage the teaching and learning process, which is given stimulation to students so that students want to learn.

The field of education is one of the determining factors for social development as well as economic development. This education is seen as the most strategic way to uplift the dignity of a nation. Given the significant role of education, teaching, and learning activities or processes are carried out not only in the classroom but also the teaching and learning process can be carried out outside the classroom due to the changing times that are relatively rapid at this time entering 2021. The Ministry of Education and Culture encourages the existence of one of the worlds of education changes is the existence of technology. This is done so that education in Indonesia can be equal to other developed countries.

Indonesia, which has just started a new education concept, namely the concept of independent learning, which means linking the real-world education system and the world in which to work but is blocked by the plague that is currently sweeping Indonesia's country. This virus is called severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) or what is known as covid-19/coronavirus. The virus that attacked the Indonesian state for the first time on March 2 was immediately announced by Indonesia, Joko Widodo said that two Indonesian citizens were positive for Covid-19. So, the Indonesian government issued a lockdown policy included in Law No.6 of 2018 concerning quarantine. There are several kinds of quarantine arrangements, namely regional quarantine, homes, hospitals, and Large-Scale Social Restrictions (PSBB) (Journal: doi.org/10.1017/CBO9781107415324.004).

In this policy, the effect of teaching and learning activities that should generally be done face-to-face in schools can now only be done with the support of modern media and technology-equipped and supported by a super-fast internet network. Schools are required to apply online teaching and learning activities to provide assignments and provide knowledge as is done in class so that students can still excel and do not miss lessons during the pandemic. Online learning is a learning concept that is carried out using modern technology in electronic technology such as computers, laptops, or tablets, and online learning can also be called electronic learning, online learning, virtual learning, or web-based learning. An open and distributed online learning system also uses pedagogical tools (educational aids) via a network-based internet to facilitate the formation of a teaching and learning process through meaningful action and interaction.

In a person's relationship with other people, of course, the occurrence of the communication process is indeed inseparable from the objectives, which are the topic or subject of discussion, and also to achieve the delivery of information will be successful if tools or media support it as a means of channeling information or news. The fact is that the communication process was not as long as it was smooth. It happened due to a lack of attention to the elements that should have been in the

communication process. From this description, in communication, it is necessary to pay attention to the elements related to the communication process, both by the communicator and the communicant, and that the communicator must understand the purpose of communication.

Based on the numbers above, the writer wants to know the teacher's communication process in online learning during the Covid 19 pandemic. The author discusses how the teacher's communication strategy in the Covid 19 pandemic situation, then the teacher's communication strategy when explaining the discussion online so that it can be understood, and the teacher's constraints when doing online learning teaching and learning activities during the COVID-19 pandemic. Students are still not left behind in receiving knowledge from the teacher, the material presented by the teacher can still be accepted easily understood and still has achievements like previous learning, which was only done face to face inside a class.

Method

This study uses a Library Research. This research on leprosy is also accompanied by supporting data with phenomenology glimpsed from the participants' point of view in a descriptive way, which describes a problem by the facts in the field.

Discussion

Definition of Communication Management

Management is a unique process that aims to achieve a goal by effectively and efficiently using all available resources. The word management means leaders, directors, and administrators, taken from the verb "manage." "Manage" means driving, managing, and ordering (Syafaruddin,2018.). According to Italian, the term management comes from "managers," which means to train a horse as a trainer, and the term manages in French means the act of guiding or leading (Marzuki, 2018). Referring to Terry's opinion quoted by Syafaruddin that: "Management is a performance of conceiving desired results employing group efforts consisting of utilizing human talent and resources." It can be understood that management can direct and achieve the desired results by empowering people and other resources (Syafaruddin, 2008).

Furthermore, Terry also argued that: "The management is the process of getting done by the effort of other people," that is, management is the process of obtaining action through the efforts of other people (Syafaruddin, 2008). When viewed from the Islamic concept, it shows that Islam has laid the foundations of management in regulating people's lives. This statement can be seen in the letter An-Nur: 43-44:

أَلَمْ تَرَ أَنَّ اللَّهَ يُزْجِي سَحَابًا ثُمَّ يُؤَلِّفُ بَيْنَهُ ثُمَّ يَجْعَلُهُ رُكَامًا فَتَرَى الْوَدْقَ يَخْرُجُ مِنْ خِلَالِهِ وَيُنَزِّلُ مِنَ السَّمَاءِ مِنْ جِبَالٍ فِيهَا مِنْ بَرَدٍ فَيُصِيبُ بِهِ مَنْ يَشَاءُ وَيَصْرِفُهُ عَنْ مَنْ يَشَاءُ يَكَادُ سَنَا بَرْقِهِ يَذْهَبُ بِالْأَبْصَارِ ٤٣ يُقَلِّبُ اللَّهُ اللَّيْلَ وَالنَّهَارَ إِنَّ فِي ذَٰلِكَ لَعِبْرَةً لِأُولِي الْأَبْصَارِ

Meaning: "Do you not see that Allah marches the clouds, then gathers between (parts) of it, then makes it overlap, so you see the rain coming out of its crevices, and Allah (also) sends (grains) of ice from the sky, From the (mountains) like (mountains), then He placed the ice on whom He willed and turned away from whom He willed. The flash of the cloud almost blurred the vision. God replaces night and day. Indeed, in that is an excellent lesson for those who have sight. (QS. 24: 43-44)

Álauddin Ali bin Muhammad Ibrahim al-Baghdadi explains that surah an-Nur verses 43 and 44 are a form of order in the work system shown by Allah, to be a lesson for every human being who observes it (Syafaruddin, 2008).

According to Ibn Abbas's explanation, the Prophet Muhammad laid the foundations of management in Muslims' lives (Abu 'Abd al-Lah Ahmad, 2018). and the verse above has relevance to the word of Allah Almighty, in surah al-An "am 165:

وَهُوَالَّذِي جَعَلَكُمْ خَلَائِفَ الْأَرْضِ وَرَفَعَ بَعْضَكُمْ فَوْقَ بَعْضٍ دَرَجَٰتٍ لِيَبْلُوَكُمْ فِي مَا آتَىٰكُمْ إِنَّ رَبَّكَ سَرِيعُ الْعِقَابِ وَإِنَّهُ لَغَفُورٌ رَّحِيمٌ

Meaning: "And He it is Who made you rulers of the earth and He raised some of you above (others) to some degree, to test you of what He has given you. Lo! Thy Lord is swift of punishment, and verily He is Oft-Forgiving, Most Merciful. (QS. 6: 165)

Ibn Katsir gave the interpretation that the power of Allah SWT differentiates between human beings in terms of power, sustenance, morals, goodness, skin color, physical appearance, and ability to manage the blessings of Allah SWT, which Allah gave him. (Ibn Katsir, 2019). In Surah al-An'am verse 165 above, Allah Almighty bestows power, exalts degrees, and gives humans many things to test what Allah has given them. In this case, Allah SWT wants to see the human ability to manage every gift that He has given because the ability to manage will illustrate Allah's high gratitude. From this opinion, it can be understood that management is the leading force in an organization that coordinates various activities and relates to its environment. Made Pidarta in his book Management of Islamic Education, explains that; "Management is the process of integrating unrelated resources into a total system to accomplish a goal" (Made Pidarta, 2008).

Hersey and Blanchard argue that quoted by Syafarudin, suggesting that management is a process of working together between individuals and groups and other resources in achieving organizational goals. In other words, managerial activities are only found in an organization's organization, be it business organizations, government, schools, industries, hospitals, and others.

In this case, it can be understood that management is also very much needed to achieve success in various activities. Management activities include a comprehensive study because management activities start from how to determine the organization's direction in the future, create organizational activities, encourage cooperation among members of the organization, and supervise activities in achieving a goal. However, management has a very strategic role in streamlining the efforts of an educational organization or institution. Terry stated as followed by Syafaruddin that: "Management providers' effectiveness to human efforts. It helps achieve better equipment, plants, offices, products, services, and human relations", that how important the role of management is inhuman business activities, significantly to help achieve better utilization of equipment, land, offices, products, services and human relations in the organization. (Made Pirdata, 2008)

To achieve organizational goals effectively and efficiently, management must be fully functional in every institution, industry, banking, company, or education. Sondang P. Siagian argues that the management function includes 1) planning, 2) organizing, 3) motivating, 4) monitoring, and 5) assessment. (Sondang, 2007). Referring to G.R., Terry has four management functions, namely: 1) planning (planning); 2) Organizing (organizing); 3) actuating (implementation); 4) controlling (supervision). Henry Fayol, as stated by Rusman, stated that there are five management functions, including 1) planning; 2) Organizing (organizing); 3) commanding (setting); 4) coordinating (coordinating), and 5) controlling (supervision).

Meanwhile, Harold Koontz and Cyril O'Donnel suggested five management functions, including: (1) planning; (2) Organizing (organizing); (3) staffing (determining staff); (4) directing (direction), and (5) controlling (supervision). (Rusman, 2009). Another opinion, as expressed by Syafaruddin in his book Management of Islamic Education Institutions, is that "The management function consists of planning, organizing, actuating, coordinating and monitoring (controlling). In the process of interaction between individuals with one another, Communication occurs in order to convey information. According to Oteng Sutisna, "Communication is the process of channeling information, ideas, explanations, feelings, questions from person to person or from group to group. It is a process of interaction between people or groups aimed at influencing the attitudes and behavior of people and groups within an organization" (Rusman, 2009).

Based on this understanding, it is clear that in every relationship between people or groups, there will be Communication to achieve a goal, whether in the form of information or news or in a personal nature in expressing personal feelings, ideas, and ideas to other people. Furthermore, Aristotle, followed by Marsetio Donosepoetro, defines "Rhetoric" with Communication, which means all one's efforts and abilities for persuasion. (Marseto, 2009). Communication is a process with the following necessary components: message sender, message, and message receiver. All

manager functions involve the communication process. The communication process can be seen in the schematic below: (Marseto, 2009)

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          ┌────────▶│ reverse  │◀────────┐
          │         └──────────┘         │
          │                              │
   ┌──────────────┐              ┌──────────────┐
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   │ the message  │              │ the message  │
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          │                              ▲
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   ┌──────────┐     ┌──────────┐    ┌──────────┐
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   │ gesture  │     │  media   │    │  code /  │
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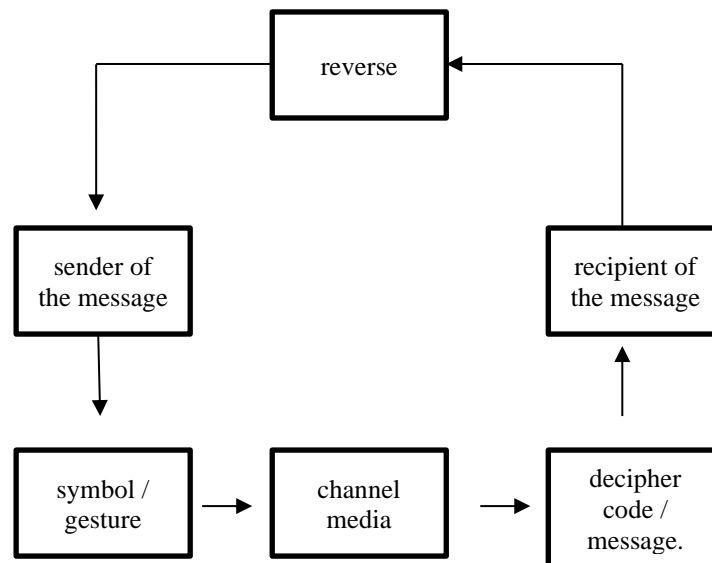
Fig 1. Communication Process Diagram

Description:

1. The sender of the Message (sender) and the contents of the message/material

    The Message's sender is a person who has an idea to convey to someone in the hope that it can be understood by the person receiving the Message according to what he intended. The Message is information that will be conveyed or expressed by the sender of the message. Messages can be verbal or non-verbal, and messages will be useful when organized well and clearly. Message material can be a. Information b. Invitation c. Work plan d. Questions, and so on.

2. Symbols/signs

    At this stage, the Message's sender creates a code or symbol so that others can understand the Message. Usually, a manager conveys a message in words, limb movements (hands, head, eyes, and other parts of the face). The purpose of delivering messages is to invite, persuade, change attitudes, behaviors, or show a specific direction.

3. Media/liaison

    It is a tool for delivering messages such as; TV, radio, newspapers, bulletin boards, telephones, etc. The selection of these media can be influenced by the Message's content to be delivered, the number of recipients of the Message.

4. Interpreting the code/signal

After the message is received through the senses (ears, eyes, and so on), the recipient of the Message must be able to interpret the symbol/code of the Message so that it can be understood/understood.

5. MessageThe Message

a recipient is a person who can understand the message from the sender even though it is in the form of a code/ signal without reducing the meaning of the message intended by the sender.

6. Feedback (feedback)

Feedback is a cue or response that contains the impression from the Message recipient in a verbal or nonverbal form. Without reply, a message sender will not know the impact of his message on the Message recipient. This is important for the manager or sender of the message to find out whether the Message has been received with a correct and proper understanding. The recipient can deliver feedback of the Message or other people who are not the recipient of the Message.

7. Disturbance

The disturbance is not a part of the communication process but influences the communication process because there are almost always things that bother us in every situation. Distraction is something that hinders or hinders communication so that the recipient misinterprets the Message it receives.19 Basically, communication is used to create or increase activity relationships between humans or groups. This type of communication consists of verbal communication (with words), and non-verbal communication is called language. (Bod Law, S dan Glover y, 2000).

Objectives and Elements of Communication

Communication is an essential thing in every relationship between people and in an organization, the occurrence of communication, of course, there are goals to be achieved. This is following the opinion of Maman Ukas stated the communication objectives following: 1. Determining and spreading the intent of a business; 2. Developing plans to achieve goals; 3. Organizing human resources and other resources effectively and efficiently; 4. Select, develop, assess members of the organization; 5. Leading, directing, motivating, and creating a work climate where everyone is willing to contribute.

Instructional communication is more of a small part of scholarly communication. It is a communication process that is patterned and specially designed to change the behavior of the target or communicant for the better. Scholarly communication has penetrated or touched the world of education in all its aspects, in other words, communication in the field of education. The Target or communicant here means a group of people, usually homogeneous, although sometimes a little heterogeneous, both groups that are more formal and informal. Students, university students, training participants, upgrading participants, seminar participants, members of farmer

groups in the village, members of activity groups arisan RT / RW and villages, and also group members in a particular community spread across the community, as well as our children at home, are examples included in the target or communicant.

The goal to be achieved is to change the target behavior. Hence various approaches, theoretical and practical behavior change, which in the world of communication and education is known as learning theory, are also introduced in the study of this material. Its use includes making it easier for communicators, including educational communicators such as teachers and educators at various levels, training instructors, lecturers, field counselors, communication students, education students, and other communication practitioners who will carry out communication activities in the field in recognizing situations and conditions. the field of activity concerned, including the problem of the target group that is the subject of communication.

With this knowledge, it is hoped that activities instructional communication will be more effective. All human activities, wherever they are, are always touched by communication and the world of education. Education cannot run without communication. There is no educational behavior that is not born by communication because, in the teaching and learning process, there is an interaction between educators and students, between students and students, and between educators and students. It has already been mentioned that it is impossible to educate humans without communication or teach lessons without speaking, so the educational process must not be separated from communication. This is what is meant by communication as a function of education. Effendy (1984: 31) "communication functions as information, education, and reaction."

The communication process will run well and effectively if ideas, ideas, and information are shared by humans involved in communication behavior. Likewise, with instructional communication. The subject matter will be digested well if the material presented can be interpreted by students as intended by the educator. Instructional communication is part of scholarly communication, which means communication in the instructional field. The term instructional comes from the word interaction, which means teaching, lessons, or even orders or instructions. In education, the word instruction does not mean command but is interpreted as teaching or learning. The term teaching means more teaching. Teaching means transferring some of the educators' knowledge of their students.

Learning is more oriented towards the learning party, not from the party teaching. Educator or teacher serves as a motivator(motivator), coaches, and mentors for students in the learning process. For educators, the most important thing is how they can carry out their duties and possible according to their function, namely as a motivator. Teaching means instructing to learn. Here, those who actively carry out actions learning are the students, namely students. How to teach can vary, depending on the methods, techniques, and tactics used by the teacher, and of

course, it is adapted to the situations and conditions at the time of learning. The success of an educator as a motivator in the world of education is related to his ability to plan to learn (Teaching Plans and Materials), compiling learning procedures (Classroom Procedures), and fostering interpersonal relationships (Interpersonal Skills). In Gagne's opinion (in Bigge, 1992: 149), "Educators are planners and managers as well as evaluators in instructional activities." Based on these elements, there are communication elements in communication activities, both source elements as communicators who have information or news that will be conveyed to the recipient of the information through or using channels or media. communication, between one element and another, there is a relationship, and if one of these elements is not possible, the communication process will experience obstacles.

Function of Communication Management in Education

The communication process is an integral part of organizational behavior to carry out tasks responsible for the leadership, leadership staff, and employees. Following the purpose of communication, in an organization, communication has several functions. This is according to Maman Ukas that the communication functions are:

1. Information functions.

From the communication function, that information function, through communication, what the source or leader wants to convey to his subordinates can be given in oral form or written. Through verbal, the manager or leader with subordinates can have direct dialogue in conveying ideas and ideas. An organizational administrator must make decisions about programs that must be arranged in certain stages based on information from several organizational components, leading to timely, correct, and high validity.

2. Command function of orders (regulative)

This function is intended as a process carried out by managers, namely overseeing the transfer of information orders sending messages to subordinates. Subordinates understood the orders as rules that had to be followed. Of course, the regulatory function of orders is related to power, where people's power is the right to give orders to subordinates where subordinates submit and obey and are disciplined in carrying out their duties with full responsibility. Order will contain a signal for the implementation of work that subordinates must understand and understand, and carried out. With orders, there is a relationship between superiors and subordinates as given the task.

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that subordinates must understand and understand, and carried out. With orders, there is a relationship between superiors and subordinates as given the task.

3. The function of influencing and distribution

The persuasive function means incorporating convincing elements from the superior, both motivation and guidance so that the subordinates feel obliged to carry out the work or task that must be carried out. In influencing activities, the communicator must be flexible to see the situations and conditions in which subordinates will be given duties and responsibilities, not to feel that their subordinates are a burden and feel duty and responsibility.

4. Integration function.

In the integration function, the organization as a system must be integrated with a total unit that is interrelated, and all affairs can not be separated from each other. Therefore, people in an organization or group are a unitary system, where that person will be interconnected and mutually influence each other to create a communication process to achieve the common goals that have been set. Thus, to increase the effectiveness of communication in the organization, it is necessary to increase awareness of the need for effective communication to expedite tasks and achieve goals.[Maman Ukas: 315]

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The command function of orders is, of course, related to power, where people's power is the right to give orders to subordinates where subordinates submit and obey and are disciplined in carrying out their duties with full responsibility. Order will contain a signal for the implementation of work that subordinates must understand and understand, and carried out. With orders, there is a relationship between superiors and subordinates as given the task.

In the function of influence, it means inserting convincing elements from the superior, both motivational and guidance, so that subordinates feel obliged to carry out the work or task that must be carried out. Moreover, in influencing that, the communicator must be flexible to see the situations and conditions in which subordinates will be given duties and responsibilities so that they do not feel that what their subordinates do is a burden. They will feel duty and responsibility.

In the integration function, the organization must be integrated with a total unit that is interrelated, and all affairs cannot be separated from each other. Therefore, the people in an organization or group constitute a unified system, where someone will be interconnected and mutually influence each other to create a communication process to achieve the common goals set.

Effectiveness of Management Communication in Education

In the process, communication is a social process to transmit or convey feelings or useful information in the form of ideas or ideas to influence others. For effective communication, communicators should regulate the flow of news in three directions: downward, upward, sideways, or horizontally. For each person or group in the organization, it should be possible to communicate with each other person or group, and to receive an attitude response, the communicator requests it.

According to Marsetio Donosepoetro, there are several provisions in the communication process, including:

1.   Because communication has a purpose, a message or stimulus is always addressed to a particular group of people. This is called the recipient specified.

2.   The communicator wishes to generate a response to the recipient in accordance with the intent conveyed by Message a particular stimulus.

3.   A communication is declared successful if the response arises to the recipient, according to the purpose of communication. (Oteng Sustisna, 2009).

In carrying out an educational program, disseminating activities, conveying ideas, and intentions throughout the organizational structure are very important. The process of communication in conveying a goal is more than just conveying thoughts or ideas and intentions orally or in writing. Oral communication generally brings more clear results and understanding than in writing. Likewise, communication informally and formally produces results that have different effects and clarity. The occurrence of the communication process in that organization or institution can occur formally or informally, as according to Oteng Sutisna, who stated that "Formal communication occurs, in selecting information for reporting purposes, bias can easily slip through. Then people usually want to hear pleasant reports. The result is a frequent transfer of information which is beautified or biased. 9Maman Ukas, 2009).

There must be a guarantee that information and thoughts will flow freely in all necessary directions in the communication structure, be it downward, upward, and sideways. One or more specific formal channels of communication to and from each personnel or member are necessary. These channels should need to be understood by every member. Communication lines should be kept as short and direct as possible. It should be possible for all members to act as sources of communication as well as recipients. Furthermore, according to Maman Ukas that "Informal communication is unofficial communication and occurs when organizations exchange ideas, suggestions, or information privately." This informal communication is, of course, by taking a familial approach or informal social relations.

According to Oteng Sutisna, "Informal communication systems transmit important information and thoughts that people don't think to be formally conveyed, fostering bonds and friendships that help for right human relations. If the communicator pays attention to informal communication channels, he will know the interests of and the attention of personnel and their attitudes towards the organization and its problems. Moreover, this informal communication leads to decisions made between people at the same organizational stage. In the activities of an organization or institution, especially in terms of educational management, it cannot be separated from communication. Therefore, educational management will be successful if there is a communication process that is reasonable and following expectations, where ideas or ideas are discussed in deliberation between the communicator and komunikan, so that there is an understanding of the information or everything else becomes the subject of discussion to lead to agreement and unity in opinion. Based on this, an organization or agency's objectives can undoubtedly be achieved optimally if the communication process is smooth without any obstacles. Even though there are obstacles, the communicators and communicants must be careful to immediately address problems that cause an obstacle so that the communication process can take place. In the process, communication is divided into two types of communication, namely:

Active communication. Active communication is a communication process that takes place effectively between the communicator and the communicant, where both of them are actively communicating, resulting in reciprocity between the two. Passive communication. Passive communication occurs where the communicator delivers information or ideas to the audience or the communicant as the recipient of the information, but the communicant does not have the opportunity to provide a response or feedback from the communication process. Communication is the process of transferring information, ideas, explanations, feelings, questions from person to person or from group to group. It is a process of interaction between people or groups to influence the attitudes and behavior of people and groups within a group. Communication is fundamental in the process. There are communication objectives, namely: 1. Determining and spreading the intent of a business; 2. Develop plans to achieve goals; 3. Organizing human resources and other resources effectively and efficiently; 4. Select, develop, assess members of the organization; 5. Lead, direct, motivate and create a work climate that everyone is willing to contribute.

Conclusion

According to the communication elements, sources are essential. The following elements are important: there must be a sender, there must be a receiver, there must be a channel or media, and there must be a message. In addition to communicating information, orders, and influencing, messages should also act as a link between people. Communication can happen in both formal and informal ways. A specific channel of communication between each person or member must be

used. These channels should be understood by everyone. Communication lines should be kept short and direct. All members should be able to act as sources of communication and recipients. Informal communication systems use non-verbal behavior to foster bonds and friendships that support good human relationships. The communication process is useful if the communicator does his part and follows expectations. Ideas or ideas are discussed in deliberation between the communicator and the communicant. The focus is on the information or other things being shared in order to make agreement and unity. As well as having two distinct communication processes, there are two types of communication.

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