



Strengthening The Use of Language as A Communication Tool in Improving Teacher Performance in Indonesian Schools, Kuala Lumpur, Malaysia

Saiful Anwar^{1*}, Sri Utaminingsih², Friny Napasti³, Enggar Prasetyawan⁴, Lodya Sesriyani⁵

^{1,2,4} Universitas Pamulang

³ Sekolah Indonesia Kuala Lumpur

dosen00902@unpam.ac.id

ABSTRACT

This PkM is an implementation of research previously conducted by the PkM team entitled Factors that influence teacher performance. There are many factors that can be used to improve teacher performance, one important factor is a teacher's communication skills. The communication in question is the communication process carried out by teachers and students in the classroom. Communication skills are very necessary, especially for schools that use multilingual teaching and learning activities. One of the schools that uses multilingual school instruction is the Sekolah Indonesia Malaysia Kuala Lumpur. This school uses three languages of instruction, namely Malay, Indonesian and English. This community service is needed to provide a new perspective to teachers at Indonesian schools in Kuala Lumpur that the use of language should be as simple as possible but the learning objectives that have been set can be achieved.

Keywords: *Communication, Basic Teaching Skills, Teacher*

ABTRAK

PkM ini merupakan implementasi dari penelitian yang telah dilakukan sebelumnya oleh tim PkM dengan judul Faktor-Faktor yang Mempengaruhi Kinerja Guru. Banyak faktor yang dapat digunakan untuk meningkatkan kinerja guru, salah satu faktor yang penting adalah kemampuan komunikasi seorang guru. Keterampilan komunikasi sangat diperlukan terutama bagi sekolah yang menggunakan kegiatan belajar mengajar multibahasa. Salah satu sekolah yang menggunakan pengajaran sekolah multibahasa adalah Sekolah Indonesia Malaysia Kuala Lumpur. Sekolah ini menggunakan tiga bahasa pengantar yaitu Melayu, Indonesia, dan Inggris. Pengabdian kepada masyarakat ini diperlukan untuk memberikan pandangan baru kepada guru sekolah Indonesia di Kuala Lumpur bahwa penggunaan bahasa harus sesederhana mungkin namun tujuan pembelajaran yang telah ditetapkan dapat tercapai.

Kata kunci: Komunikasi, Keterampilan Dasar Mengajar, Guru

PENDAHULUAN

School is the second ideal place after the family environment to pass on culture from one generation to the next, because school is an ideal environment that is created starting from the conditioning of the time, place and people involved in it. One component that can be said to be a key component in the process of passing on culture is the communication created between teachers and students. Whether we realize it or not, recognize it or not, the process of cultural inheritance and the process of forming students' character are greatly influenced by the communication patterns of teachers and students. One form of behavior that is an important part of the relationship between teachers and students is the communication pattern of teachers and students. Good communication will certainly improve the teacher's performance (Gibson et al, 2012) (Ivancevich, 2010). A teacher who has good self-efficacy will be reflected in how a teacher is good at communicating (Anwar, Saiful, 2022). especially in basic teaching skills (the explaining component) it will be very easy to shape character and pass on culture from one generation to the next. Communication is the process of conveying messages or information from one party to another party so that the message in question can be understood. Communication can be done verbally or nonverbally. According to experts, communication can also be defined as a process that allows someone to convey stimuli or verbal symbols to change other people's behavior

Effective communication has an important role in everyday life, especially in the world of education. In the context of interpersonal relationships, the ability to communicate well helps build good relationships, resolve conflicts, and strengthen bonds between individuals. The ability to convey ideas and information clearly and be understood by others helps build good relationships, solve problems, and prevent misunderstandings. Good communication is the key to building a healthy and harmonious relationship between teachers and students. In the context of the world of education, the ability to communicate effectively helps express feelings, resolve conflicts, and build trust between teachers and students.

Sekolah Indonesia Malaysia Kuala Lumpur is a school in Kuala Lumpur, Malaysia. This school is famous as a school that accommodates Indonesian citizen children in Malaysia, especially in Kuala Lumpur. With records of schools that accommodate foreign nationals in Malaysia. Of course, this has consequences, namely regarding the

multilingual language of instruction, namely using English, Malay and Indonesian. Multilingualism requires good communication patterns and good mastery of good language skills. However, based on the initial communication carried out by the community service team, it was discovered that the communication pattern in the classroom between teachers and students had not been carried out optimally. The mixing of these three languages means that explanation skills and reinforcement skills are not yet optimal in their application. Because of this, the research team, armed with the results of research related to teacher performance, offered to provide a workshop on strengthening communication skills in optimizing teacher performance at the Sekolah Indonesia Malaysia Kuala Lumpur, Kualalumpur.

In detail, the team found various things that made the Sekolah Indonesia Malaysia Kuala Lumpur not have optimal communication skills for teachers in the classroom, including: 1) the use of multilingualism which made teachers have more work to do in explaining and sorting words in their ability to explain in class; and 2) multilingual patterns make students experience difficulty in understanding the material and take a little longer to explain

Effective communication has an important role in everyday life, especially in the world of education. In the context of interpersonal relationships, the ability to communicate well helps build good relationships, resolve conflicts, and strengthen bonds between individuals. The ability to convey ideas and information clearly and be understood by others helps build good relationships, solve problems, and prevent misunderstandings. Good communication is the key to building a healthy and harmonious relationship between teachers and students. In the context of the world of education, the ability to communicate effectively helps express feelings, resolve conflicts, and build trust between teachers and students.

In the world of education, especially in the classroom, communication can take two forms, namely: 1) Verbal Communication. Verbal communication involves the use of words and language to convey messages. This can occur orally, where the message is conveyed through direct conversation, or in writing, through letters, emails, or text messages. Verbal communication often uses structured sentence structures and grammar to convey messages clearly and understandably. Examples include explanation skills and group guiding skills and 2) Nonverbal Communication

Nonverbal communication involves the use of facial expressions, gestures, body language, posture, voice intonation, and eye contact to convey messages without using words. Nonverbal communication can provide additional information about the emotions, attitudes, and intentions behind messages conveyed verbally. Examples of nonverbal communication include facial expressions, hand gestures, body language that shows interest or disapproval, and voice intonation that conveys emotion. Where non-verbal communication is often used in providing reinforcement to students.

Learning is the result of memory, cognition and metacognition which influence understanding (Anwar, Saiful et al, 2023). Learning can also be said to be a process of transferring information from teachers to students. Teachers must be able to modify information so that it can be received by students accurately and thoroughly. The teacher's ability to convey information in the learning process is not easy. Teachers need to have adequate teaching skills so that students can learn and be involved and learning objectives are achieved. Basic teaching skills (teaching skills) are special skills (most specific instructional behaviors) that teachers must have in order to carry out teaching tasks effectively, efficiently and professionally. There are 8 basic teaching skills that a teacher must master.

Basic teaching skills as a reflection of the beauty of communication include at least two basic skills, namely explanation skills and reinforcement skills. Explanation skills in learning are the systematic presentation of information orally in the classroom to show relationships with one another. This skill reflects the delivery of information that is well planned and presented in a suitable sequence. Where the teacher's skill in explaining is determined by the level of understanding determined by the students. Explaining skills is a communication process that cannot be avoided by teachers. Explanations are needed because sometimes something in a book has to be explained verbally. This is of course a requirement for teachers to be able to communicate well, so that teachers can explain in coherent and coherent language.

Explaining skills is a skill in presenting information that is systematically organized as a meaningful unit so that students can understand it easily. Teachers need to understand the principles of explanation such as: a) explanations must be appropriate to the characteristics of students; b) explanations must be interspersed with questions and answers while still paying attention to the learning objectives; and c) explanations must be

accompanied by concrete examples, connected to daily life and meaningful. Aspects in explaining learning material such as the language chosen must be simple, clear, and clear, the material presented must be understood and mastered well and the points explained must be concluded at the end of the lesson.

The second skill which is closely related to the teacher's intelligence in communicating, namely providing reinforcement, must be done as often as possible. Reinforcement is any form of response, both verbal and nonverbal. Reinforcement aims to provide feedback to students for their actions as encouragement or correction. Reinforcement is divided into positive reinforcement and negative reinforcement. Positive reinforcement aims to maintain and maintain positive student behavior, while negative reinforcement aims to stop or reduce unpleasant student behavior. Positive reinforcement for students such as giving praise, appreciation, and approval for their behavior. Often reinforcement can also be shown from the teacher's expression, giving a thumbs up, smiling, strengthening with touch (stroking the head, patting the shoulder, or giving a high five). Reinforcement given consistently can increase students' motivation to learn.

METODE

Community Service with a Theme " Strengthening the Use of Language as A Communication Tool in Improving Teacher Performance in Indonesian Schools, Kuala Lumpur, Malaysia" will be carried out in 2024. This community service will be carried out by two lecturers, 5 students and teachers at the Sekolah Indonesia Malaysia Kuala Lumpur. This community service is carried out outside the network and at the Sekolah Indonesia Malaysia Kuala Lumpur in Kuala Lumpur.

HASIL DAN PEMBAHASAN

This community service begins with a field observation process, in this case the community service team carries out initial coordination with the Sekolah Indonesia Malaysia Kuala Lumpur in Kuala Lumpur online using the Zoom application and WhatsApp group, then the team conducts a Focus Group Discussion with the Principal of the Sekolah Indonesia Malaysia Kuala Lumpur in Kuala Lumpur. to discuss and collaborate to determine what training should be carried out to strengthen communication

for teachers. Focus group discussion is a technique used by researchers to gather a group and discuss a specific topic. Of the many selected groups, generally the community service team will draw a conclusion from opinions based on the specified topic. Later, this discussion will be led by one person and will generally take place in a relaxed and informal manner, so that none of the participants will feel pressured in expressing their opinions. Focus Group Discussion (FGD) is a focused discussion group with 5 participants and led by a moderator. The initial discussion will begin with questions from the moderator, then responded to and discussed with the participants. In this case, the moderator plays an important role in producing a useful discussion within a certain amount of time. Discussions can also be held in a relaxed manner, so that participants can express their opinions and ideas without pressure. What are the conditions for selecting candidates. Determining candidates is based on various considerations. If the aim is to conduct market research, the company should look for candidates who match the target demographic. For example, analysis of characteristics for groups of individuals which are usually determined based on gender, race and general.

This activity was attended by teachers at the Malaysian Indonesian School, Kuala Lumpur. This community service activity was carried out for three days. On the first day there was a discussion regarding how to communicate effectively with parents, from different cultures, especially in multicultural classes. What must be prepared in how to communicate is accuracy in language, accuracy in using word choices and studying each parent's culture, considering that at this school there are many students who come from various ethnicities in Indonesia and Malaysia. Apart from choosing the right sentences, insight into current conditions is also needed so that teachers can bridge communication between students and their parents.

On the second day, the importance of mastering Indonesian and English was explained, which has become an international language used in various fields, such as business, technology, tourism and global communication. Therefore, it is important for teachers and students to learn Indonesian and English at school. English is a global communication language used throughout the world and Indonesian is the official language of ASEAN. By studying English and Indonesian, teachers and students will have the

ability to communicate with people from various countries and cultures. This allows teachers and students to engage in international exchange, increase opportunities to work in multinational companies, and expand their social networks globally. Language skills can give teachers and students a competitive advantage in the world of work.

Many companies and industries require employees who have good multilingual skills. The ability to communicate fluently in multiple languages can open the door to career opportunities in internationally oriented companies. Along with the development of technology and the internet, access to resources and information in multiple languages is increasingly widespread. A wealth of literature, journals, and educational resources are available. By studying multiple languages, teachers and students can access the latest information, learn about the latest research, and expand their knowledge in various fields.

On the third day, it was explained how language is important in the world of education, both verbally and in writing. In general, language greatly influences the intellectual, emotional, and social aspects of students. Language supports students' success in studying all fields of study. Language learning is expected to be able to help students get to know themselves, their culture, and the cultures of other people. Language is a tool for human interaction to convey messages or ideas that are in their minds. It is an extraordinary thing if those involved in the world of education are able to convey their teaching material well. As we all know, school age children are a vulnerable period for them. If they are too restrained, it will hinder their psychological development, and vice versa, if they are too uncontrolled it will not stabilize their development. Because students are still playing, looking for attention, looking for praise, an educator must be able to package the language they convey.

KESIMPULAN

Based on the process of community service activities, it can be concluded that the ability to communicate using multiple languages will be able to improve the performance of teachers at Indonesian Malaysia Kualalumpur schools. Strengthening multilingual communication skills is carried out through community service workshops which emphasize the form and importance of communication in the world of education.

DAFTAR PUSTAKA

- Anwar Saiful. 2022. Komitmen Terhadap Profesi Ditinjau dari Efikasi Diri dan Quality of Work Life (Studi Pada Dosen Pendidikan Ekonomi UNPAM). *Jurnal PEKOBIS* Vol 7 No. 1 pp. 70-80.
- Anwar Saiful dan Sesriyani Lodya dan Rusmaini. 2023. Upaya Peningkatan Komitmen Profesi (Studi Empiris Menggunakan Squential Explanatory di FKIP UNPAM). *Jurnal Pendidikan Tata Niaga* No. 11 Vol. 1. Pp 1-8
- Gibson, J. L., John Ivancevich, James Donnelly Jr., dan Robert Konopaske. (2012). *Organizations: Behavior, Structure and Processes*. New York: McGraw-Hill.
- Goulao Maria de Fatima. 2014. "The Relationship between Self-Efficacy and Academic Achievement in Adults' Learners". *Athens Journal of Education*, Vol 1, Issue 3, pp. 237-246.
- Ivancevich J.M. 2010. *Human Resource Management*. New York: McGraw-Hill.