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Isbanban Foundation Volunteers during the Covid-19 Pandemic: Activities & Innovation

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ABSTRACT

ISBANBAN is an educational driving foundation in Banten that arranges programs to achieve curriculum goals in schools through 21st Century Skill that elaborates and encourages the ability of fostered to master the skills of Communication, Collaboration, Critical Thinking and Creativity for children aged 4 - 12 years old. Since the Covid-19 pandemic and the adoption of large-scale social restrictions and physical distancing by the government, this affected the voluntary activities carried out at Isbanban Foundation. Therefore, the purpose of this study is to obtain information about the ISBANBAN volunteers activities in Banten during this covid-19 pandemic, as well as innovative activities created by Isbanban in the education sector. The researcher found that all activities that required interaction with the Isbanban program were terminated; The closed access to the villages and lack of internet and gadgets by Isbanban students became an obstacle to online activities during the pandemic. The program provided is mentoring and prioritizing scholarships for students whose their parents' work was affected by covid-19. The mentoring program can also still be carried out through telephone connections which are conducted every two weeks by the mentor. Another innovation given by the Isbanban Foundation to its volunteers is Online Skill Class, which every week ISBANBAN volunteers are given online soft skill training by practitioners. Through this training, it is hoped that when the activity returns to normal, the volunteers will have better capabilities to carry out their duties.

Keywords : ISBANBAN Foundation, Volunteers, Education, Covid-19 Pandemic

1. Introduction

Beginning in 2020 the world was hit by an epidemic known as COVID-19 until the World Health Organization (WHO) announced the status of a global pandemic due to the outbreak. COVID-19 is a contagious disease caused by coronavirus 2 respiratory infection (severe acute respiratory syndrome coronavirus 2 or SARS-CoV-2). This virus is a type of Coronavirus that can attack animals. However, this compilation virus attacks humans, usually attacks respiratory infections, such as flu, MERS (Middle East Respiratory Syndrome), and SARS (Severe Acute Respiratory Syndrome).

This study tried to analyze the activities of a social movement carried out by civil society, where the movement is called ISBANBAN. Isbanban is a social movement that focuses on

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voluntary activities in the world of education, especially for primary and secondary education. Since it was founded in 2013, the organization has continued to grow and continue to exist today.

Nevertheless, at the beginning of 2020 the world was hit by an outbreak of the Covid-19 virus which made activities in various parts of the world severely hampered. The condition of the Covid-19 pandemic was also felt by the Indonesian state. As a result, the Indonesian government began to implement many changes in activities, one of which was teaching and learning activities in the world of education. Since the official announcement by the president of the Republic of Indonesia, Joko Widodo, that the covid-19 virus has entered the country of Indonesia, the Government continues to anticipate the transmission of the virus by issuing various policies, such as isolation, social and physical distancing to large-scale social restrictions. This condition requires its citizens to stay at home, work, worship and study at home.

Exactly the world of education also felt a very powerful effect from the policy. Teaching and learning activities became the first component that was starting to be restricted to activities, especially face-to-face or learning activities in the classroom. Since March 16, 2020 all formal teaching and learning activities in schools and in non-formal institutions such as courses and learning houses have begun to be replaced by distance learning systems or better known as online learning systems. This condition was experienced by all levels of education ranging from basic education to university level.

Formal education institutions such as schools have implemented online learning systems implemented during the co-19 pandemic. Nevertheless, there were many non-formal institutions that were also engaged in education and teaching, one of which was a social movement, ISBANBAN Foundation. Isbanban is one of the social movements of the community that still existed during the co-19 pandemic. The definition of social movements according to Anthony Giddens states that "social movements are a collective effort to pursue a common interest or movement to achieve common goals through collective action outside the scope of established institutions" (Fadillah, 2006).

Isbanban is a social movement that is now successfully transformed into a social foundation that moves in the world of education. This institution was originally founded by Banten youths to assist the education of children affected by the Banten earthquake in 2013. Over time, this

social movement began to grow and continue to carry out social actions in the field of education, especially for disadvantaged villages in Banten. From various social organizations and volunteer-based youth movements in Banten, Isbanban is a fairly active movement. This is evidenced by the continued increase in the number of target villages, volunteers, and the presence of new programs that they carry out. The distribution of Isbanban is, among others, in Serang City, Serang Regency, Tangerang Regency, South Tangerang City, Lebak, Cilegon, and Pandeglang.

The impact of the application of large-scale social restrictions and physical distancing by the government certainly impacted on volunteerism activities carried out in Isbanban institutions. Therefore, the purpose of this study was to obtain information about the activities of volunteer instructors in the palaces of children learning in Banten during this pandemic, as well as innovative activities made by Isbanban in a covid-19 pandemic condition in the education sector.

2. Literature Review

2.1 Isbanban Activity

Research conducted by Ridwan (2019) with the title "Phenomenology Study of Isbanban Foundation". The focus of this research is How the Phenomenon of the Isbanban Foundation. The purpose of this research is to find the phenomenon of the ISBANBAN Foundation and to find out the Motives, Actions, and Meanings of the volunteers who join the Isbanban Foundation. The research method used is a qualitative research method with a phenomenological study of awareness of human experience and social interaction, and to find out how the Motives, Actions, and Meanings of Alfred Schutz's phenomenological theory. Based on the results of the study found that the motive for joining volunteers at the Isbanban Foundation is due to a sense of social care, to fill free time, increase experience, especially in dealing with children, and have a background in education. Furthermore, the social action behaviors of volunteers after joining are changes to actions that are more sensitive and caring towards others, changes in actions facing children or facing others, and also volunteers feel they act better after joining the Isbanban Foundation. Finally, on how volunteers interpret the Isbanban Foundation, they interpret the Isbanban Foundation as a family, for volunteer togetherness and care from volunteers who make the Isbanban Foundation not only an organization but also a family, intermediary and as a bridge or in taking better action.

Research conducted by Susanto (2019) with the title "Social Campaign of the Banten Children's Learning Palace in the Development of Education in the Digital Era". This study aims to determine and describe the Isbanban social campaign communication strategy with the social marketing communication approach. This research is a qualitative research with a case study strategy that takes campaign activities through new media. The main data obtained through in-depth interviews and observation. The research findings provide an overview of the Social Marketing Communication Strategy conducted by Isbanban that connects offline interactions, namely teaching activities in remote areas of Banten with online interactions, namely social media as the main channel in social marketing aimed at building brand awareness of donation activities, through new media information that provides broader so that it is expected to reach further target adopter targets. The target of adoption of multiplayer donations is not only donating funds but also energy and thoughts in an effort to advance education in remote areas of Banten.

Research conducted by Isnaini (2017) entitled "Millennial Generation Voluntary Movement: The Case in the 2017 Jakarta Regional Election in Political Communication Perspective" which aims to explain and analyze the reasons for the voluntary movement to be the choice of millennial generation in the 2017 Jakarta Election and the 2017 Regional Election to explain and analyze participation in the voluntary movement. This research uses a qualitative approach with descriptive methods. The data used in this study are secondary data, in the form of literature and document searches. The results showed that what was done by the millennial generation by initiating the voluntary movement was an indication of their readiness as political actors. The form of political actors is as an activist, which bridges the interests of the community with the candidates they are carrying, and to achieve a more honest, fair and transparent democratic process. Millennials, through their participation in politics, not only want change, but also hope to become agents of change in their own way.

From some of the previous studies above, of course there are differences with the research the author will do. The first difference is about the phenomenon of volunteers in the education sector during the co-19 pandemic. As an example of research conducted by Muhammad Isnaini (2017), it only analyzes how volunteer activities are in the political sector, while in this study, the author will focus on how social volunteer activities in education during the co-19 pandemic.

2.2 *Volunteers*

A volunteer is someone who voluntarily donates his time, energy, thoughts, and expertise to help others (help other) and is aware that he will not get a salary or salary for what he has donated. Volunteering is one of the activities that can be carried out by all levels of society as a form of concern and commitment to a certain vision. Slamet (2009) suggests that volunteers are people who are unpaid providing time to achieve organizational goals, with large or limited responsibilities, without or with little special training, but can also be very intensive training in certain fields, to work voluntarily to help professionals.

The characteristics of Volunteers according to Omoto & Snyder (in Misgiyanti, 1997), include: Always look for opportunities to help, commitments are given in a relatively long time, requires high personal costs (time, energy, etc.), they don't know the people they help, so the people they help are regulated by the organization they are active in, and helpful behavior is not a must.

2.2.1 Type of Volunteers

According to Galuh (Department of Public Works, 2008) volunteers can be categorized into two groups, namely:

- a. Long-term volunteers: Long-term volunteers are volunteers who have a high level of concern and commitment to an issue, vision or group and are willing to dedicate themselves to fighting for an issue / vision that is believed in an indefinite period of time. Long-term volunteers have a strong bond both with the institution and the issues or programs that are being carried out by institutional volunteers. Usually this type of volunteer has a strong emotional bond to the issue or task that is being done and in line with the length of his participation in an institution, the value, self-identity and sense of ownership of the issue / task / institution will also increase.
- b. Short-term volunteers: Short-term volunteers are volunteers who join an institution for only a certain period of time. Usually this type of volunteer has concern for an issue but does not consider the issue or involvement in the institution as a priority in his life. Short-term volunteers before joining an institution will make sure in advance about the job description they will do and how long the commitment they must give to the agency. They are only willing to carry out tasks in accordance with the time period they

are providing, so usually these types of volunteers do not join an institution for long periods of time.

2.2.2 Role of Volunteers

Mitchell (in Abidah, 2012) mentions that there are four types of volunteers associated with the role of volunteers, namely:

- Policy making volunteers: volunteers who make policies work on task forces, review panels, commissions, and councils.
- Administrative volunteers: administrative volunteers who provide office support through activities such as word processing, coordinating schedules, and managing correspondence.
- Advocacy volunteers: advocacy volunteers who provide support through fundraising efforts, write letters and contact parliamentarians, testify at public hearings, organize community support, and work in the field of public relations.
- Direct service volunteers: direct service volunteers who may be involved in activities such as counseling, recreation, and teaching. The trend now is to link clients, especially those who train volunteers as part of the overall intervention plan. Often volunteers are trained to handle crisis telephone lines, or hotlines, and refer callers to appropriate community sources.

According to social psychologists (Nashori, 2008) acts that like menologues or volunteerism are inseparable from attitudes of prosocial behavior. Prosocial behavior includes all forms of action taken or planned to help others, regardless of the helper's motives. Prosocial behavior has a wider scope than altruism. Some types of prosocial behavior include altruistic actions and some other behaviors are not categorized as altruistic actions. The understanding of prosocial behavior ranges from selfless altruism to helpful actions that are entirely motivated by self-interest.

2.3 Social Activities

In the context of this research, the theory used is the theory of social movements from Giddens which researchers consider relevant to the reality and data found in initial research in the field, because in this study there is an organization formed by the principle of togetherness to achieve common goals, people who are members of a movement are basically people who are more or less understood and know about problems that existed before. Furthermore, social movements need to be distinguished from a number of social organizations. First, although different, social movements and formal organizations sometimes have vague boundaries, because social movements that turn out to be established usually have bureaucratic characteristics. Therefore, social movements can gradually change into formal organizations, while it is very rare for a formal organization to turn into a social movement. Second, although not too easy, social movements also need to be distinguished from interest groups, namely an association formed to influence policy makers in a way that benefits their members. Textile entrepreneurs' associations are clearly interest groups that usually influence policy makers so that the policies formulated are more profitable for their businesses (Syarbaini, 2012).

3. Research Methodology

This research used descriptive qualitative research methods. The technique used was interview technique and document study. Descriptive qualitative research is research in the form of case study approach. This research intensively focuses on one particular object that studies it as a case. The technique used is interview technique and document study. According to Lofland in Moleong (2007: 165), the main data sources in qualitative research were words and actions obtained from informants through interviews, the rest were additional data such as documents and others. To obtain data and information, the informants in this study were determined purposively or where the informant had been determined beforehand. Informants are people who are involved or experiencing the process of implementing and formulating programs in research locations.

This research was conducted in Banten. The informants who taken in this study are the founder of ISBANBAN Foundation and 4 volunteers who are actively involved in the organization. The selection of the sample was conducted through purposive sampling, i.e., through informant (key person) who have expertise, experience and more information on the data. Samples (internal and external) were those directly or indirectly involved and have an influence in ISBANBAN Foundation.

4. Result and Discussion

Researchers found that the province of Banten still had a low level of education quality. In 2018, the Central Statistics Agency (BPS) found that the average length of schooling in Banten had only reached 8.62 years.

Average length of school also varies by region. South Tangerang in the north has an average school age of 11.58 years. While in the southern part of Lebak it is only 6.19 years, Pandeglang 6.62 years, and Serang Regency 6.98 years. On the other hand, the majority of unemployment figures in Banten are apparently contributed by vocational education graduates. Referring to BPS data, in August 2017, from a total of 5.6 million workforces in Banten, as many as 9.28% or 520 thousand people were unemployed. This figure was increased from 499 thousand unemployed in the period August 2016.

Responding to these data, the Banten Children's Learning Palace (ISBANBAN) as an educational driving foundation in Banten compiled a program that supports the achievement of curriculum goals in schools. Through teaching about 21st Century Skill that elaborates and encourages the ability of foster brothers to master the skills of Communication, Collaboration, Critical Thinking and Creativity for children aged 4 - 12 years. The selection of 21st century skill-based learning is also carried out with many considerations, including to help students not only be smart in academics, but also to have the practical abilities needed for their future. In addition to active learning, Isbanban also established learning centers and parks read in the fostered village to become a center for children's creativity.

Since 2018, the Isbanban Foundation had also provided Education assistance scholarships to 45 children spread across 7 Regencies / Cities in Banten Province. Scholarships in the form of mentoring and tuition assistance such as building fees, tuition fees, transportation assistance costs and school supplies provided to select students of junior and senior high schools in Banten. Before the covid-19 pandemic that caused the cessation of face-to-face activities in schools as of March 16, 2020, Isbanban through the week's learning program routinely provides literacy learning and instills 21st century skills in elementary-junior high school age students in Banten. In addition, this organization also provided scholarships for high school / vocational students in the form of tuition assistance and routine mentoring programs with the aims of encouraging the younger generation of Banten to pursue higher education.

All programs carried out by the Isbanban Foundation actively involve the role of volunteers, where the volunteers were young Bantenese aged 18-25 years who are generally students who live in Banten province. The function of volunteers in Isbanban is divided into 2, namely volunteer learning weeks and as volunteer mentor brothers. Volunteer learning week has a duty to educate fostered younger siblings aged 7-14 years (elementary-junior high school age), while volunteer mentor brothers were responsible as mentors as well as mentors for Isbanban scholarship recipients.

In choosing an Isbanban volunteer to apply a fairly rigorous selection process, where a prospective volunteer must go through three stages of selection before finally being declared qualified as an Isbanban volunteer. In the first stage, volunteer candidates must write essays that describe their activities and interests in the social field of society, especially in the education sector. Then there is the interview stage, and at the end of the stage there is a debriefing program, where those who make it to this stage will be given training on teaching, social activities, and various skills needed to become a volunteer at Isbanban. The rigorous selection process shows that volunteerism in Isbanban is truly carried out in a professional manner. Likewise, when entering the covid-19 pandemic, Isbanban often provides advocates for his volunteers to remain productive and monitor their students during the co-19 pandemic.

The results of interviews of researchers with active volunteers Isbanban showed that there were still school-age children in Banten who choose to drop out of school, this was due to the lack of public awareness of the importance of education. Other results also showed that internet access in the seven Isbanban target villages were still severely constrained, thereby hampering the student learning process that is now done online the locations of the target villages could be seen in the table:

No	Volunteering Location
1	Kp. Sanding, Desa. Sindangsari, Kec. Sajira, Kab. Lebak, Banten.
2	Kp. Cikuya, Desa Sindangsari, Kec. Pabuaran, Kab. Serang, Banten
3	Kp. Gobang, Desa Batu Ranjang, Kec. Cipeucang, Kab. Pandeglang, Banten
4	Jalan Oscar Raya, Kel. Bambu Apus Kec. Pamulang, Kota Tangerang Selatan, Banten.
5	Jalan Mancak, Kp. Lebak Gebang, Kel. Bagendung, Kec. Cilegon, Kota Cilegon, Banten
6	Kp. Pabuaran Asem, Desa Pete, Tigaraksa, Kabupaten Tangerang
7	Jl. Raya sepang Km. 1 Kp. Cimoyan, RT 002/ RW 004, Kec, Taktakan, Kota Serang - Banten.

There were government policies that require learning, work and worship activities carried out from home, as well as the Government Regulation (PP) No. 21/2020 which regulated large-scale social restrictions made all activities that required interaction with the Isbanban program to be terminated. The closed access to the target villages and minimum used of gadgets by Isbanban students became an obstacle to program implementation during the pandemic. The option to do online activities for the target students was also not taken because of the lack of internet access in the Isbanban target village locations. So, with a very forced study week program that has been approximately 7 years implemented by Isbanban must be stopped temporarily.

Nevertheless, these limitations did not become a barrier for the Isbanban Foundation to stop all its activities. Although teaching and learning activities in the teaching week program must be stopped, mentoring and scholarship programs were still being carried out. The scholarship program provided was also adjusted to be prioritized for students whose parents' work was affected by covid-19. The mentoring program could also still be carried out through telephone connections which were conducted every two weeks by the mentor's brother. The volunteers are also preparing offline learning media in the form of DVD (offline file) which will later be provided by fostered students to be used as supplements to support their learning at school.

Innovation activities were also provided by the Isbanban Foundation to its volunteers in the form of online training called the Online Skill Class. During social and physical distancing while covid-19 pandemic, the Isbanban volunteers were given weekly soft skills training online by expert practitioners in their fields.

Based on the results of interviews of researchers to one of the volunteers (Yosi), said that the online training provided by Isbanban really helped him to remain productive and make the condition of this co-19 pandemic as a momentum for him to improve his capabilities and become more competent volunteers later after this pandemic ends. Through this training it is hoped that when the activity returns to normal, the volunteers will have better capabilities to carry out their duties.

5. Conclusion

The Covid-19 pandemic which has been sweeping almost all parts of the world does not necessarily reduce the enthusiasm of civil society to continue to be able to carry out social activities, one of them is the ISBANBAN as social movement in Banten province. Nevertheless, obstacles are also felt by Isbanban when they want to carry out teaching activities to their students. When teaching and learning activities face to face the volunteers must be forced to stop, but the ideal activity in distance learning during the COVID-19 pandemic in fact cannot be felt by all levels of society. Equitable internet access, as well as educational facilities are still obstacles if Indonesia wants to implement online-based learning. Nevertheless, amidst the pandemic conditions, the enthusiasm for learning from Isbanban Foundation volunteers is maintained through the innovation of the Online Skill Class program every week. Hopefully after the COVID-19 pandemic ends, the volunteers can return to carry out their duties with many new abilities.

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