

## Fostering An Attitude Of Tolerance Through The Syllabus Of Character Building For Muslim Employees At PT. Telkom Witel Central Sulawesi

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### ARTICLE INFO

### ABSTRACT

Volume: 2

### KEYWORD

Attitude of Tolerance, Syllabus of Character Building, Muslim Employees, Telkom Witel Central Sulawesi

Employees in a company are miniatures of the life of the wider community that is diverse, both in terms of religion, race, ethnicity, language and others. Tolerance, both as an understanding and a life attitude, is very urgent to be able to provide practical value in the lives of employees who respect and respect each other's diversity. This article aims to describe the fostering of tolerance attitudes of Muslim employees through the syllabus of character building in PT. Telkom Witel Central Sulawesi. The method used is descriptive analytical through a text study approach, where the author seeks to present efforts to build employee character through spiritual guidance (recitation) using a syllabus book at PT Telkom Group, then analyze it in the context of how the implementation of tolerance in Muslim employees is carried out at PT. Telkom Group. Telkom Witel Central Sulawesi. The results showed that PT. Telkom Witel Central Sulawesi fosters a tolerant attitude towards Muslim employees through three patterns: First: Fostering basic knowledge that is the foundation for Muslim employees to recognize tolerant attitudes. Second: Fostering supporting knowledge which is the stage and ladder for Muslim employees to reach the peak of tolerant attitudes. Third: Fostering the association of tolerant attitudes with all forms of perception and implementation in the work environment at PT. Telkom Witel Central Sulawesi.

### 1. Introduction

According to Rasulullah SAW, difference is mercy (HR. Baihaqi), because in these differences there are advantages and disadvantages for all parties, so that they can complement each other. In relation to religious diversity, in Indonesia there are six official religions that are recognized as legal for their citizens to embrace, in addition to hundreds of indigenous Indonesian beliefs. Each religion, through its teachings, has made a very valuable contribution to the formation of the nation's character, personality, civilization and culture. On top of that, all citizens—with all the differences they have—are the legal owners of this country. Therefore, they must jointly maintain its integrity, and not tear apart its own "home" with various disputes and hostilities. (Saptadi et al., 2022, p. 379).

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The meaning of tolerance is in line with the inevitability of accepting differences while at the same time appreciating and respecting them. So, a tolerant attitude related to muamalah matters or outside the substance of religion, a Muslim professional and employee should have a tolerant spirit. With that soul, he can accept other people's choices that are different from him. Be it differences of opinion, fiqh, or even ethnic and religious differences. If the climate of tolerance in the midst of a company develops well, then there are no problems that cannot be resolved. Rintangan sebesar apapun akan mampu diatasi oleh tim-tim yang solid yang memiliki jiwa besar dan sikap toleransi yang memandang perbedaan sebagai sebuah potensi dan bukan menjadi kelemahan. Kemampuan berinteraksi dengan perbedaan ini menunjukkan jiwa toleran yang baik. Any obstacle of any magnitude will be able to be overcome by solid teams that have a big heart and an attitude of tolerance that views differences as a potential and not a weakness. The ability to interact with these differences shows a good tolerant spirit. (Saptadi, Munif, et al., 2021, p. 345).

On a smaller scale, such diversity and differences will certainly be found in the work environment. PT. Telkom for example, has many employees with different and diverse backgrounds. This diversity and difference also has relatively the

## 2. Literature Review

There are several research results that are relevant to this article, but as far as the author's search has carried out a literature review, there has been no research that specifically discusses fostering tolerance for Muslim employees within PT. Telkom Central Sulawesi working area. Literature review that has relevance to this article, as the author meant above is:

First; Research conducted by Pujiantoro and Iftadi regarding the implementation of spiritual-based employee character development at PT. Telkom tdk, this research is still general in nature and has not specifically touched on the issue of tolerance for employees. (Pudjiantoro & Iftadi, 2019).

Second; a research on the implementation of tasawuf values in efforts to prevent criminal acts of corruption at PT Telkom Witel Medan, this research explores broadly the values of tasawuf, such as issues of honesty, trustworthiness, qanaah etc. in efforts to prevent criminal acts of corruption. However, this article has not specifically discussed issues of tolerance. (Malik, 2019).

Third; Articles written by Samsono and Mardiah related to the influence of midday studies on the morals of Telkom employees at the Landmark Tower. This article reveals that there is a significant influence of 8.1% between the noon study conducted by the Mosque Prosperity Council (DKM), and the morals of employees working at Telkom at the Landmark Tower. According to this article, among the morals that are formed from the zuhur study are affection, trustworthiness and guarding the word of mouth which are called morals between fellow human beings. (Samsono, 2020, pp. 91–123). However, these articles and studies do not discuss tolerance issues at all.

## 3. Methodology

Based on the background and the literature review above that has been carried out, this article discusses efforts to foster tolerance for Muslim employees at PT. Telkom especially those in the Central Sulawesi working area. This study uses a descriptive qualitative method through a literature study approach where the required data are obtained from various library sources (Zed, 2008, p. 1). Literature study is also one type of research whose written material is used as the object of research. In accordance with what Subagyo stated regarding library research, namely research whose data is inventoried, extracted and processed from various written sources, in the form of magazines, journals, books, and others. (Subagyo, 1991, p. 109). This article uses a text study approach to the character building syllabus of PT. Telkom Indonesia with data obtained from primary and secondary data. Primary data was obtained through tracing and reading syllabus books used in fostering tolerance for employees, while secondary data was obtained through reading articles and research results on issues of tolerance, social morality, cultural ethics, work culture etc.

In addition, the search was also carried out by researchers from various sources from primary and secondary materials that were in the same direction/relevance/according to this research. The data that has been collected is analyzed by filling it in, grouping it and then explaining it. After the data is collected and processed then it becomes a frame of mind. And the last, the researcher analyzes the data using content analysis, so that it is complete as a whole, and ends by drawing conclusions in the form of meaning, scope of material, and examples regarding the silabus pembinaan karakter PT. Telkom Indonesia.

## **4. Results and Discussion**

### **4.1 Impact on behavior**

Talking about fostering tolerance at PT. Telkom Witel Central Sulawesi, then there are three things that are the focus of the discussion. *First*: fostering and providing an understanding of the basic principles and foundations of tolerance. *Second*: The stages passed to reach the peak of tolerance and *third*: the peak of tolerance and its implementation in the work environment. The following is an explanation of these three things:

#### **4.1 Development of Basic Understanding (Foundation) of Tolerance**

Starting in 2013 coaching and providing understanding regarding the foundation of tolerance for Muslim employees has been provided by PT. Telkom Witel Central Sulawesi, through a field called the Majelis Ta'lim Telkom Group (MTTG) which oversees the Mosque Prosperity Agency (BKM), the BKM management was then assigned to find speakers/ustazd to discuss the syllabus that had been determined by the theme. There were four themes discussed this year which were closely related and became the foundation for an understanding of tolerance for Muslim employees.

*First*: "Working as a Media to Realize Rahmatan Lil' Alamin". This theme was discussed in the third week of March 2013. This theme aims to provide employees with an initial understanding that Islam is a religion of peace, because in fact the mention of rahmatan lil 'alamin is often accompanied by peace. Islam that is rahmatan lil 'alamin is Islam that displays a peaceful face, Muslims who are rahmatan lil 'alamin are Muslims who uphold peace. (Anwar et al, 2014, p. 47). However, it is incomplete if the definition is only stopped at the word peace, even though the meaning is more than that. Seeing the contents discussed in this theme explicitly want to instill an attitude of peace, comfort, courtesy and understanding in employees, where this is the main foundation for being tolerant.

*Second*: "Positive Thinking at Work". This theme was reviewed in the second week of July 2013, in discussing this theme it was explained to employees that husnuzhan (Positive Thinking) towards fellow human beings is shown by positive thinking, and respect for others without any suspicion. Husnuzhan at work can create a pleasant working atmosphere so that productivity increases and the company's vision and mission can be achieved. Even husnuzhan will make someone always optimistic, wise and responsible. (Anwar et al. 2014, p. 103–104) Tolerance will not be possible to achieve if employees do not think positively of other employees, then husnuzhan is a foundation that must be understood by every employee to be able to implement tolerance. Related titles and themes can be seen in the following year's syllabus. (See: Tafsir et al., 2015, pp. 305 & 317, 2016, p. 181, 2017, pp. 78–79)

#### **4.2 Tahapan Pembinaan Menuju Sikap Toleran**

To achieve a tolerant attitude, there is a process that must be passed, in this case PT. Telkom Witel Central Sulawesi in 2019 and 2020 chose several themes of spiritual guidance (Recitation) as the stages to go through to be able to provide understanding to employees towards creating a tolerant attitude in the work environment.

The first stage: providing spiritual guidance with the theme: "Making Yourself Rahmatan Lil' Alamin Grace for Colleagues". This syllabus theme was chosen as the first step to create a conducive and tolerant working atmosphere. In the syllabus it is explained that being Rahmatan lil 'Alamin for colleagues also means being pro-active. Professional Muslims must become the glue of brotherhood, become peacemakers for disputes, not provocateurs or spreaders of slander and hostility. When he saw his colleagues facing difficulties, he immediately helped, and if there was a dispute he reconciled. (Muhammad & Muhammad, 2019, p. 62).

The second stage: providing spiritual guidance with the theme: "Maintaining Good Relationships with Customers". This syllabus theme was chosen as the second stage after improving the relationship between colleagues internally, so externally the relationship with the customer must also be maintained. However, the customer is the main element in a company. In the 2020 syllabus it is explained that customers are a very important element for the company, because they are the users of the product. Without customers, the product will never exist. As a product user, the customer has the right to use or not use the product, and it really depends on whether or not a product is suitable for their needs. Therefore, if a company wants to retain its customers, the company must be able to meet the needs of its customers, including providing the best service to them. Therefore, companies and employees must have a good relationship with their customers. Service to them must be done in a friendly, polite and effective manner, so that they do not feel disappointed with the service they get. Whatever and

however their attitude is, customers must be given the best service, and must not be disappointed. They should not be irritated by convoluted procedures or long waits for service. (Muhammad & Muhammad, 2020, p. 309).

The third stage: holding lectures and discussions with the theme: "The Pluralism of the Indonesian Nation as the Sunnatullah and the Grace of Allah". This theme was discussed in the first week of September 2021 online via zoom and MTTG Facebook Central Sulawesi. In the syllabus it is explained that the plurality of humans manifested in various nations in this world has become the Sunnatullah and it is not even an exaggeration to say that the plurality of nations in this world is the Destiny of Allah SWT. (QS. Al Hujurat/49: 13). Diversity and pluralism also occur in various places, including in companies. Professionals and employees have different and very diverse backgrounds. The ability to interact well with various diversity by professionals and employees of the company will have an impact on the productivity and quality of products and services to the community. If the output increases in terms of quality, it will indirectly have an impact on a larger scope, contributing to the nation and state. (Saptadi, Munif, et al. 2021, p. 311)

### **4.3 Guidance to Implement Tolerance**

After making efforts to build a foundation to understand the principles and basis of tolerance for employees at PT Telkom Witel Central Sulawesi, MTTG setting the stages as a ladder to the peak of tolerance, then in mid-2021 MTTG Central Sulawesi chose the title spiritual guidance which will be the culmination of efforts to provides a core understanding related to tolerance for Muslim employees at PT Telkom Witel Central Sulawesi.

At the beginning of October 2021 the Central Sulawesi MTTG held spiritual guidance, which at that time the activity had changed its name to Spiritual Booster (S-Booster). The theme discussed was: "Tolerant Character (Tasamuh) at Work". The syllabus discussed explains that a Muslim professional and employee should have a tolerant spirit. With that soul, he can accept other people's choices that are different from him. Be it differences of opinion, fiqh, or even ethnic and religious differences. If the climate of tolerance in the midst of a company develops well, then there are no problems that cannot be resolved. Any obstacle of any magnitude will be able to be overcome by solid teams that have a big heart and an attitude of tolerance that views differences as a potential and not a weakness. The ability to interact with these differences shows a good tolerant spirit. (Saptadi et al., 2021, p. 345)

The highlight of the discussion on tolerant values in the S.Booster activities by MTTG Central Sulawesi, is related to fostering a tolerant attitude for Muslim employees at PT. Telkom Witel Central Sulawesi will be held in the third week of October 2021. At that time the theme discussed was: "Having Collaborative Character (Ta'awun) at Work". The discussion of this theme aims to create an attitude of collaboration at work as a manifestation of the tolerant attitude of employees in working within the Telkom Witel Central Sulawesi environment. Collaboration is a form of collaboration that is expected to produce maximum performance. This can be realized if the individuals in the community are able to find more common ground and optimize it. Meanwhile, at points of difference they can be tolerant and respect each other. Thus, the differences that exist in each individual in the community or company are not an obstacle in realizing harmonization and synergy. (Saptadi et al., 2021, p. 364). When compared to a sturdy building, it is made of a variety of different elements. Stone, sand, cement and water as well as steel are the different elements which, when combined properly, produce a solid building foundation.

Collaborating and cooperating with others is combining the two good potentials of each individual. Lighten up, because the workload is divided and distributed according to its strength and optimal value. Likewise, training individuals to get rid of their egocentric and self-centeredness. Melt into teams and groups that are strong and have good synergy. This ability to work together also fosters high values of solidarity and social sensitivity. (Saptadi et al., 2021, p. 365)

Therefore, the purpose of discussing this syllabus is to expect Muslim leaders, professionals and employees of PT. Telkom Witel Central Sulawesi, must get used to easily cooperating with various parties to produce better productivity and develop. Because through cooperation and collaboration with various parties it is more possible to do many things. This happens because there is a good distribution of work, appropriate division of tasks and time allocation for each with good planning as well.

## 5. Conclusion

Islam always fosters its people to always be tolerant to anyone, including those with different beliefs. A Muslim professional and employee should understand the urgency of tolerance through coaching to create a comfortable working climate and atmosphere. PT. Telkom Witel Central Sulawesi conducts tolerance training for its employees through a character building syllabus from 2013 to 2022.

The form of coaching that is carried out is through weekly discussions (bindroh) using the employee character development syllabus published by Spiritual Capital Management of PT Telkom Indonesia Tbk. With reference to the syllabus, PT. Telkom Witel Central Sulawesi fosters tolerance for Muslim employees through three patterns.

First: Fostering basic knowledge which is the foundation for Muslim employees to recognize tolerance. Second: Development of supporting knowledge which is the stage and ladder for Muslim employees to reach the peak of tolerance. Third: Fostering the achievement of tolerance with all forms of perception and implementation in the work environment at PT. Telkom Witel Central Sulawesi.

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