

# Improving Digital Competency for Educators and Education Personnel Through Google Workspace for Education

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## Abstract

Fast-growing information technology impacts all aspects, including education, so all those involved in education must be able to use technology and information to facilitate work. This service aims to provide understanding, increase competence, and apply Google Workspace to education for educators and personnel. The method taken in this service is to use Community Based Research (CBR) or called Community Based Participatory Research (CBPR) is research based on a collaborative model between the community and the world of higher education that aims to carry out service learning actions to support social movements for the realization of social justice. The service method is carried out by holding workshops for partners. The implementation of the service begins by creating a website and school domain to create a Google Workspace for education and then conducting workshops on its use. The results of this service make MA Subulul Huda educators and education personnel competent in using Google Workspace for education.

## Keywords

Competency Improvement; Google Workspace; Technological Development



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## **1. INTRODUCTION**

The development of information technology affects the teaching and learning process in education. Education must adjust to rapid technological developments to facilitate education in teaching activities such as providing material or assessment. In education, information and communication technology for educators has a dual role as learning materials or materials or media/tools in helping to deliver material to students. That way, information and communication technology is very closely related to the world of education and has an important role in education development (Aldiab et al., 2019; Pahlevi et al., 2022).

Education lasts for a lifetime (long life education). Education is known as Teaching, a process of teaching activities and learning that can occur in any environment and at any time (Asfahani et al., 2023; Rifat et al., 2023). Education is an important process in human life that aims to improve cognitive, affective, and psychomotor skills to build quality, useful humans for the nation. In line with that, the purpose of education (Featured on Craigslist, 2016) is to improve skills, skills, enhance ethics, strengthen character, and strengthen the spirit of togetherness to build oneself and jointly build the nation (Ardiyanti et al., 2021; Lascano Pérez & Altamirano Carvajal, 2023).

Law Number 20 of 2003, article 39, paragraph 2 concerning SPN (National Education System) states, "Educators are professionals who are tasked with planning and implementing processes in learning, evaluating or assessing learning outcomes, carrying out guidance and training and carrying out research or research and community service, especially for educators at the university level." In line with this, educators must improve their learning ability by adjusting to the times (Chen et al., 2020; Saputra et al., 2023).

Madrasah Aliyah (MAN) is a level of education equivalent to senior secondary education (SMA). Unlike ibtidaiyah or tsanawiyah education, which is equivalent to elementary and junior high schools, students can usually bring communication devices or mobile phones at this upper secondary education level. If only Educators and Education Personnel were technologically literate or synchronized learning with this technology, students would easily accept it, and learning would be more enjoyable (Amri et al., 2024; Nugroho et al., 2023).

MA Subulul Huda is a school located on Jl. Raya Darma No. 214 Kawahmanuk Village, Darma District, Kuningan Regency, West Java Province. It has three majors, Science, Social Studies, and Religion, with 32 educators and one education staff. MA subulul Huda Darma has 12 classes and 2 Computer labs. Lab facilities support

students, educators, and education staff in using and accessing information technology (IT). However, after interviewing with the principal, H. O. Misbah, M.Si, it turned out that the use of IT in schools could have been more optimal. The service workshop conducted at the MA Subulul Huda Darma school can provide awareness for Educators and Education Personnel to apply IT, especially Google Workspace, For Education in learning.

Learning in the Digital era is strongly influenced by information and communication technology. Education should adapt to technology to facilitate the learning and learning process. For educators and education staff, technology has a dual role as a tool that helps the learning process and a medium for delivering information, material, and assessment (Obloberdiyevna D S, 2022; Suryanti et al., 2024). However, all the benefits of this technology will only be felt if educators and education staff still apply technology in the ongoing learning process. Another factor that causes educational technology to be disregarded is the need for more knowledge among educators and personnel about educational technology, one of which is Google Workspace for Education (Agustina et al., 2023; Chen et al., 2020).

One way to improve the competence of educators and education personnel in this digital era is by conducting several trainings related to the use of educational technology, especially Google Workspace for Education (Heilporn et al., 2021; Otto & Dunens, 2021). Based on the analysis of these situations and problems, training was carried out in workshops to improve the digital competence of educators and education personnel through Google Workspace for Education (Falloon, 2020; Rahmelia et al., 2022).

Several studies show that advances in science and technology in the realm of education cause educational process activities to be more advanced. Hence, GWF needs to be done to keep pace with these developments. GWF helps facilitate the learning process caused by the development of science and technology progress (Sangsawang, 2015; Waham et al., 2023); (Al-Mamary, 2022; Indah Sari et al., 2020). Other studies also mention increased student learning outcomes after using the Google Workspace for Education-based Discovery Inquiry learning model. Some examine digital classroom learning management based on Google Workspace for Education, and the results show that GWF-based digital classes make classes well-managed (Widayati, 2021); (Al-Mamary, 2022; Faisal & Kisman, 2020). In his article, Philip Nguyen said that Many schools and universities use Google Workspace for Education as their LMS software to integrate physical and digital materials in the classroom (Nguyen, 2023). That way, the benefits of GWF, if implemented in learning, are not

only beneficial for educators but will also provide benefits for students.

The novelty of increasing digital competence for educators and education personnel through Google Workspace for Education This approach involves educators and education personnel in schools that have not used educational technology, especially in MA Subulul Huda Darma, by providing training and mentoring so that educators and education personnel have optimal knowledge and improvement of digital competence. Overall, increasing digital competence through Google Workspace for Education offers innovative changes in the use of educational technology to achieve learning that is by the times.

This research aims to improve digital competence for educators and personnel through Google Workspace for Education. After this community service, significant changes are expected and ultimately lead to increased competence for educators and education staff, including Increased awareness and responsibility to improve competence in learning using IT, Increased awareness, and willingness to improve the competence of educators and students through Google Workspace for Education; and Increased awareness to implement the results of workshops in everyday life, especially in carrying out learning using technology.

## **2. METHODS**

An implementation method is needed to achieve the service target to carry out this service located at MA Subulul Huda Darma. The method taken in this service is to use Community Based Research (CBR) or called Community Based Participatory Research (CBPR) is research based on a collaborative model between the community and the world of higher education that aims to carry out service learning actions to support social movements for the realization of social justice. Community-based research aims to solve research problems to meet community needs and solve problems society faces. So that the result of CBR is to try to provide solutions or help solve problems that arise (Collins et al., 2018). In addition, CBR is an approach involving the community at various levels of role and participation that will benefit the community or society.

The CBR method is carried out through the following stages: Collaborating with researchers and communities, validating community knowledge by collecting and disseminating information, and social change as a means of achieving social justice. The steps that will be carried out by referring to the methodology used are as follows:

- a. Collaborate with schools that are used as places of service;

- b. Conduct questions and answers or discussion forums related to the theme of the workshop to be held
- c. Scheduling and conducting training;
- d. Ensure changes after the activity;
- e. Monitoring: Evaluation and ends with an activity report.

In addition, data validity checks are performed using triangulation techniques, which involve using something outside the data to check or compare with the data itself (Sugiyono, 2019). Data analysis is done through data reduction, presentation, and conclusions, which results from the data analysis process, where researchers describe, analyze, and interpret research data. The conclusion is the essence of the overall research activity, with the chosen methodology aligned with the research objectives.

#### **4. FINDINGS AND DISCUSSION**

The Community Service Team of UIN Sunan Gunung Djati Bandung carried out Community Service Activities to improve the digital competence of educators and education staff carried out at MA Subulul Huda Darma Kuningan, West Java, due to the use of IT in schools that have yet to.

The workshop conducted by the devotee on improving digital competence for educators and education staff was attended by 33 participants consisting of 32 educators and one education staff. Workshops or training at MA Subulul Huda are conducted offline (outside the network).

The first activity includes understanding learning using IT, especially Google Workspace for Education. According to digital competence, educators are part of one of the qualifications related to professional competencies that educators must have. Educators' digital competencies can be improved using educational applications, namely Google Workspace for Education (Aldawood et al., 2019; Lyman et al., 2023).

In the next session, the presentation and understanding of what is in the Google Workspace for Education application can be used by educators and education staff in the learning process or by making learning administration reports. Based on the applications available in Google Workspace, namely Google Mail, Google Drive, Google Docs, Google Sheets, Google Slides, Google Forms, Google Sites, Google Classroom, Google Meet, Google Jamboard, and Google Chat (Akinwamide & Oguntade, 2023; Huda et al., 2019).

In the next stage, the workshop's core is the presentation of each application and the practice of applying Google Workspace for Education. At this stage, educators and students are guided to open and follow the Google Workspace application taught by

the speaker. Workshop on improving the competence of educators and education staff by Mr. Fahmi Hasan Nugroho and Mrs. Ai Samrotul Fauziah as community service of UIN Sunan Gunung Djati Bandung.



Figure 1. Documentation of Workshop Activities

The last stage of this competency improvement workshop was distributing questionnaires to 33 participants participating in the workshop activities. The questionnaire distribution aims to determine the extent of the success of the workshop that has been carried out at MA Subulul Huda Darma Kuningan.

Table 1. Literacy mastery Google Workspace for Education

No	Statement	Value	STB	TB	KB	B	SB
1	Do you actively open and respond to emails?	Before	0,0	3,0	3,0	51,5	42,4
		After	0,0	0,0	3,0	54,5	42,4
2	Do you understand the use of calendars in the learning process?	Before	9,1	12,1	33,3	30,3	15,2
		After	3,0	9,1	36,4	33,3	18,2
3	Are you skilled at using Google Classroom to learn?	Before	6,1	12,1	12,1	36,4	33,3
		After	3,0	6,1	9,1	45,5	36,4
4	Are you skilled at using Google Forms for surveys and assessments?	Before	12,1	9,1	21,2	30,3	27,3
		After	6,1	6,1	24,2	33,3	30,3
5	Are you skilled at using docs, slides, and sheet applications for learning?	Before	6,1	9,1	9,1	39,4	36,4
		After	3,0	6,1	9,1	45,5	36,4

6	Are you skilled at managing reports in Google Spreadsheets?	Before	3,0	15,2	18,2	33,3	30,3
		After	0,0	12,1	9,1	45,5	33,3

Based on the Google Workspace mastery table before and after the workshop, the results show a change in mindset, awareness, understanding, and utilization of educators and students in opening and responding to emails, the use of Google Calendar, Google Classroom, google forms, google docs, slides, sheets, and spreadsheets in the learning process.

Opening and responding to emails from before is very 0.0; can't be 3.0; less can be 3.0 can be 51.5, and very can 42.4 after the workshop becomes very unable 0.0; can't be 0.0, less can be 3.0; It can be 54.5, and it can very well be 42.4.

Understanding the calendar in the learning process from before really can't be 9.1, can't be 12.1; less can be 33.3, can be 30.3, and very can be 15.2 after the workshop becomes very unable 3.0; can't be 9.1 less can be 36.4; It can be 33.3, and it can very well be 18.2.

The use of Google Classroom in learning from before cannot be 9.1, cannot be 12.1; less can be 33.3, can be 30.3, and very can be 15.2 after the workshop becomes very unable 3.0; can't be 9.1 less can be 36.4; It can be 33.3, and it can very well be 18.2.

Skilled in using google forms for surveys and assessments from before can not be 12.1, cannot be 9.1; less can be 21.2, can be 30.3 and very can be 27.3 after the workshop can be very unable 6.1; can not be 6.1; less can be 24.2; can be 33.3 and very can be 30.3.

Skilled in utilizing docs, slides, sheets applications for learning from before can not be 6.1; cannot be 9.1; less can be 9.1 can be 39.4 and very can be 36.4 after the workshop can be very unable to 3.0; can not be 6.1; less can be 9.1; can be 45.5 and very can be 36.4.

Skilled in managing reports in *Google Sheets* from before can not be 3.0; can not be 15.2; less can be 18.2. It can be 33.3, and it can be 30.3. After the workshop, it can be very can not be 0.0; it can not be 12.1; less can be 9.1; it can be 45.5, and very can be 33.3.

The questionnaire is related to using existing applications in Google Workspace for Education. Overall, the questionnaire results showed that the understanding of educators and education staff of MA Subulul Huda Darma increased. From the workshops conducted, many educators have begun to be interested in using *Google Forms* to conduct assessments in the classroom because, in addition to being more

effective and time-efficient, Google Forms can also provide objective assessments.

The use of *Google Workspace for Education* in the world of education makes learning more interesting and fun. Besides that, its use can be adjusted to users' needs to get better learning results as desired. The service offered by Google is free and has many facilities that make it easier for users to carry out learning activities anytime and anywhere without being bound by space and time (Erva et al., 2023; Fatimah, 2019). In addition, it has many facilities and can be adjusted to the population's needs. The classroom creates a learning community containing information, materials, and assignments. Google Meet is used to conduct online learning activities. Google Documents, save documents. Google Slides, create a presentation. Google Forms is used to conduct surveys and quiz learning assessments. And Google Chat, which makes it easy to send a message. With the many features offered by Google in the world of Education, it is very easy for teachers to improve the quality of Education (Hadar et al., 2020; Millner, 2021).

Workshops on improving the digital competence of educators and education staff are very important. This is based on Binkley, who suggests that four categories of 21st-century skills must be possessed (Bray et al., 2023; Care et al., 2018);

- a) Thinking: Creativity and innovation, critical thinking, problem-solving, decision-making, and learning about learning;
- b) Work: Communicate and collaborate;
- c) Work tools: General knowledge and skills of information and communication technology;
- d) Way of life: career, personal, and social responsibility, including awareness of culture and competence.

Technology integration in learning is a component of 21st-century learning. The 21st century is popular by bringing changes, namely the rapid development of Science and Technology (IPTEK), which results in a change in the learning paradigm marked by changes in curriculum, media, and technology. Good learning media interpret abstract concepts to be easy to understand (Jamin et al., 2024; Sebsibe et al., 2023). Information and Communication Technology (ICT)-based learning must be distinct from the demands of 21st-century learning (Mutiani & Faisal, 2019; Retnawati et al., 2018).

However, several things must be considered with the rapid pace of technology in the field of Education; educators and education personnel must be able to direct and control students to use technology properly so that educators become experts and explore and collaborate with students in finding discoveries in the learning process



(Judijanto et al., 2022; Lascano Pérez & Altamirano Carvajal, 2023).

The rapid development of information technology impacts all fields, including the field of Education. Global demands require the world of education to always adjust technological developments to improve the quality of education; given the importance of educators in education, especially in this technological era, the need for quality educators is a hope for the glorious future of the nation (Bertheau, 2020; O'Connor et al., 2023). The need for quality educators is getting higher now and must be addressed positively by education managers. Improving the quality of education at the education level will positively impact the creation of quality educators in the future (Hake, 1998; Jurin et al., 2010; O'Meara & Jaeger, 2019).

The flow of technological development must be translated by changing learning systems and patterns in schools or colleges. Therefore, learning activities that conventional models and textual approaches still dominate must utilize digital media optimally (Al-Mamary, 2022; Faisal & Kisman, 2020; Naim et al., 2022).

Digital Competency Improvement Workshops for Educators and Education Personnel through Google Workspace for Education are very important to be carried out so that educators and education personnel have digital capabilities to keep pace with the times. Educational innovation will always continue because educators and education staff need to continue to learn and want to develop existing knowledge rather than feeling satisfied with the knowledge they already understand.

## **5. CONCLUSION**

The implementation of digital competency improvement workshops for educators and education staff at MA Subulul Huda Darma Kuningan West Java has a significant impact on increasing digital competencies owned by educators and education staff in terms of increasing awareness and responsibility to improve competence in learning using IT; Increased awareness and willingness to improve the competence of educators and students through Google Workspace for Education; and Increased awareness to implement the results of workshops in everyday life, especially in carrying out learning using technology. This dedication makes learning more effective and efficient by using technology in Education.

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