



# The Importance Of Minimal Standard Educational Service In Human Resource Management: Some Experience Of Quality Assurance System During Pandemic In Primary School Surabaya

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**Abstract.** The challenge in implementing education now, especially after the pandemic is how each organizer quickly finds out the school's needs related to quality and effective services following the Minimum Service Standards of PERMENDIKBUD Number 32 of 2018. The Minimum Service Standards explain the standard of quantity and quality of goods and their human resources. We conducted research at Labschool UNESA 1 Ketintang Elementary School Surabaya to demonstrate the application of minimum educational service technical standards during the pandemic. This study uses a descriptive research method with a qualitative approach. Data collection is done by interview, observation, and documentation. The results of the research on Labschool UNESA 1 Ketintang Elementary School showed that the completeness of the goods, including textbooks and learning equipment, had good quantity and quality. Then for quantity and quality of human resources, the total number of educators at UNESA Labschool Elementary School is 32 educators and 9 education staff. Class teachers and subject teachers at Labschool UNESA 1 Ketintang Elementary School the lowest is Bachelor-1. Principals and Deputy Principals must also have an educator certificate and a certificate of completion of school principal education and training. As for other supporting staff, the minimum requirement is to have a high school diploma. During the pandemic, UNESA 1 Ketintang Labschool Elementary School had a policy for students whose parents were affected by Covid-19, all costs were waived, including tuition fees, book fees, and other learning equipment. And students who cannot afford, get financial assistance from the local government.

**Keywords:** Human Resource Management, Education System, Primary School.

## 1 Introduction

State University of Surabaya (UNESA) is a university located in Surabaya, East Java, Indonesia, founded on 19 December 1964. UNESA was originally established as the Surabaya Institute of Teacher Training and Education or abbreviated as IKIP Surabaya. Based on the RI Presidential Decree No. 93 of 1999, IKIP Surabaya later changed to

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the State University of Surabaya. This is following the decision of the senate meeting on October 12, 1998. Currently, UNESA has 7 faculties, and 4 faculties are in the Ketintang complex: the Faculty of Economics, Faculty of Social Sciences and Law, Faculty of Mathematics and Natural Sciences, and Faculty of Engineering. While 3 faculties are in the Lidah Wetan complex: the Faculty of Languages and Arts, Faculty of Education, and Faculty of Sports Science. Not only at the student level, but UNESA also opens Early Childhood Education from Kindergarten to the high school level. However, we are interested in researching and discussing the quality standard of goods and quality standards of educators in human resource management quality assurance Elementary School Labschool UNESA 1 Ketintang.

Labschool UNESA 1 Ketintang Elementary School is located on the UNESA Ketintang Campus, Gayungan District, Surabaya. The principal of Elementary School Labschool UNESA 1 is Sri Lestari, S.Pd. Elementary School Labschool UNESA Ketintang is under the auspices of the Dharma Wanita Foundation, State University of Surabaya. Elementary School Labschool (Laboratory School) has 2 locations, namely Labschool UNESA 1 Elementary School which is on the Ketintang campus, and also Labschool UNESA 2 Elementary School, Lidah Wetan.

The background of existence of Labschool UNESA Elementary School was initially due to the Pioneer School Development Project (PPSP). Each LPTK (Teacher Training Institute) must have a school or laboratory for educational development at their respective State Universities. The labschool program was then inaugurated by the Rector's Forum for 12 Teacher Education Institutions (LPTK which was formerly IKIP) in 2011 ago. This Labschool also functions as a laboratory for materials for applying teaching techniques from UNESA lecturers and students. The learning model at Labschool UNESA Elementary School uses a continuous advanced learning model that is often applied in Finland. Students can take the weight of the lesson independently without being limited by time. This means that students are asked to be independent in taking existing lessons. If they can complete less than 6 months, they can immediately take the exam.

Minimum Education Service Standards (SPM) Education is a provision of quality and also the type of basic education services which is a government affair that has a mandatory nature and is entitled to be obtained by every student at a minimum [1]-[2]. Basic services are public services to meet the basic needs of students. With the guidelines of PERMENDIKBUD Number 32 of 2018, the Quality of Basic Services for each Type of Basic Services in Education SPM includes : a) standard of quantity and quality of goods and/or services; and b) standards for the number and quality of educators and education personnel;

Basic Service Quality is a measure of the quality and quantity of goods and/or necessities service and its fulfillment at a minimum and Basic Education Services are expected to be following technical standards to be feasible. One of the important and very influential factors in quality management is humans or often called human resources, which can also be interpreted as Human Resources.

Human resource management is more precisely defined as Human Resources [3]. Likewise with provisions or standards related to Human Resources good quality. In quality management, school managers, both educators, and non-educational staff must be able to anticipate various changes caused by the quality of education which has a

dynamic nature. As in the challenges of today's school of administration, especially during this pandemic, how can each manager quickly answer and know the needs of his school regarding the quality of quality and services that are effective and efficient following the provisions of the PERMENDIKBUD SPM Number 32 of 2018.

Related to the dynamic nature of the quality of education and how the service and quality system during the pandemic is effective and efficient, where the SPM explains the standard of the quantity and quality of goods and their Human Resources. The learning system during the pandemic has changed, one of which is Labschool UNESA 1 Ketintang Elementary School. Then there was a situation where one of the students whose parents died due to being affected by Covid-19. The Labschool UNESA 1 Ketintang Elementary School made a policy to waive all costs, tuition fees, uniforms, books, and other school equipment. In addition, there are situations where teachers cannot recognize the character of the students and cannot monitor the progress of their students. Labschool UNESA 1 Ketintang Elementary School also experienced a decrease in the acceptance of new students in grade 1 Elementary School.

Based on the 2 indicators of basic service types related to service quality. We writers want to know how the learning system and policies of Labschool UNESA 1 Ketintang Elementary School are related to online learning. Starting from the quality of books, learning equipment, and how educators teach during the pandemic, but still, maintaining standards following the PERMENDIKBUD SPM Number 32 of 2018. This Quality Assurance is very interesting to study because it prioritizes quality, as well as customer satisfaction or service users. This quality assurance is important in school management. To get to a quality school, quality assurance or Quality Assurance is needed for students and teachers to be balanced. Quality assurance or Quality assurance is a technique in determining that an educational process has taken place as it should. This technique detects deviations that occur during the process by conducting continuous and institutionalized monitoring and becomes a school subsystem. From the brief explanation above, we are interested in bringing up an article with the title "the importance of minimal standard educational service in human resource management: some experience of quality assurance system during pandemic in primary school surabaya".

## 2 Method

The research that we do uses a descriptive research method with a qualitative approach. The qualitative descriptive method is a method that we as researchers collect data and use theory which has existed as our guide to explain the results of research and then draw a conclusion. According to Kirk and Miller, qualitative research is a method to direct observation of individuals directly related to people for collecting desired data [4].

Research that uses a qualitative method will generate and process the data which has descriptive character, such as interview and observation [5] – [7]. According to Sugiyono [8], research that uses descriptive method is research to represent or analyze one of the research results but still not used for making a wider conclusion.

The focus of Elementary School Labschool UNESA 1 Ketintang is to know the match between Elementary School Labschool UNESA 1 Ketintang policy and the minimum standard of services, especially during this pandemic, including : a) Standard of quantity and quality stuff, and b) Standard of quantity and quality educator.

In this research of Elementary School Labschool UNESA 1 Ketintang, we as writers do some methods, that is interview, observation, dan documentation. The interview is collecting data technique through a question and answer process verbally that occurs in one way, which means the questions come from the interviewer and the answers are given by the interviewee interview is a form of direct communication between the researcher and the respondent. The interview technique is a method used to get data by making a direct interview with the informant by doing a question and answer or confirming towards researcher's sample systematically (structured). Interview is a process to get information for research purposes by question and answer method and face-to-face between interviewer and respondent using a tool named interview guide [9] – [10].

The observation method is a method that uses data collection technique conducted through observation accompanied by recordings that are considered important to circumstances or behavior at an object that is to be researched. The observation method can be interpreted as observation, recording related to systematic phenomena that were investigated [11] – [13].

The documentation method is a way of collecting data by utilizing data like a book, or note (document) as explained by Sanafiah Faesal: documentary method, the form of information source is written or noted materials. Documentation is written notes about various activities or incidents in the past, which is used for collecting data like short history from school establishment [11].

### 3 Results and Discussion

The data that the author will present is the result of research at Elementary School Labschool UNESA 1 Ketintang, including:

#### 3.1 Standard Quantity and Quality of Goods

Based on the provisions of PERMENDIKBUD Number 32 of 2018, the standards for the quantity and quality of goods are:

**Basic Equipment.** The basic equipment for Elementary School students article 10 (1) as referred to in Article 8 paragraph (1) letter a in Elementary Schools includes:

*Textbooks.* Textbook is a textbook of several disciplines, standard books, compiled by experts in this field to serve educational purposes and objectives, equipped with appropriate educational facilities and easy to understand by users in schools and universities. so that they can support educational programs. Textbooks are books consisting of material descriptions of several subjects or fields of study, arranged and systematically selected according to specific goals, learning directions, and student development, to be assimilated.

Elementary School Labschool UNESA 1 Ketintang is a Private Elementary School, so some textbooks are funded by the Boss Fund center and some are financed by the student's parents themselves. Similar to other schools, the cost of books can be paid by parents when doing the re-registration process. Books at Elementary School Labschool UNESA 1 Ketintang are divided into several kinds of books, namely: Package Books, Assignment Sheets, and Textbooks. These textbooks, the school does not require parents to buy these at school, they can buy textbooks outside, but if there are parents who are busy or don't want to bother, they can also buy them at Elementary School Labschool UNESA 1 Ketintang because the school also provides the book.

Elementary School Labschool UNESA 1 Ketintang there is a student whose parents died due to being affected by Covid-19, the school waives all school fees, including tuition fees, uniforms, books, and other school supplies. Having a cost difference from other public schools, Elementary School Labschool UNESA 1 Ketintang has the advantage of providing Japanese, KTK, and ICT lessons. However, Elementary School Labschool UNESA 1 Ketintang does not provide worksheets but is more like an assignment sheet made by teacher educators from Elementary School Labschool UNESA 1 Ketintang which aims to make teachers at Elementary School Labschool UNESA 1 Ketintang more creative in making assignments and as a substitute for worksheets, during this pandemic assignment sheets are shared through WA groups, subjects that use assignment sheets include computers/ICT, Japanese, math, and science. They are charged a fee to buy this assignment sheet, it is not distributed free of charge to students but the payment is included in the monthly tuition fee.

Elementary School Labschool UNESA 1 Ketintang also has a grant for textbooks, namely the BOSS book, the subjects obtained from this fund are Thematic but the levels are different subjects, for grade 1-2 students namely PKN, Indonesian Language, Mathematics while grades 3-6 there are additional books, namely IPA, and IPS. As for other subjects such as KTK, Javanese, Sports, and Religion, the school provides them but if parents want to buy books outside of school it is allowed. During this pandemic, assignment sheets for grades 1-3 are in the form of files and usually, there will be a group between teachers and parents for grades 4-6 the teacher can immediately create a WhatsApp group with direct members from the class's students.

*Study Supplies.* If the point (a) describes the books and materials in Elementary School Labschool UNESA 1 Ketintang, at this point the learning equipment focuses more on stationery and uniforms and attributes from Elementary School Labschool UNESA 1 Ketintang. The learning equipment provided by Elementary School Labschool UNESA 1 Ketintang are uniforms, school attributes, school bags, stationery, and pencil cases. The equipment is obtained during the class 1 re-registration process so that the cost of the equipment has become one with the other costs. However, if in the middle of the semester, there are students who lose or suffer damage to one of the learning equipment and want to buy the equipment, the Elementary School Labschool UNESA 1 Ketintang school has provided the equipment at the School Cooperative, making it easier for students who want to replace or buy study equipment. However, these learning equipment are not required to be purchased at the Elementary School Labschool

UNESA Cooperative 1 Ketintang students have the freedom to buy them outside the School Cooperative.

As explained in point (b) of study equipment, when they re-register they get a set of learning equipment. For study equipment they get a backpack in the form of a backpack, get a set of stationery (pencils, erasers, and pencil cases), they also get assignment sheets, notebooks, drawing books, and package books outside of assignment sheets. For textbooks, schools do not require parents to buy them at school. The free parents to buy anywhere. Study equipment such as backpacks, a set of stationery, picture books, and notebooks will only be obtained during the 1 re-registration process. So that for the next level, they don't get the equipment. During the re-registration process for grade 1 (one), students will receive uniforms in finished form, school attributes, bags, and stationery consisting of A4 drawing books, connecting books, soft books, and pencil cases.

For school uniforms, they got 5 pairs of uniforms with different motifs, complete badges, ties, hats, socks, and belts. The uniforms obtained when re-registering are red and white uniforms, Labschool uniforms, Foundation batik uniforms, scout uniforms, and sports clothes. Students who wear the hijab will be charged an additional hijab fee, but the school does not require students to buy a hijab at school. Meanwhile, the difference between buying hijabs at school and outside is if their school hijab has a logo on the back of the hijab. For badges, they get 4 kinds of badges, namely the name of the school, the school logo, the class logo, and the red and white flag.

In PERMENDIKBUD Number 32 of 2018 Article 10, Students' basic equipment as referred to in Article 8 paragraph (3) letter a in elementary schools includes: a) lesson textbook; and b) study equipment.

It is following the Minimum Service Standards, where for student textbooks it is by the 2013 curriculum and received assistance for textbooks, namely BOSS books. Then the learning equipment for Elementary School Labschool UNESA 1 Ketintang student is given at the beginning of each year, namely during the ELEMENTARY SCHOOL 1 class re-registration process. Students who cannot afford to get financial assistance from the local government. Likewise for students of Elementary School Labschool UNESA 1 Ketintang whose parents have been affected by Covid, then all costs are free, both tuition fees, book fees, and other learning equipment.

Amount and Quality of Basic Equipment In connection with PERMENDIKBUD Number 32 of 2018 article 10 paragraph (1) which contains the number and quality of basic equipment for elementary school students Basic equipment for students as referred to in Article 8 paragraph (1) as follows: Elementary School Labschool UNESA 1 Ketintang has 2 kinds of books, namely package books and assignment sheets.

For the assignment sheet, there are 4 subjects, namely Computer, Japanese, Mathematics, and Science subjects. 1 (one) package of textbooks at Elementary School Labschool UNESA Ketintang 1 UNESA is by the latest student curriculum, which uses the 2013 curriculum. The quality condition of the learning equipment at Elementary School Labschool UNESA 1 Ketintang obtained in the re-registration process is in good and new condition. The number of equipment obtained is: a) Uniform (1 pair of red and white uniforms, 1 pair of the scout uniforms, 1 pair of Labschool uniforms, 1 pair of Foundation Batik uniforms, and 1 pair of sports uniforms), b) Atribut (2 hats, 1 bag, 2

pairs of socks, 10 badge, 2 tie, and 1 belt), and c) Stationary (1 A4. picture book, 1 link book, 13 fine books, and 1 pencil case)

Following the provisions regarding the quantity and quality of basic equipment for students as referred to in paragraph (1) PERMENDIKBUD Number 32 of 2018, the quality of 1 (one) set of stationery and stationery at Elementary School Labschool UNESA 1 Ketintang is in good condition. new conditions not every semester but only during the first semester entering the first year of Elementary School Labschool UNESA 1 Ketintang. This is certainly not by point b which regulates "1 (one) set of teaching materials in the form of notebooks and stationery in new conditions for each student and every semester". Regarding the quality of textbooks, the latest program to be followed is the 2013 program.

### **3.2 Standards and Quality of Educators and Education Personnel**

Educators must have education and learning skills to have good physical and spiritual health and be able to meet national education goals. Educators are adults who have a responsibility to help students develop physically and mentally. Teachers are educators, namely adults who are responsible for guiding or assisting students in the process of physical and spiritual development so that they reach maturity and can stand up to do self-training as God's creatures, vicegerents of the earth, as creatures, and as individuals. can stand alone.

As referred to in PERMENDIKBUD Number 32 of 2018 concerning Elementary School Educators and Education Personnel Article 30 (1) which contains standards for the number and quality of educators and education personnel as referred to in Article 7 letter (b) in elementary schools consisting of: a) Types of educators and education personnel. The type of educators Elementary School Labschool UNESA 1 Ketintang consists of class teachers and subject teachers. And for the education staff, the Elementary School UNESA 1 Ketintang consists of the Principal, Deputy Principal, and also other supporting staff such as cleaning service, administration, librarian, and security. And b) Quality of educators and education personnel. The quality of classroom teacher educators and subject teachers at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang is the lowest with a bachelor's degree (S1) and preferably from S1 PGELEMENTARY SCHOOL graduates or education graduates. Teachers at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang also have Masters (S2), namely classroom teachers and sports teachers. The selection stage carried out is the same as the teacher selection stage in general, such as passing the administration and then having skills in teaching as well as having a psycho-test and also an interview. For the psycho-test stage, ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang cooperates directly with UNESA psychology.

Likewise, the education staff at Elementary School Labschool 1 UNESA, such as the Principal who graduated from S1 and the Deputy Principal graduated from S1. The Principal and Deputy Principal of Elementary School Labschool UNESA 1 Ketintang also have an educator certificate and a certificate of completion of education and training for prospective Principals. As for other education personnel, such as librarians who have graduated from D3, cleaning officers who have graduated from high school/junior high school, STM/SMK administration, and some who have bachelor's

degrees, then security have graduated with bachelor's degrees. So for the quality of class teacher educators and subject teachers at Elementary School Labschool UNESA 1 Ketintang the lowest is Bachelor (S1). Then for education staff at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang the lowest is Bachelor (S1) and another education staff has the lowest high school diploma/equivalent.

**Table 1.** Number of educators and education personnel

Position	Amount
Principal	1
Vice Principal	1
Classroom Teacher	16
Subject Teachers	16
Staff	7

The type and quality of educators and education staff at Elementary School Labschool UNESA 1 Ketintang is by PERMENDIKBUD Number 32 of 2018 which reads; a) The types of educators as referred to in paragraph (1) letter (a) consist of: (Classroom teacher; and subject teachers), b) The types of education personnel as referred to in paragraph (1) letter (a) consist of Principal; and other support staff), c) The quality of educators as referred to in paragraph (2) is as follows; At least have a Diploma four (DIV) or Bachelor (S1) diploma; and have an educator certificate), and c) The quality of education personnel as referred to in paragraph (3) is as follows: Principal (At least have a Diploma four (DIV) or Bachelor (S1) diploma; have an educator certificate; and have a certificate of completion of education and training for prospective Principals) and Other supporting staff have at least a high school diploma/equivalent.

## 4 Conclusion

The results of observations on ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang show that the implementation of quality standards of goods and quality standards of educators in ensuring the quality of human resource management is following the provisions contained in PERMENDIKBUD Number 32 of 2018 as follows: Standards for quantity and quality of goods, namely: Completeness of goods, including textbooks and study equipment (ATK, uniforms, attributes).

Textbooks: Quantity: Textbooks at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang consist of 2 kinds of books, namely package books and assignment sheets. Quality: The textbooks for students at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang are following the 2013 curriculum and received assistance for textbooks, namely the BOSS book. Students who cannot afford, to get financial assistance from the local government.

Learning Equipment (ATK, Uniform, Attributes). Quantity: ELEMENTARY SCHOOL Labschool UNESA 1 received learning equipment, namely, 1 set of

stationery and 5 pairs of uniforms and their attributes. Quality: Learning equipment for ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang students is given at the beginning of each year (ie during the re-registration process for grade 1 ELEMENTARY SCHOOL) and is in good and new condition.

The standards for the number and quality of educators and education personnel are:

a) Educators (class teachers and subject teachers). Quantity: There are 16 educators at ELEMENTARY SCHOOL Labschool UNESA, 16 class teachers, and 16 subject teachers. With a total of 32 educators at the UNESA Labschool Elementary School. Quality: Class teacher educators and subject teachers at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang the lowest is Bachelor (S1). b) Educational staff (Principal, Vice Principal, other supporting staff). Quantity: Education staff at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang with positions consisting of 1 Principal, 1 Vice Principal, and 7 other supporting staff. So that the total number of education staff at ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang is 9 education staff. Quality: Education staff at ELEMENTARY SCHOOL Labschool 1 UNESA Ketintang such as the principal who graduated from S1 and the vice principal who graduated from S1. The principal and school representative of ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang also have an educator certificate and a certificate of completion of education and training for prospective school principals. Meanwhile, for other supporting staff, the minimum is a high school diploma/equivalent. During the one year of Covid-19, Labschool Elementary School has a policy, namely for students of ELEMENTARY SCHOOL Labschool UNESA 1 Ketintang whose parents are affected by Covid-19, then all costs are freed, both tuition fees, book fees, and other learning equipment.

From the problems in research at ELEMENTARY SCHOOL Labschool Unesa Ketintang 1, you can make programs such as reducing tuition fees every 1 month or every 3 months or one semester. Due to online learning, it is not only knowledge that children find difficult to understand, but also the economy of parents who may be in decline. Especially for students in grades 4-6. This could potentially make students drop out of school, whereas the right to education is a basic right that must be fulfilled by the state under any circumstances. And for materials that require practice such as art, and sports, teachers can create new methods/innovations such as students being given assignments in the form of practice group videos, then there will be rewards for the best videos, so students are more enthusiastic in doing assignments, this is can also hone the creativity of students. The material can be conveyed well and students are also able to follow the material that has been given.

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