

SERVICE EXCELLENT EDUCATIONAL INSTITUTIONS IN ERA COVID-19 PANDEMIC

by Penny Rahmawaty, Lina Nur Hidayati, Arum Darmawati, Mahendra Ryansa Gallen GP

ABSTRACT

The community service activities (PPM) in The Yayasan Pendidikan dan Sosial Cendekia Bantul, in the form of excellent service training for educational institutions, aim to strengthen teachers' and foundation managers' capacity to provide excellent services to student stakeholders, parents, communities, and the government.

The methods used in this devotional form are lectures and practices. Community service activities were conducted online for two days due to the fact that the condition of the Covid-19 pandemic has not improved while adhering to strict health protocols to ensure public health and safety during the Covid-19 pandemic. The material is presented in the form of theory and practice on strategies for school development, providing excellent service, and adhering to standard operating procedures (SOPs).

The results of this PPM activity indicate that participants are capable of comprehending the training materials. Participants also responded positively to the material provided during the activity, particularly during the discussion of excellent service case studies with parents of students and the creation of simple SOPs. The achievement of target activities is evaluated using instruments that assess the clarity of PPM objectives, the benefits of training, the duration of implementation, the training materials, and the program's continued existence.

Kata Kunci: service excellent, standard operational procedure, excellent education institution, Covid-19