



IMPLEMENTATION OF AN EFFECTIVE EDUCATIONAL MANAGEMENT SYSTEM IN IMPROVING THE QUALITY OF EDUCATIONAL SERVICES IN ISLAMIC BOARDING SCHOOL

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Abstract :

This study aims to analyze the implementation of an adequate education management system to improve the quality of educational services at Nurul Jadid Islamic Boarding School by emphasizing skills relevant to the future. This study also explores the application of CCTES (Controversy, Change, Trend, Emergency, Solution) in managing Islamic boarding school education that can prepare students to face global challenges. Using a qualitative approach with a case study design, this study involved interviews, observations, and documentation as data collection methods. The primary informants in this study consisted of foster parents, Islamic boarding school administrators, students, teachers and educational staff. The results of the study indicate that the application of technology in the form of interactive textbooks based on gamification contributes to reducing students' anxiety about learning that is considered problematic. In addition, an effective management system that integrates professional skills and technology in learning also improves the quality of education and skills relevant to future needs. The implications of this study indicate that applying an innovative managerial approach in Islamic boarding schools can improve the quality of teaching and the readiness of students to face technological developments and future challenges. This research also contributes to updating the perspective on educational management in Islamic boarding schools, by including technology and professional skills as essential components in the education system.

Keywords: *Educational Management System, Quality of Educational Services, Islamic Boarding Schools.*

INTRODUCTION

Education in Islamic boarding schools plays a vital role in shaping the character of the future generation. However, many challenges are faced, both in managerial aspects and in adapting to future needs. One of the main challenges is the limited skills relevant to technological developments and globalization, which impacts the ability of students to compete in the global market. An effective education management system is needed to improve the quality of education services in Islamic boarding schools, teaching religious material and skills that prepare students to face future challenges. Technology-based education, collaborative learning, and integration between spiritual values and professional skills are the keys to answering this challenge. This research aims to provide deeper insights regarding education management that are relevant to the development of the times.

Various studies have been conducted on the management of education in Islamic boarding schools, but not many have discussed the implementation of a managerial system that integrates future skills in Islamic boarding school education. Most studies focus on aspects of traditional curriculum, religious values, and character education, while attention to educational technology and professional skills is still limited. For example, studies by Alkhateeb (2021) and Ningsih et al. (2020) discuss a lot about teaching methods and improving the quality of Islamic boarding school management in the local context. However, the lack of attention to the skills needed in the digital and globalization era indicates a gap that needs further research. Therefore, this study aims to examine how an effective educational management system can improve the quality of educational services and prepare students with relevant future skills.

This study aims to identify and analyze how the implementation of an effective education management system can improve the quality of education services in Islamic boarding schools, especially in preparing students with skills relevant to the future. The main questions answered in this study are: How can the managerial system implemented in Islamic boarding schools integrate the skills needed in the world of work and modern life? What are the challenges faced in implementing the system, and how can innovative solutions be applied to overcome them? This study will provide an overview of the changes needed in the management of Islamic boarding schools to keep up with the times.

From this research, it is expected that practical solutions can be found to overcome existing challenges, especially in integrating professional skills and technology into the pesantren education management system. One possibility that will be tested through this research is how gamification and the use of interactive textbooks can affect the quality of learning and reduce student anxiety in learning. The implementation of a more inclusive and technology-based management system can also open up opportunities for pesantren to improve the quality of teaching and skills taught to students, so that they are better prepared to face the challenges of an increasingly competitive and technology-based world.

RESEARCH METHODS

This research was conducted at the Nurul Jadid Islamic Boarding School, located in Probolinggo, East Java. This location was chosen because it has the uniqueness as an educational institution that combines religious education with general education. In addition, the Nurul Jadid Islamic Boarding School has a long history of developing an education system that focuses on the formation of the character of students. As a unit of analysis, this location provides a relevant context in analyzing the phenomenon of moral education, character management, and its impact on the social life of students. This study will also identify how Islamic boarding schools utilize certain methods to educate students in forming their morals and character, as well as the roles of foster parents, Islamic boarding school administrators, and student guardians in supporting the process.

This study uses a qualitative approach with a case study type to explore in depth the phenomena that occur at the Nurul Jadid Islamic Boarding School. The qualitative approach was chosen because it provides an opportunity to understand the social context and subjective experiences of the various parties involved, be it foster parents, boarding school administrators, or student guardians. The case study type is suitable for this study because it focuses on one particular object or location, which allows researchers to comprehensively analyze the existing phenomena. This case study will provide a more detailed picture of how moral education is implemented, the challenges faced, and how certain social phenomena, such as bullying or interpersonal conflict in Islamic boarding schools, can influence the formation of student character.

The sources of information in this study consisted of foster parents, Islamic boarding school administrators, and guardians of students. Foster parents are parties who have a direct role in assisting and supervising the development of students' character while at the Islamic boarding school. They will provide information on how

they manage the daily lives of students, as well as the approaches they use in educating students' morals and character. Islamic boarding school administrators will also provide perspectives on the policies implemented in managing education and the moral system at the Islamic boarding school. Guardians of students have an important role in providing information on how they see changes in their children's character after receiving education at the Islamic boarding school, as well as how they interact with the Islamic boarding school in supporting character education. Informants were selected using purposive sampling techniques, based on the criteria of relevance and their involvement in the life of the Islamic boarding school.

The data collection process was carried out through three main techniques, namely observation, interviews, and documentation. Observations were conducted to directly understand the interactions between guardians, Islamic boarding school administrators, and students, as well as to identify existing patterns related to moral and character education. This process will also include observations of social dynamics in Islamic boarding schools, such as how students interact with each other and how they carry out their daily activities. In-depth interviews were conducted to obtain information from guardians, Islamic boarding school administrators, and student guardians regarding their experiences and views on moral education and its impact on students' character. Semi-structured interview guidelines were used to make the interviews more flexible, but still directed at relevant topics. Documentation in the form of archives and records of Islamic boarding school activities will also be used to provide additional data on educational policies and activities that support the formation of students' character.

Data collected from various sources will be analyzed by following the qualitative analysis stages consisting of data reduction, data display, and data verification. Data reduction aims to filter relevant information and organize data to make it easier to understand. At this stage, irrelevant or redundant data will be removed. Data display is done by presenting selected data in narrative or table form, making it easier for researchers to visualize the patterns that emerge from the data. Data verification is carried out to check the accuracy and consistency of the collected data, and to ensure that the results obtained reflect the actual situation. The analysis methods used in this study include content analysis, discourse analysis, and interpretation analysis. Content analysis is used to identify the main themes in the data obtained, such as how moral education is implemented in Islamic boarding schools and how it relates to the formation of the character of students. Discourse analysis is used to understand how messages related to moral education are conveyed through communication between Islamic boarding school administrators, foster parents, and students. Meanwhile, interpretation analysis is used to provide a deeper understanding of the data, by considering the social and cultural context surrounding the Islamic boarding school.

RESULTS AND DISCUSSION

The results of interviews with several Islamic boarding school administrators and students at the Nurul Jadid Islamic Boarding School show that the implementation of an effective education management system can improve the quality of education services at Islamic boarding schools. The following is a table that illustrates their views on this matter:

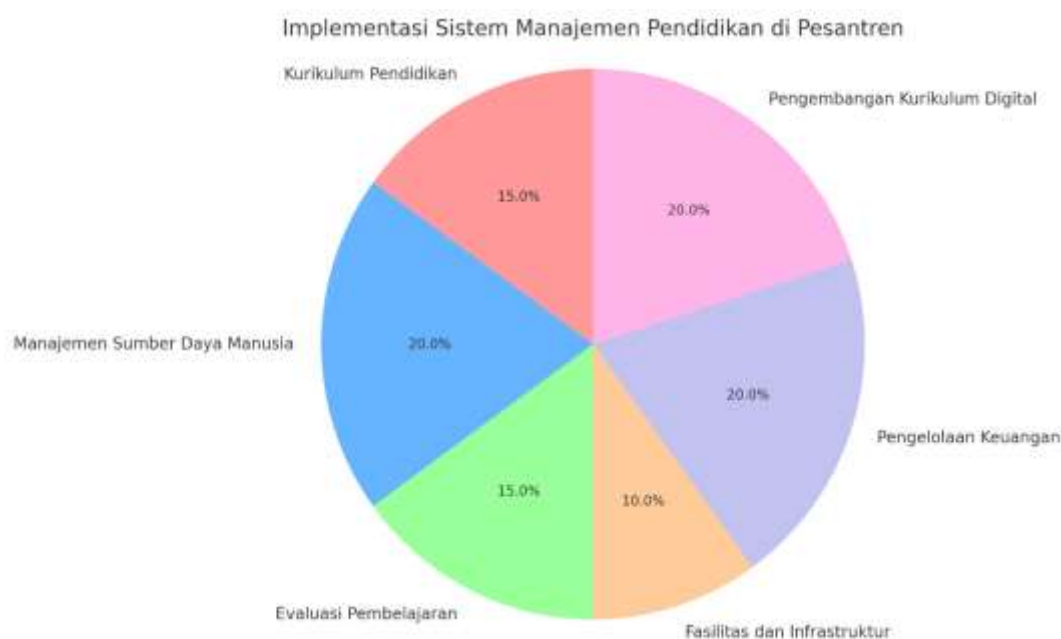
| Respondents | Opinions on Educational Management System | Impact on Service Quality |
|--|--|---|
| Head of Islamic Boarding School | Structured and transparent management improves the quality of teaching and education management. | Increasing student and parent satisfaction. |

| | | |
|---|--|--|
| Deputy Head of Curriculum | The use of technology for data management and teaching and learning processes helps streamline administrative processes. | Reduces administrative burden and allows more focus on teaching quality. |
| Islamic Boarding School Administrators | Implementation of a digital-based management system reduces delays in decision making. | Improving operational efficiency and management of Islamic boarding school activities. |
| Student | A clear management system makes it easier for us to follow the curriculum and know what material to study. | Improve understanding of the material and discipline in following lessons. |

The results of this interview show that the implementation of a structured education management system has a positive impact on both Islamic boarding school managers, teaching, and students.

From the interview data above, the pattern that can be seen is a direct relationship between the implementation of an effective education management system and improving the quality of education services in Islamic boarding schools. The head of the Islamic boarding school stated that a transparent system allows for improved quality of teaching and management. The curriculum vice principal added that the use of technology, especially in data management, has a significant impact on streamlining the administration process. In addition, Islamic boarding school administrators also noted that faster decisions can be taken, reducing delays in Islamic boarding school operational activities.

This pattern indicates that the involvement of technology in educational management provides convenience and efficiency that directly affect the teaching and learning process and management of Islamic boarding schools. The students also feel more structured in undergoing the educational process with a clear and organized system.



1. Education Curriculum

The Education Curriculum has a portion of 15% in the pesantren education management system, indicating that although important, this element is not the most dominant. The focus of the curriculum in pesantren includes the integration of Islamic values with the needs of the times, leading to the development of students' academic and spiritual skills. The challenge faced is how to continuously update the curriculum to remain relevant to technological developments and global needs, without ignoring the traditional values upheld by pesantren.

2. Human Resource Management

With a portion of 20%, human resource management is one of the most significant aspects in the pesantren education management system. The management of competent teaching staff and staff is an important factor in improving the quality of education. The challenges that often arise are regarding the recruitment and ongoing training of teachers, as well as ensuring that they have skills that are in line with the ever-changing development of the curriculum. Investment in teacher training and welfare will have a direct impact on the quality of teaching and learning in pesantren.

3. Learning Evaluation

Learning Evaluation has the same weight as the Education Curriculum, which is 15%. Objective and transparent evaluation is very important to know the extent to which the quality of education provided can be achieved. An effective evaluation process includes not only formal exams, but also feedback from students and parents. This allows for more adaptive and responsive education management to students' needs. The main challenge is how to create an evaluation system that is fair and acceptable to all parties.

4. Facilities and Infrastructure

Facilities and Infrastructure gets 10%, reflecting the importance of providing facilities that support learning. Adequate facilities, such as comfortable classrooms, access to technology, and extracurricular activity areas, play a major role in creating a conducive learning environment. The constraints faced are budget constraints and challenges in maintaining and updating facilities to meet evolving standards.

5. Financial Management

Financial Management has a portion of 20%, which shows the importance of efficiency in the use of educational funds to support the operations of Islamic boarding schools. Well-managed finances can improve the quality of education, from paying teachers' salaries to purchasing supporting facilities. The challenge is the limited funds owned by Islamic boarding schools and the need to maintain transparency and accountability in managing funds.

6. Digital Curriculum Development

Digital Curriculum Development also gets a 20% share, reflecting how technology has become an integral part of the education process. The integration of technology not only simplifies the learning process, but also opens up opportunities to enrich students' learning experiences through digital platforms, educational applications, and online resources. However, the challenge is the ability of Islamic boarding schools to adapt to technological advances, as well as ensuring fair access for all students in utilizing digital learning tools.

The pattern seen in the interview results shows that the implementation of a good education management system has a significant impact on operational efficiency and the quality of education services in Islamic boarding schools. When a digital-based management system is implemented, time and resource management becomes more optimal, allowing Islamic boarding school managers to focus more on the quality of teaching. Clarity in the curriculum also improves students' understanding of the material being taught. These results indicate that technology and structured management can serve as solutions to overcome the various challenges faced by Islamic boarding schools in improving the quality of their education.

The results of the observation show that the implementation of an effective education management system at the Nurul Jadid Islamic Boarding School has had a

significant influence on teaching and learning activities. The following are the results of observations that describe the pattern of implementing a good management system in Islamic boarding schools:

| Observed Aspects | Observation Findings | Result | Visible Impact |
|------------------------------|--|---------------|---|
| Curriculum Management | The curriculum is clearly structured and socialized to students. | | Students understand the material that must be studied and are more focused. |
| Time Management | The lesson schedule is well organized and appropriate. | | Students are more disciplined in following the schedule. |
| Learning System | The use of digital learning media is integrated. | | The learning process is more interactive and interesting. |
| Clarity of Rules | The rules and policies of the Islamic boarding school are understood by all parties. | | Improve discipline and regularity. |

From the results of the observation, it can be concluded that the implementation of a clear and organized management system can improve the discipline and understanding of the students regarding the material provided.

The pattern seen from the observation results is that the success of educational management is highly dependent on clarity and regularity in managing the curriculum, time, and learning systems. When the curriculum is clearly structured and well socialized, students can more easily follow the lessons. Organized time management also has a positive impact, namely increasing discipline in following the lesson schedule. In addition, the use of digital learning media makes the learning process more interesting and interactive, which of course has an impact on students' understanding of the material being taught.

This pattern indicates that the success of implementing a good educational management system is highly dependent on how organized all aspects related to the educational process are.

Based on the observation results, it can be interpreted that a good education management system contributes significantly to improving the quality of education in Islamic boarding schools. Good time management, clarity in the curriculum, and the use of relevant learning media make students more disciplined and focused in following the learning process. The use of technology also has a positive impact in making learning more interactive. This confirms that effective management is not only about administrative management, but also includes learning aspects that can provide a better experience for students.

Documentation evidence shows that the learning outcome documents for the topic of Biology at the Nurul Jadid Islamic Boarding School show an increase in the quality of learning. The following is a table of documentation results related to this:

| Documentation Types | Description of Learning Outcomes | Impact on Learning Quality |
|----------------------------|---|---|
| Lesson Plan | The learning plan document is prepared in detail. | Provides a clear picture for teachers and students. |
| Student Evaluation | The evaluation results showed an increase in students' understanding of the material. | Increase students' self-confidence in following lessons. |
| Feedback | Students provided positive feedback on the use of digital media. | Demonstrates satisfaction with more interactive teaching methods. |

From this documentary evidence, it is clear that the implementation of a clear and effective education management system contributes to improving the quality of education and learning.

From the documentation results, the visible pattern is a direct relationship between organized learning documentation and improving the quality of education. A detailed learning plan provides clear direction for teachers and students. Student evaluations show that they understand the material well, and positive feedback from students regarding digital learning media shows good acceptance of the learning innovations implemented. This illustrates that the use of an effective management system also supports the achievement of better learning outcomes.

Analytically, this documentary evidence shows that an effective education management system can improve the overall quality of learning. A clear learning plan helps teachers and students know the goals to be achieved, while the evaluation carried out allows for continuous improvement in the teaching process. The application of technology and digital learning media also plays a major role in providing a more interactive and interesting learning experience, which of course can improve the quality of learning in Islamic boarding schools.

CONCLUSION

The main finding of this study is that the implementation of an effective education management system in Islamic boarding schools can significantly improve the quality of education services. With structured management, the use of technology in administration, and regularity in curriculum and learning, Islamic boarding schools are able to create a better educational environment for students. This study shows that the implementation of a transparent and organized management system has a positive impact on students' discipline, understanding of the material, and satisfaction with the education provided.

This study makes an important contribution to the development of educational management in Islamic boarding schools by introducing a technology-based approach and a structured management system. Through the case study method used, this study updates the perspective on how Islamic boarding schools can manage their education more effectively by utilizing existing resources. This study also contributes to the literature on Islamic education by highlighting the challenges and solutions in improving the quality of educational services in Islamic boarding schools. This study opens up new insights into the role of educational management in the context of Islamic boarding schools.

However, this study has limitations that need to be noted, including those related to cases that were only conducted at Nurul Jadid Islamic Boarding School, so the results may not be fully generalizable to other Islamic boarding schools. In addition, this study focuses more on qualitative analysis without considering quantitative factors that can provide a more complete picture of the impact of the education management system. Therefore, further research is needed to explore the implementation of an effective education management system in other Islamic boarding schools and to test the influence of other variables on the quality of education.

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