

EFFECTIVE COMMUNICATION IN GROWING TASAMUH VALUES FOR THE ALPHA GENERATION

¹Boini, ²Zaenuddin Hudi Prasojo, ³Wahab

^{1,2,3}Pascasarjana, Institut Agama Islam Negeri Pontianak, Indonesia

¹boiniboy20@gmail.com, ²zaestain@yahoo.com, ³abdulwahabassambasi@gmail.com

Abstract

Effective communication is an exchange of ideas, feelings and information that can produce changes in behavior, so that a good relationship is established between the sender and recipient of the message. Tasamuh is an attitude of tolerance that must be created within the scope of Islamic education in this century. The current problem is that we see various learning in schools that are unable to achieve learning goals simply because of dis-communication between teachers and students and a lack of mutual respect between each other. The problem that often occurs and is the simplest in communication is that listening skills tend to be lacking. This research is qualitative in nature, using book contents as a source of information to analyze and understand various theories or concepts through book research. This research was carried out using a descriptive approach with qualitative methods as part of collecting the required data. The objectives of this research are: 1. What is the participation of the Alpha generation in carrying out effective learning? 2. What is the teacher's view of the impact of effective learning? 3. What is the teacher's view before and after carrying out effective learning? The theoretical implications of the results of this research increasingly emphasize that religious tolerance and morality are a unified whole in Islamic education which refers to acceptance of differences in gender, race and lifestyle.

Keywords: *Effective Communication, Tasamuh, Generation Alpha.*

Abstrak

Komunikasi efektif yaitu suatu pertukaran ide, perasaan, dan juga informasi yang dapat menghasilkan perubahan perilaku, sehingga antara pemberi dan penerima pesan terjalin hubungan yang baik. Tasamuh merupakan sikap toleransi yang harus di ciptakan dalam ruang lingkup pendidikan Islam abad ini. Permasalahan saat ini kita melihat berbagai pembelajaran disekolah yang tidak mampu untuk mencapai tujuan pembelajaran hanya gara-gara dis-komunikasi antara guru dan peserta didik serta minimnya sifat saling menghargai antar sesama. Permasalahan yang kerap terjadi dan paling sederhana dalam komunikasi yaitu keterampilan mendengarkan yang cenderung kurang. Penelitian ini bersifat kualitatif, dengan menggunakan isi buku sebagai sumber informasi untuk menganalisis dan memahami berbagai teori atau konsep melalui penelitian buku. Penelitian ini dilaksanakan melalui pendekatan deskriptif dengan metode kualitatif sebagai bagian dalam mengumpulkan data yang dibutuhkan. Tujuan Penelitian ini yaitu: 1. Bagaimanakah partisipasi generasi Alpha dalam melakukan pembelajaran efektif? 2. Bagaimana pandangan guru terhadap dampak pembelajaran yang efektif? 3. Bagaimana pandangan guru sebelum dan sesudah melakukan pembelajaran yang efektif? Implikasi teoretik dari hasil riset ini kian menegaskan bahwa toleransi beragama dan moralitas merupakan satu kesatuan utuh dalam pendidikan Islam yang mengacu kepada penerimaan perbedaan gender, ras, dan gaya hidup.

Kata Kunci: *Komunikasi Efektif, Tasamuh, Generasi Alpha*

INTRODUCTION

Current learning tends to be the opposite of the curriculum concept currently being developed. Intolerant attitudes are still often found at the educational unit level. There is still social inequality resulting from the lack of Tasamuh values conveyed by Islamic Religious Education teachers in class. So that effective learning in the classroom is difficult to realize in order to make the quality of Islamic education good and perfect. The concept of Islamic education is to prioritize an attitude of high tolerance so as to create effective communication in all matters. The value of non-dichotomous Islamic education is Islamic education that does not merely have the connotation of *al-ulum al kauniyyah*. (Fitri Lintang & Ulfatun Najicha, 2022). The concept of Islamic tolerance or *tasamuh* can be applied in the world of education. As an educational system, education must emphasize this idea, especially considering that the Central Nation in Indonesia is very pluralistic.

Considering that the role of the educational aspect is very crucial, it is necessary to strive for Islamic educational institutions to be of higher quality. Urgent efforts include developing religious-based education. Quality and integrated management in this context needs to be pursued because this includes management strategies in responding to institutional challenges in order to reduce existing risks and errors and to meet customer satisfaction. Islamic educational institutions in this context are required to ensure quality improvement and maintenance. Quality assurance models that can be applied include the PDCA management model or what is called Plan, Do, Check and Action. PDCA in its implementation is very useful for continuous improvement (Sobry, 2018).

Science and technology in their development have changed various areas of individual life, where various problems can only be solved with relevant improvements. What must be prioritized in the Alpha generation is being able to improve the learning system which is carried out efficiently, effectively, intensively, directed and planned in the learning aspect, where if this is not done then the Alpha generation will not be able to compete in globalization (Umro, 2016).

Listening skills in effective communication should accompany questioning skills. This is because how good a person's communication is is not effective if it is not accompanied by listening skills. The ability to listen actively is active understanding in order to obtain information and the speaker's attitude to understand the content of the

conversation. Effective communication is the activity of sending messages (meaning) between individuals, which can produce benefits for both parties. Effective communication is currently a problem for Indonesians, where Indonesian people tend to be unfamiliar with the culture of effective communication and lacking listening skills in terms of communication which makes them more likely to express a problem than to find a solution.

At least, the following things need to be considered in forming effective communication:

1. Demonstrate personal integrity.
2. Sincerely apologize when you make a mistake.
3. Explain the plans or hopes that will be carried out,
4. Fulfill promises or commitments
5. Really try to understand other people.

Communication is the most important key in forming good relationships between individuals. The hope is that through communication, both written and verbal, someone will be able to understand well what the sender of the message is conveying. By conveying this message, the hope is that someone can hear or read what is said correctly and well. Effective communication depends on the skills of an individual receiving or sending messages (Wulan Sari, 2016).

Several cases and research results often explain that quality schools are often identified as superior schools, excellent schools, effective schools and good schools. To achieve a quality school, there are things that need to be implemented. Start with effective communication in order to build and agree on the values that underlie the improvement of educational institutions so that they are of high quality. This spirit or value is reflected in the organizational structure, school vision and mission, policies and rules, work systems and procedures, school facilities and infrastructure and relationships and atmosphere which also includes the behavior and attitudes of teachers, principals and school residents. So, with this, quality schools can be developed. Effective communication in this context has an important role in formatting the formulation of policies and development goals, implementation and socialization, as well as follow-up and evaluation of the development of educational institutions. Then, implementers can

optimally organize superior and effective (quality) schools. In order to quickly realize this practice, it is hoped that schools can apply this effort correctly and well and always innovate and find various new approaches to create quality schools (Rolan, 2020). As an educator, in terms of learning, you also need to develop effective communication so that learning in class becomes more enjoyable and can be accepted by students, especially the Alpha generation in class (Zurrachmah, 2021).

In the Alpha Generation concept, parents have a crucial role in developing children's potential, which can start from an early age. How effective parental communication is on the child's personality interpersonally is also important to pay attention to. How high a parent's value of effective communication is is also accompanied by the level of interpersonal intelligence and the child's high value. Through awareness and habituation of parents to communicate effectively with children, they will be able to encourage the development of children's interpersonal skills (Jatmikowati, 2018).

Utilization of social media as a means of socialization to implement effective communication. But in reality we are not yet optimal in optimizing the use of social media. This condition tends to be due to a lack of coordination in the management of social media platforms between those responsible for material or content and the management unit in efforts to provide guidance and socialization to achieve effective communication. This weak governance between units results in less attractive use of social media platforms for followers to participate and interact dialogically on social media accounts and it seems that the reach of social media is not yet wide (Setiadi, 2014).

Effective communication is an important skill in the process of achieving happiness and success in life (Schein in Tubbs and Moss, 1996:22). This is a special ability to develop a person's personality and career in the world of work. Therefore, it is important to understand how to communicate effectively (Education et al., 2017).

The focus of the problem in this research is formulated from the background above, namely:

1. How does the Alpha generation participate in effective learning?
2. What is the teacher's view of the impact of effective learning?
3. What is the teacher's view before and after carrying out effective learning?

RESEARCH METHODS

The method used is qualitative, namely by searching for existing sources using in-depth interview techniques with figures and sources who have knowledge about effective learning. Researchers also used in-depth interview techniques to summarize each piece of information so that valid and more convincing information could be obtained and included in this article. Provides an explanation that qualitative research is based on the philosophy of postpositivism. This research was carried out at the Pengayang 14 State Elementary School, so the steps the researcher took were to dig up information and combine one piece of information with another. Data sources are informants who have capabilities in the learning process. Next, the data was analyzed using deductive concepts (Moleong, 1989)

With the method above, researchers can reveal and describe how effective learning movements are carried out by teachers on duty at school. Researchers conducted in-depth interviews with each resource person regarding the implementation of effective learning according to independent curriculum regulations. In this research, the content of books is prioritized as a source of information for analyzing and understanding various theories or concepts through book research.

RESULTS

Generation Alpha really participates in learning that prioritizes effective communication so that it can create a high tolerance attitude between fellow students in class. And PAI teachers are also particularly of the view that the current Alpha generation really needs techniques for carrying out effective communication between themselves so that attitudes of mutual respect and helping each other are easy to implement in the school environment.

Communication is mentioned in the Qur'an and is related to communication methods, such as Qaulan baliigha Al-Qur'an, maisuura Al-Qur'an, layyina Al-Qur'an, and Al-Qur'an communication. ma'rufa, kariima Al-Qur'an, and sadiida Al-Qur'an. This communication method provides a good example of how to communicate effectively in the context of teaching the Alpha generation in society. The main conclusion of this research is that in this situation, individuals need to understand the principles of effective

communication, and the Qur'an provides guidance on how to create optimal communication.

The research findings show that, first, multicultural Islamic education at SDN 14 Pengayang is implemented through a moderate approach by utilizing the three pillars of Islam: thought, movement and action. Second, according to the multicultural Islamic philosophy at SDN 14 Pengayang, humans are only creatures created in the image of Allah; humans are expected to be His messengers in all circumstances; and humans are given the ability to understand all names and concepts. Third, the objectives of the Nusantara multicultural education program are personal, social and professional. Among the multicultural elements found at SDN 14 Pengayang. Things that hinder therapeutic communication include: differences in understanding, interpretation or observation abilities due to changing the topic of conversation, different communication and past experiences.

The creation of effective communication can be hampered by factors, such as Changing the Subject or changing the topic or subject. If this is done, it will show a lack of empathy. This makes students anxious, uninterested, uncomfortable, so that the information obtained from the teacher is insufficient and their ideas become confused. Apart from that, it is also influenced by: Offering False Reassurance or expressing false beliefs, where the beliefs given are different from existing facts because they can cause students' distrust of their teachers; Giving Advice or giving advice, where by giving advice it will show that the teacher knows what is good for his students and that students do not think for themselves. This could lead to conditions of student resistance because they feel they have more rights in determining their problems; Defensive Comments or comments that persist, in the safety of a defensive teacher can result in students not having the right to express opinions, therefore making students not care. This defensive attitude arises because the teacher feels threatened. Teachers need to listen to their students so they are not defensive, although just listening does not necessarily mean agreeing; Prying or Probing Questions or investigative questions, which can make students defensive. This is because students feel assessed and used only for the information they can provide. Not a few students get angry because of personal questions; Using Cliches or using clichés, where cliché words will show a lack of assessment of the teacher's relationship with

students, students in this context will feel that the teacher does not care about the situation; and In Attentive Listening or listening without paying attention, where the teacher shows an attitude of disinterest when students try to explore their feelings, so that students in this case feel that the teacher is bored with them and feels that they are not important.

DISCUSSION

An attitude of tolerance can prevent conflicts between religious groups and foster alternative definitions of brotherhood. Two debates that highlight tolerance in Islam and social psychology. This research methodology combines descriptive analysis with a literature review. Here, two theories of internal and external discussion are discussed. Overcoming and upholding shared beliefs about the principle of pluralism internally. Existing behavior may be continued for a while in accordance with religious agreement or maturity. This idea is ingrained in the way society interprets *tawazun* and *tasamuh*

Communication is declared effective if it is able to form a feeling of pleasure between the communicants. Saying "good morning" or asking "how are you" is intended to obtain important information, but these are expressions that connect inner connections, create feelings of joy, and appreciate the presence of other people. This is an example of phatic communication. Communication encounters that create a feeling of joy include family gatherings, eating together, socializing, joking, small talk and gathering. Phatic communication makes relationships more pleasant, intimate and warm.

The characteristic of effective communication is the formation of good social relationships. this is a further continuation of phatic communication. Each human being has the desire to connect and join with other people. These social needs can only be fulfilled through effective interpersonal communication (Rakhmat, 1989:16). The possibility of communication failure is due to someone not understanding the content of the message. However, it can also be caused by damage to social relations. The content of the message may be very easy to understand, clear and systematic, but because the relationship between the people has been destroyed, they will become suspicious of each other, so it is possible that the party receiving the message will reject or ignore the content of the message conveyed.

Effective communication can influence attitudes. When someone conveys a message, they don't just want the recipient of the message to understand what is being conveyed, but also to agree with it. A person tries to influence other people's attitudes so that they conform to their expectations. A smoker may really understand what the doctor explains about the dangers of smoking. If smokers still like cigarettes, then the doctor's communication can be said to be ineffective.

Effective communication can also be called communication that is able to form an action. Rakhmat (1989) provides an explanation that action is the result of a cumulative communication process. In order for the desired action to occur, the communicator in this case must first succeed in instilling an understanding, changing and forming the communicant's attitude, and being able to form good relationships. Effective communication is not easy to build. Therefore, there needs to be persistence to always practice the principles of communication, persistence in facing different opinions, readiness to always be humble, willingness to open oneself, and persistence in studying communication science.

1. Understanding Effectiveness

Effectiveness is the achievement of expected goals or appropriateness. Effectiveness in the learning context is the condition regarding the extent to which the teaching and learning process or activity can be carried out well and the expected goals can be achieved. Several experts provide a definition of effectiveness, namely: Effectiveness has the word effective which means effective (action, effort), can bring results, is efficacious or efficacious (medicine), and has an effect (impression, influence, consequence). Meanwhile, the definition of effectiveness is effectiveness which is success, impressiveness, or influence (Rosmilasari, 2018).

2. Understanding Communication

Humans in their role as social creatures always need other people, including in terms of communication. The same is true for teaching and learning activities in the classroom, where the role of the communication aspect is very crucial in achieving optimal learning. This communication can occur either written, verbal, or in person. J.A Devito explained that communication is the action of one or several people who receive and send messages that are distorted by disturbances in a context, there is an opportunity

for feedback, and have an influence. Meanwhile, Wibowo explained that communication is an activity of conveying desires, concepts and thoughts to other people. Communication is also a concept that has various meanings. Generally focuses on human activities and concerns behavior and messages conveyed (Rosmilasari, 2018).

In relation to this contest, to become a teacher or educator, you must be an individual who can be trusted by society, or that to become a teacher you are required to have good behavior and attitudes, you need to watch your words so that they do not contradict their behavior, and you are prohibited from blaming your students when they don't. can apply the knowledge he teaches in everyday life.

As Allah SWT says in Qs. Ash-Shaff (61): 2-3:

يَا أَيُّهَا الَّذِينَ آمَنُوا لِمَ تَقُولُونَ مَا لَا تَفْعَلُونَ كَبِرَ مَقْتًا عِنْدَ اللَّهِ أَنْ تَقُولُوا مَا لَا تَفْعَلُونَ

Meaning: *"O you who believe, why do you say something that you don't do? Great is the wrath in the sight of Allah that you say what you do not do."*

a. Tips for Building Good Communication

There are certain tips for establishing efficient and effective communication. This is intended so as not to repeat the mistake again or so as not to disrupt communication with the other party.

1) Listen to the person you are talking to

Sometimes when our friends talk both outside and inside class, we like to busy ourselves without paying attention to our friends talking. This can actually make our friends disappointed and feel unappreciated. The thing that must be done when a friend is talking is that at least we should hear what is being said.

2) Ask a Few Questions

Responses from other parties are very necessary for effective communication. What the interlocutor says needs to be responded to, including by asking a question if there is a statement that cannot be understood.

3) Provide information clearly

Clear information also needs to be conveyed in communication, so that other parties do not misunderstand the content of the communication. Information that is explained accurately and clearly can certainly make the person you are talking to understand what the information means. For example, in the context of the world of work, when asked to provide or convey information to other parties, mistakes should not be made in providing the information. Because this can result in conflict and misunderstanding between parties.

4) Combining Verbal and Nonverbal Communication

Simultaneous verbal and nonverbal communication is also necessary for effective communication. Verbal movements through conveying responses or information clearly and nonverbal movements such as smiling or nodding can form a communicative atmosphere.

b. Goals of Effective Communication

Effective communication has the aim of seeing whether there are benefits for the parties communicating and the impact it has. You will definitely feel that a communicative atmosphere will be formed from establishing effective communication with the person you are talking to. Effective communication also has goals, namely to:

1) Build Trust

Trust can arise through activities, because if we can give advice when asked or can listen to the person we are talking to, then the person we are talking to can trust us.

2) Prevent and Overcome Problems

Can overcome or prevent problems from arising, where if you can build good communication, then what is meant can be understood by the person you are talking to.

3) Get a Direction

If students have the advantage of cultivating an attitude of tolerance, this will lead to effective communication, so our hopes will be easier to convey clearly. If the communication process is hampered, it can be difficult to explain the purpose and it is possible that it could be misinterpreted by the other party.

4) Increase Cohesion

Effective communication can also increase cohesiveness and a harmonious atmosphere. So, a sense of trust between parties can be formed. So, they can form a cohesive relationship and feel close to each other.

c. Steps in creating good communication

When communicating with other people, you need to pay attention to several things. Creating a communicative atmosphere in this case is of course very important so that both parties are comfortable when expressing opinions.

1) Don't interrupt someone's conversation

Communication can occur without interrupting the conversation. When other people try to interrupt the conversation, other people will not feel happy.

2) Mastering the Material

First ensure that we understand the material to be explained, therefore there will be a balance between the communicating parties. If the topic of conversation can be understood and there is a good response, then communication can run smoothly.

3) Pay attention to language style

Language style also needs to be considered so that communication can be effective. This is quite important to adjust to the person you are talking to.

d. Benchmarks for Effective Communication

The indicator for seeing that communication is considered effective is when you can convey the message well and the person you are talking to can understand it. This shows that the message giver can master the material and use good language.

Apart from that, it can also be seen based on the ability to listen well, when someone tries to express an opinion or convey a message.

Effective communication is critical to quality, productivity and competitiveness. Corporate level communication is communication between groups. Meetings involving different departments within a company are an opportunity for company-level communication. Community level communication occurs between groups within the company and groups outside the company. Perhaps the most common example of community level communication is a company's sales force communicating with clients and its purchasing department communicating. Communication Level: Community Level, Company Level, One-to-One Level, Team or Unit Level (Dundon & Wilkinson, 2020)

CONCLUSION

If the learning objectives are met according to the achievement indicators then learning can be effective. It is hoped that a teacher will be able to create a strategic environment that allows students to participate in the learning process comfortably. The teaching process is such that teachers can encourage and motivate students to actively participate in learning activities so that positive interactions can occur between students and teachers as well as between students themselves. To improve effective learning methods, appropriate strategies are needed so that learning can take place efficiently and optimally.

There are 5 indicators of effective learning, namely: (1) effectiveness of the learning process, (2) communication process, (3) student responses, (4) learning activities; and (5) learning outcomes. Interrelated and mutually supporting the five indicators of effective learning. Learning is said to be effective if each indicator meets the minimum acceptable category.

Tolerance is one of the things that must be taught in any school, especially in general education. Because, many different religions are taught in general education. In addition, if there are differences, these schools have certainly bridged them with a perfect *tasamuh* attitude. Furthermore, religious tolerance and morality can be identified as one

unit in Islamic education, which refers to accepting differences in gender, race and lifestyle.

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