



Tips for Building Harmonious School and Community Relations to Improve the Quality of Education

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Abstract: The aim of this research is to describe school tips for building harmonious relationships with the community to improve the quality of education at SD IT Muhammadiyah Pangkalan Kerinci. The research method used is qualitative using data sources in the form of observation, interviews and documentation. Data were analyzed through data reduction, data presentation, and drawing conclusions by checking the validity of the data through triangulation of sources and methods. The research results show that school tips for building harmonious relationships with the community include effective communication, community involvement in school programs, teacher development, increasing student participation, a safe and comfortable learning environment, as well as fairness and transparency. The school creates a conducive climate for parents to actively participate in school activities. Based on the research results, it can be concluded that the school's efforts to improve the quality of education through harmonious relations with the community have been successful by implementing the tips that have been explained. Thus, good cooperation between schools and the community can have a positive impact on improving the quality of education at SD IT Muhammadiyah Pangkalan Kerinci.

Keywords: Education quality; Harmonious relationships; Tip

Introduction

The important role of education is to form educated individuals, a civilized society, and a nation that is advanced and of high quality. To achieve maximum educational goals and quality, many factors influence it, one of which is the effective relationship between school and community. The mutually supportive relationship between the school and the community can be seen from the level of community participation in school programs. Responsibility for providing education is the result of collaboration between the government, parents and the community, each of which has functions and roles that are in accordance with effective communication. Building strong relationships between schools and communities is an important factor in strengthening the educational base and providing a positive impact on social progress (Susiani et al., 2021).

According to Saroni (2006), the existence of schools in society actually depends on how schools build good

relationships with the community. Quality schools generally have good relationships with the community, where all elements involved are consciously and actively involved in learning interactions.

The main context of education today is globalization and advances in information technology. The development of information technology has brought changes in the way we learn, teach and interact. Easily accessible information and changing job demands affect education. This challenge requires close collaboration between schools and communities to create relevant and adaptive learning environments. Society has an important role in overcoming this challenge by being actively involved in education, fighting for educational equality, and providing support to schools and students in need. The community also plays a role in forming a positive learning culture. The values, norms and expectations held in society can influence students' attitudes and behavior at school.

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In connection with improving the quality of education, there are several studies that emphasize the importance of harmonious relationships between schools and society.

Research by Suhendar et al. (2020) shows that good collaboration between schools and the community has a positive impact on improving the quality of education. Apart from that, other research conducted by Fullan (Fullan, 2014) emphasized that the role of society in supporting and fighting for quality education is very important. Today's education must include solutions to overcome complex challenges such as technological developments and educational disparities. A harmonious relationship between school and community can be interpreted as close cooperation between the school as an educational institution and the community as the surrounding community. This relationship involves mutually beneficial, mutually supportive and complementary interactions between the school and the community (Directorate General of Primary and Secondary Education, 2019).

Effective collaboration between schools and communities has a broad positive impact on students, teachers, schools and society as a whole. Understanding the benefits and positive impacts is very important in understanding the importance of good collaboration between schools and the community (Hariyanto et al., 2021). The direct positive impact on student development is due to the existence of a harmonious relationship between the school and the community. Through active community participation in school activities, students will experience increased motivation, higher involvement, and learning experiences that are more diverse and relevant to real life. With this harmonious relationship, students can develop their potential optimally. Teachers also benefit greatly from harmonious relationships with society. Close collaboration with the community provides opportunities for teachers to access additional resources and expertise possessed by community members. Community support and active participation enable teachers to increase professionalism, broaden their horizons, and develop innovative teaching methods that suit students' needs. Through this harmonious relationship, teachers can become more effective in helping students reach their maximum potential.

Sulistiyowati et al. (2018), developing innovative teaching methods that suit student needs. Through this harmonious relationship, teachers can become more effective in helping students reach their maximum potential. Sulistiyowati et al. (2018). and developing innovative teaching methods that suit student needs. Through this harmonious relationship, teachers can

become more effective in helping students reach their maximum potential (Sulistiyowati et al., 2018).

In order to establish a harmonious relationship between school and society, several tips are needed that can be implemented. The first is to carry out effective communication between the school and the community. Open, clear and regular communication between the two parties can help build mutual understanding and minimize conflict (Sartika et al., 2022). This research emphasizes the importance of implementing active two-way communication through regular meetings, school newspapers, and social media. Second, active community participation in school activities is also an important means of building harmonious relationships. This participation involves the involvement of parents, community members and local community leaders in educational activities. Through this participation, the community can feel ownership and responsibility for the educational process, as well as having a positive impact on student motivation and achievement (Astuti, 2021). Third, forming a strong partnership between the school and the community is one of the tips. This partnership involves mutually beneficial and complementary cooperation in efforts to improve the quality of education. Research shows that the formation of strong partnerships between schools and the community contributes to improving the quality of learning and community participation in educational decision making (Kuwat et al., 2021). Fourth, namely the use of community resources in learning is also a relevant tip. People have the potential, expertise.

Applying tips for establishing harmonious relationships can be a guide for related parties, especially schools and educational institutions. By maintaining effective communication, active community participation, establishing strong partnerships, and utilizing community resources in learning, harmonious relationships that are mutually beneficial can be realized. Several studies and best practices in the field of education have succeeded in building harmonious relationships between schools and society. These examples provide inspiration and concrete examples of applying the tips previously explained. The first research conducted by Susanti et al. (2021) was about schools that successfully used social media as a means of effective communication with the community. This research shows that schools actively use social media to disseminate information related to school activities, student achievements, and community activities that are relevant to education. This two-way communication via social media helps increase community participation in school activities and strengthen harmonious relations between the school and the community. The two studies were conducted by

efficient learning environment. The benefit is that it provides inspiration and motivation for other schools to implement the same practices. By strengthening community partnerships, schools can optimize existing resources, increase community participation in education, and create inclusive and efficient learning environments. The benefit is that it provides inspiration and motivation for other schools to implement the same practices. By strengthening community partnerships, schools can optimize existing resources, increase community participation in education, and create inclusive and efficient learning environments. The benefit is that it provides inspiration and motivation for other schools to implement the same practices.

Apart from that, this also provides a deeper understanding of the important role of society in improving the quality of education. By strengthening community partnerships, schools can optimize existing resources, increase community participation in education, and create an inclusive and efficient learning environment.

Method

The main aim of this research is to describe the social phenomena that occur at SD IT Muhammadiyah Pangkalan Kerinci, with a focus on how the school establishes harmonious relationships with the community to improve the quality of education. We use a qualitative approach, which allows us to gain an in-depth understanding of the dynamics between schools and communities, rather than relying solely on statistical data.

This research was conducted at SD IT Muhammadiyah Pangkalan Kerinci, Pelalawan Regency, Riau Province. Research subjects include various related parties, such as the principal, the deputy principal who is responsible for public relations, school committee members, students, and parents. We collect data through three main techniques: observation, interviews, and documentation. Observations were carried out to determine the situation and activities at school. Interviews were conducted using a structured questionnaire to collect related information from research subjects. Documentation is used to collect data from documents such as school policies, activity reports, and meeting notes.

Our data analysis process involved several steps, including data reduction, coding, identification of units of analysis, and secondary data reduction. Data reduction helps us narrow the research focus, select relevant data, and organize it for better understanding. Coding allows us to label and categorize data into specific themes or concepts. By identifying appropriate

analytical units, we concentrate on relevant data segments. Secondary data reduction helps simplify data, eliminate irrelevant information, and focus on more specific units of analysis. Through this analysis process, we identify findings and patterns that emerge from the data collected.

Results and Discussion

Research result

Based on the results of research conducted using interview, observation and documentation techniques at SD IT Muhammadiyah Pangkalan Kerinci, several tips were found for school principals in building harmonious relationships with the community. School principals who are successful in this regard apply the following strategies:

Effective Communication

The school principal actively establishes effective communication with various related parties, such as the community, teachers, students and school residents. They listen to input and opinions from all parties and use various communication channels, such as regular meetings, email, and social media, to maintain open and ongoing communication.

This is in line with research conducted by Stellarosa et al. (2021) stated that communication is very important to understand more deeply so that on the other hand we continue to improve our communication skills so that the communication process runs effectively. The realization of effective communication certainly requires communication skills, one of which is for a person's career in all fields of work, which is none other than the school principal.

Other research by Sapto (2021), namely communication processes and skills are widely researched as a way to enable school leaders to lead schools more efficiently. According to research, it is known that successful schools are the result of successful leadership policies that rely on effective communication.

The school principal has a very important role in maintaining effective communication with various parties related to the school, such as the community, teachers, students, and school residents. They use a variety of communication tools and channels to ensure open and ongoing dialogue with all parties involved.

Interaction with the Community

The school principal involves the community in important decision-making processes in the school context. They hold meetings with parents, organize discussion forums, and invite active community participation in school activities. In addition, the principal maintains close partnerships with the

surrounding community, government agencies, and non-government organizations to expand support and resources for the school.

Other research conducted by Nasruddin et al. (2021) states that supporting factors for social interaction between school and community are harmonious interactions/relationships between school and community, high parental concern, high school commitment and good coordination between the school and the school committee and School openness has received very high support from the community.

School relationships with the community were found to be an important effort to gain support and sympathy from the community, in line with the results of other research which highlighted the importance of harmonious interaction, commitment and openness of schools in their relationships with the community.

Teacher Coaching and Development

The principal pays serious attention to the professional development of teachers. They provide training, workshops and personal development programs to improve the quality of teaching and teacher performance. Principals also build collaborative relationships with teachers, provide support, and provide regular constructive feedback.

Coaching teachers and teacher development are needed to improve the quality of human resources in Indonesia. The situation of teachers being different from one another causes the need to hold teacher competency tests to map teacher competencies (Guntur et al., 2020).

Increased Student Participation

The principal creates an inclusive environment and encourages active participation of students in school activities. They organize student discussion forums, explore students' aspirations, and involve them in relevant decision-making processes. In this way, students feel valued and have an important role in school life. Based on previous research, it states that student involvement in school activities will increase student motivation (Ildayenti, 2022).

Safe and Comfortable Learning Environment:

The principal ensures that the school creates a safe and comfortable learning environment for all parties. They implement anti-harassment and anti-bullying policies and take firm action against harassment. By creating a safe and comfortable environment, the principal provides a solid foundation for harmonious relationships at school.

Similar research was conducted by Mafaza (2020), each educational unit is required to have infrastructure that includes various facilities, such as land, classrooms, educational unit leadership rooms, educators' rooms,

administrative rooms, library rooms, canteen rooms, power and service installations, sports places, places of worship, playgrounds, places creativity, and other spaces/places needed to support a comfortable learning process. This aims to ensure that the student learning environment and learning process can run well and efficiently.

Fairness and Transparency:

The principal tries to maintain fairness and transparency in all school activities. They make decisions based on objective and fair considerations and convey information clearly to all relevant parties. This helps build trust and maintain harmonious relationships between school principals and the community, teachers, students and school residents. Based on the research that has been conducted, it can be concluded that school principals who have succeeded in building harmonious relationships with various parties in the school environment apply these tips consistently and proactively. Implementing this strategy helps create a harmonious school climate and supports educational success.

In line with previous research which states that transparency and accountability have a close relationship. Transparency plays a key role in developing accountability, because by prioritizing transparency, the government or other entities at least facilitate the public to know their actions, the reasons behind these actions, and compare them with applicable value standards. Without transparency, accountability is difficult to achieve because there is no information available to measure performance or actions taken by the government or related entities. Thus, transparency is an important foundation for creating effective accountability (Mujiono, 2017). The following is research documentation.



Figure 1. School principal and student interview

Research Discussion

The community has great potential in helping to develop activity programs in schools, but the school's strategy in approaching and empowering the potential of every member of the school and community is very influential. If there is a strong relationship between the school and the community and involves them actively, this can help students learning and development efforts, as well as have a positive impact on improving the quality of education in schools.

The results of this research show that school principals who are successful in building harmonious relationships with various parties in the school environment apply several strategies that have proven effective. The following is a detailed discussion and references to previous research in the Indonesian context that supports each of these strategy points.

Effective Communication

Effective communication is a key aspect of building harmonious relationships at school. This is done as a process and effort to convey messages clearly and easily understood by the general public, teachers, students, parents, and parties related to the school. This is in line with research conducted by Kurniawan et al. (2021) which found that effective communication between school principals, teachers, and parents of students had a positive impact on increasing teacher performance and student achievement.

Based on the description above, effective communication plays an important role in improving teacher performance. When school principals are able to convey clear goals, expectations and input to teachers, teachers will be better able to understand their duties and responsibilities. Apart from that, with open and transparent communication, teachers also feel more appreciated and supported in their work. This can increase teacher motivation and involvement, which in turn can improve the quality of teaching and learning in the classroom.

Effective communication between schools and parents also has a positive impact on student achievement. When parents are involved in the learning process and have clear information about their child's development and progress, they can provide more effective support at home. They can monitor homework, help with homework, and provide motivation to their children. With good cooperation between schools and parents, students feel supported in the learning environment and have greater motivation to achieve academic success.

Effective communication also plays a role in building harmonious relationships between school principals, teachers, and parents. There is mutual

understanding, trust, and mutual listening between the parties involved, thereby creating a positive and collaborative environment. This allows for good cooperation in making decisions related to education, solving problems, and developing school programs. This harmonious relationship provides great benefits, not only for teachers and students but also for the progress of the school as a whole.

Community Engagement

Community involvement in the school context in Indonesia has an important role in improving the quality of education. The results of this research indicate that school principals who actively involve the community in school decision-making and establish partnerships with various parties can obtain broader support and resources for school progress. As stated by Fitrah (2017), school principals who involve the community in school decision-making and establish partnerships with various parties can obtain wider support and resources for school progress.

Community involvement in school decision-making involves various stakeholders such as parents, surrounding communities, community leaders, and related government agencies. Their involvement can take the form of participation in making school policies, determining learning programs, as well as monitoring and evaluating school performance. With community involvement, decisions taken will take into account community needs and expectations that are directly related to education.

Apart from that, establishing partnerships with various parties such as non-governmental organizations, companies, community organizations, and universities also provides significant benefits. This partnership can provide financial support, improved facilities, access to educational resources, training for teachers and students, and programs that support learning in schools. With this partnership, schools can obtain broader and more diverse resources, which can ultimately improve the quality of education provided.

So it can be concluded that school principals who are able to foster good relationships with the community and communicate openly with school stakeholders can create an environment that is conducive to collaboration and exchanging ideas. This will have a positive impact on school development and improving the quality of education.

Teacher Coaching and Development

Teacher coaching and development is an important factor in improving the quality of education. Teacher development involves various efforts aimed at improving teachers' knowledge, skills and attitudes in

carrying out educational tasks. School principals have an important role in fostering and supporting the professional development of teachers in schools. Training can cover various aspects, such as effective teaching methods, application of technology in learning, classroom management, assessment, curriculum, and so on. Self-development programs can take the form of independent learning activities, participation in seminars, workshops or conferences, as well as collaboration with other teachers in developing best practices.

Through teacher coaching and development, school principals provide opportunities for teachers to improve their competence in accordance with educational developments and student needs. Teachers who have good competencies will be able to face challenges in the learning process, apply innovative methods, and provide quality learning experiences for students. Relevant to research conducted by Saputra et al. (2019) shows that school principals who pay serious attention to teacher professional development through training and self-development programs can improve teacher competence and performance.

So if the school principal actively facilitates and supports teacher professional development, an inspiring and enthusiastic work environment will be created. This has a positive impact on teacher motivation and performance, which ultimately contributes to improving the overall quality of education.

Increased Student Participation

Encouraging students' active participation in school activities has a positive impact on learning motivation and academic achievement. Encourage students' active participation by involving them in the decision-making process regarding school activities and learning. Through student forums or other forms of participation, students can express opinions, provide input, and contribute to the development of school programs. This provides students with the opportunity to feel ownership and responsibility for the learning process at school.

In line with research conducted by Putri et al. (2018), it was found that school principals who create an inclusive environment and encourage student participation through student forums and involvement in decision-making can improve the quality of education in schools. So it shows that school principals who create an inclusive environment by providing space for students to participate and contribute to school activities are able to increase students' learning motivation. Students who feel appreciated and listened to will be more motivated to be active in the learning process and strive to achieve better achievements.

It is understood that increasing student participation can also create a more harmonious and inclusive school climate, so that students feel respected, accepted, and supported. This has a positive impact on learning motivation, social interaction, and student involvement in the learning process. With active student participation, schools can create an environment that pays attention to student needs holistically, not just focusing on academic aspects.

Safe and Comfortable Learning Environment

Creating a safe and comfortable learning environment is a top priority in the educational context in Indonesia. The school principal has an important role in creating a safe and comfortable learning environment for all school members. By implementing anti-harassment and anti-bullying policies, schools can take firm action against negative behavior that is detrimental to student safety and well-being. This includes efforts to prevent, intervene, and handle cases of harassment and bullying quickly and fairly.

Relevant to research conducted by Ridho (2019) shows that anti-harassment and anti-bullying policies implemented by school principals can create a safe environment and support harmonious relationships between students, teachers and the school community. Through this policy, school principals demonstrate a commitment to student safety and well-being, thereby creating an environment conducive to an effective learning process. A safe and comfortable environment allows students to focus on learning, interact with fellow students and teachers without fear of being bullied, and establish harmonious relationships within the school.

Fairness and Transparency

Fairness and transparency in school activities are important aspects in building harmonious relationships. The principal has the responsibility to maintain fairness in making decisions regarding student placement, resource allocation, performance evaluation, and disciplinary action. In making this decision, the school principal must consider relevant and objective factors, and provide opportunities for all parties to express opinions and provide input.

In line with research, Dawes, (2010) emphasizes that school principals who maintain fairness in decision-making and convey information clearly to all related parties can build trust and maintain harmonious relationships in schools. Transparency in school activities involves clear and open communication with all school members regarding policies, procedures, and other important information. School principals who are able to convey information clearly and easily understood, and ensure the accessibility of information

for all parties can build trust and avoid the emergence of misunderstandings or dissatisfaction.

In an effort to maintain fairness and transparency, the school principal creates a just climate, where all school members feel they are treated equally and receive relevant information. This helps build harmonious relationships between students, teachers, and the school community and increases trust and motivation to actively participate in school activities

Conclusion

Based on research, there are several tips that have proven effective for school principals in building harmonious relationships with various stakeholders in the school environment. First, effective communication plays an important role in improving teacher performance and student achievement. Principals who can clearly communicate their goals and expectations to teachers will help them understand their roles and responsibilities, while open and transparent communication between the school and parents also has a positive impact on student performance. Second, community involvement is an important step in school decision-making and establishing partnerships with various parties, providing wider support and resources for school progress by involving parents, the local community, and related organizations in the learning process and development of school programs to improve the quality of education. Third, teacher development and growth is an important factors in improving the quality of education, so school principals need to provide support and opportunities for teachers to continue to improve their skills and knowledge. Fourth, encouraging students' active participation in school activities can increase learning motivation and academic achievement, so that students who feel valued and listened to will be more motivated to be involved in learning and achieve better results. Fifth, creating a safe and comfortable learning environment is a top priority in education, and school principals who implement anti-harassment and anti-bullying policies can create a safe environment and support harmonious relationships between students, teachers, and school members. Lastly, maintaining fairness and transparency in school activities helps foster harmonious relationships between all parties in the school, with school principals who uphold fairness in decision-making and provide clear information to all parties, building trust and maintaining harmonious relationships within the school. It is hoped that the implementation of these tips by school principals can create a conducive environment for collaboration, improve the quality of education, and strengthen harmonious relationships between various

stakeholders in the school. Maintaining fairness and transparency in school activities helps foster harmonious relationships between all parties in the school, with the principal upholding fairness in decision-making and providing clear information to all parties, building trust and maintaining harmonious relationships within the school. It is hoped that the implementation of these tips by school principals can create a conducive environment for collaboration, improve the quality of education, and strengthen harmonious relationships between various stakeholders in the school. maintaining fairness and transparency in school activities helps to foster harmonious relationships between all parties in the school, with a school principal who upholds fairness in decision making and provides clear information to all parties, builds trust, and maintains harmonious relationships within the school. It is hoped that the implementation of these tips by school principals can create a conducive environment for collaboration, improve the quality of education, and strengthen harmonious relationships between various stakeholders in the school.

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Author Contributions

Teguh Waluyo conceptualized the research idea, methodological design, management, and coordination responsibilities of conducting research and investigating the process, literature review, and analyzing data.

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Conflict of interest

The authors declare no conflict of interest.

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