



TRANSFORMATION OF ISLAMIC BOARDING SCHOOLS; IMPROVING SERVICE QUALITY WITH THE PEDATREN MANAGEMENT INFORMATION SYSTEM

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Abstract:

This research is intended to analyze and understand the use of the Pedatren application system as a response to the modernization occurring at the Nurul Jadid Islamic boarding school, Paiton, Probolinggo, with the aim of improving service quality. The research method used is a qualitative approach with a case study type. Data collection was carried out through observation, interviews and documentation. Data analysis begins with presenting the data, carrying out data reduction, and ends with concluding the findings. The research results show that the use of the Pedatren application system can respond to the challenges of Islamic boarding school modernization and the complexity of community demands amidst competition between educational institutions. This is achieved through providing services related to student identity, number of students, development of the student learning process, student licensing system, and payments made digitally via virtual accounts.

Keywords: *Transformation of Islamic boarding schools, Quality of service, Sim*

INTRODUCTION

(Safrizal, 2015) Along with the development of information and technology, especially the era of the industrial revolution 4.02, the world of education is experiencing many challenges, especially Islamic boarding schools as Islamic educational institutions which are unique and distinctive in their implementation. These challenges are related to community expectations regarding the quality of Islamic boarding school education, improving service quality, speed in obtaining information, synchronizing Islamic boarding school management with technology and so on.

As a result of advances in information and communication technology, the Nurul Jadid Islamic boarding school in Paiton, Probolinggo, is working hard to adapt to these developments and meet the demands of an increasingly complex society. One of the adaptation steps taken by this Islamic boarding school is to modernize the Islamic boarding school service system through the creation of the Pedatren application. This application functions as a means to improve the quality of Islamic boarding school services to the community by making it easier to input Islamic boarding school data, including information about students and their development while at the Islamic boarding school. With this application, teachers and guardians of students can easily access this information through an integrated management information system (SIM).

The results of previous research show that the implementation of the education management information system at MAN 2 Ponorogo is in the form

of utilizing an application system consisting of teaching and education staff services by empowering the SIMPATIKA application (Ministry of Religion Information System for Educators and Education Personnel), e-learning learning applications, BNI applications eduPATROL, fingerprint application for both teachers and students and a web-based application for accepting new students (PPDB) (Sonia, 2020). This previous research aims to find out how to plan, implement and evaluate academic management information systems in improving the quality of teaching and learning services in vocational schools. . Based on the research results, it shows that the academic SIM planning is quite good, the implementation of the academic SIM is carried out by the school principal and the SIM academic team and the results are quite good (Mayasari et al., 2021).

The novelty of this discussion is that SIM-Pedatren is a breakthrough because it combines the principles of educational management with information technology in a holistic manner. This makes Islamic boarding schools have a powerful tool to improve service quality and the Pedatren application is designed to optimize the operational efficiency of Islamic boarding schools, including data collection, reporting and resource management. In this way, educational services can be provided more efficiently and with better quality.

The implementation of the Pedatren application at the Nurul Jadid Islamic boarding school indirectly solves the problems faced by santri guardians, such as unclear licensing within the Islamic boarding school which was previously difficult for the parties concerned to know. Through this application, student guardians, foster carers, leaders and caregivers can directly monitor the students' progress on a regular basis.

Apart from that, the aim of the Pedatren application system is to optimize Islamic boarding school operations, such as monitoring growth in the number of active students, health conditions, education levels, and attitudes and behavior of students. All this information can be monitored by related parties, providing easy, fast access, without large costs, and even saving time.

Pedatren also has the advantage of being able to be easily accessed by santri guardians and boarding school administrators, especially in terms of payments which can be made online via a virtual account. With this feature, student guardians don't need to worry about the payment process at the Islamic boarding school, because this application simplifies the payment process more easily.

The impact of implementing this application system at the Nurul Jadid Islamic boarding school is the creation of a mutually beneficial relationship between all parties in the Islamic boarding school, including the students, asatidz, caregivers and guardians of the students. This system provides convenience, optimal service, speed and efficiency, and does not make it difficult for student guardians to take care of various administration related to their children. Apart from that, both santri guardians and Islamic boarding school administrators can easily monitor various daily activities of santri students and develop modern thinking regarding society and the needs of santri guardians.

The modernization of the management of the Nurul Jadid Islamic boarding school through this application system aims to improve the quality of

Islamic boarding school services as part of achieving the jointly determined vision and mission. The ease with which people can access various information and the speed of service they receive, as well as being able to reduce costs and time taken, are the hopes of Islamic boarding schools in their management.

Service quality has a very important role for an organization in achieving customer satisfaction (Rizal et al., 2023). This is in accordance with research results from Novan Haryono who said that service quality has a strong influence on consumer satisfaction and loyalty. Likewise, Mujiburrahman, et al, said that services that are oriented towards aspects of tangibles, responsiveness, reliability, empathy and assurance can increase student satisfaction. One medium for improving service quality according to Abdul Haq, et al is by providing the necessary advice and infrastructure.

Therefore, improving public services needs serious attention, especially for Islamic boarding school educational institutions, in order to lighten the burden or responsibilities carried by these institutions. In conditions like this, all elements of society, schools, government, and even Islamic boarding schools, seem to be expected to provide facilities that can be accessed via computers with the help of applications.

Starting from the importance of modernizing Islamic boarding school educational institutions and optimizing service quality, the researcher focused his study on the use of the Pedatren Application system as a response to the modernization of the Nurul Jadid Islamic boarding school, Paiton, Probolinggo in improving the quality of its services (Priatna & Faizah, 2023).

RESEARCH METHODS

This research uses a qualitative case study type approach. In this case the researcher is trying to uncover the phenomenon that occurs at the Nurul Jadid Islamic boarding school, Paiton, Probolinggo, East Java related to the use of the Pedatren Application System to improve service quality as the Islamic boarding school's response to developments in technology and information.

To obtain accurate and reliable data, researchers conducted interviews with several Islamic boarding school leaders, administrators, teachers and students to obtain the required information using the principle of purposive sampling. Apart from that, researchers also carried out observations and documentation of various activities from the use of the Pedatren Application System.

Data processing is carried out in a circular and systematic manner, following the principles of the Milles and Hubberman concepts. This process begins with presenting the research data as a whole, then continues by detailing and selecting data that is relevant to the research focus, and ends with drawing up conclusions as a result of the research findings.

RESULTS AND DISCUSSION

The Pedatren application at the Nurul Jadid Islamic boarding school, Paiton, Probolinggo, began with deliberations from the caregivers and considerations from KH. Abdul Hamid Wahid M.Ag, head of the Islamic boarding school. This proposal received positive responses from various parties. Therefore, the Nurul Jadid Islamic Boarding School IT team initiated the creation of the Pedatren application. The aim is to help and make it easier for students, administrators, caretakers, and even guardians of students in the process of conveying and accessing information (Baharun & Ardillah, 2019).

PEDATREN (Islamic Boarding School Data Collection) is the only parent application that is recognized as a valid source of student data at the Nurul Jadid Islamic boarding school. This application stores various information that can be accessed by administrators, employees, student guardians, caregivers and other parties. There are various menus in the application that can be accessed for Islamic boarding school needs, such as data on the growth of the number of students in the general area of the Nurul Jadid Islamic boarding school, data per region of the Islamic boarding school, as well as data on regions and dormitories in the area (Karami & Dahlan, 2022). This application also includes information regarding the development of santri and services related to the main activities of santri, such as santri permits.

The Pedatren application aims to facilitate access and services for all authorized parties, especially students and administrators. One of the advantages is that it simplifies the process of collecting data on returning groups of students. Pedatren has succeeded in collecting accurate and valid student data, which can be accessed easily and used efficiently.

According to Ahmad Faqihatus Sholeh (2024), the development of the Pedatren application system used by the Nurul Jadid Islamic boarding school is still in a transition period to achieve its main goal as a single parent application that stores valid student data at the Islamic boarding school and provides valid information to related parties for the students.

Apart from that, Miftahul Huda (2024) as a member of the IT team explained that initially, the Pedatren application system was only used to collect complete biographical data on students. However, as time goes by, Pedatren has been integrated with aspects of health, education, boarding and assisting students while they are in the Islamic boarding school environment. All of this data is directly connected within one Islamic boarding school.

"Before the existence of pedatren, each region had a ledger and it was only used for its own region while the central administrators could not know all the data in detail. "If the data is in book form and piled up, then it is very unsafe and cannot be updated, so that when there is an urgent need, the Islamic boarding school cannot provide maximum service to those who need it," he continued.

After the existence of pedatren, according to Moh. Alfian Wahid "in general can see from a general and specific perspective with detail and easy updating of Nurul Jadid Islamic boarding school student data according to needs, and it is not easy to lose student data and is safe in providing information, so that those who need it feel satisfied with the service boarding school by getting what it needs."

Haeroni stated further that the implementation of the Pedatren application at the Nurul Jadid Islamic boarding school was the result of innovation that came from an agreement through deliberation of various related parties. These parties involve the head of the Islamic boarding school, Nurul Jadid, the head of the IT and data section, as well as other supporting elements in overcoming various challenges in Islamic boarding schools, both at the central and regional levels. To date, this application has become the main solution for various questions related to searching for student data and other urgent and long-term needs. Because of this, Pedatren is considered a very

important component by various parties, including the need for data collection for central, regional, regional and student dormitory information, to the need for formal, informal and non-formal institutions at the Nurul Jadid Islamic boarding school.

The results of observations and research documentation in the field show that the data contained in the Pedatren application includes the development of the number of students at Nurul Jadid Islamic boarding school, both in terms of area and student dormitories. The available information covers the development of students from various aspects, including cognitive, affective and psychomotor aspects. Data updates are carried out regularly every month by authorized parties, such as Islamic boarding school administrators and foster parents of students at the Nurul Jadid Islamic boarding school.

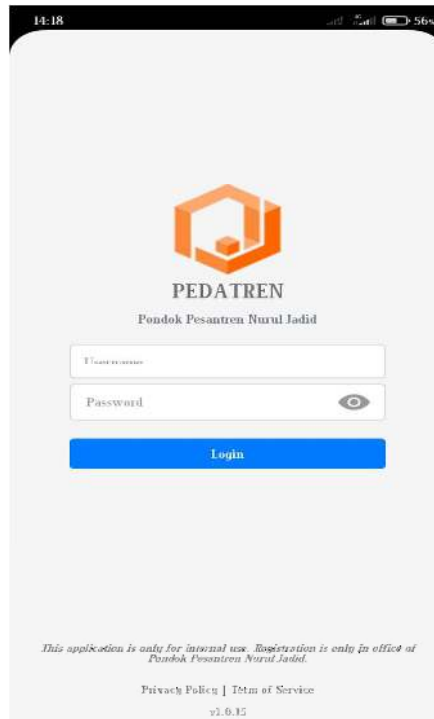


Figure 1: Initial display for logging in to the Pedatren application

This application also provides crucial information regarding student activities, including records of entry and exit from Islamic boarding schools. This data includes the time of the incident, the reason for the student's departure, the companion or pick-up of the student, and the return of the student to the Islamic boarding school.

Pedatren is a system-based application that aims to improve the quality of information services related to student data which is really needed (Ismail et al., 2023). The initial stage of implementation involves accessing and logging into the PEDATREN application, the appearance of which can be seen as in Figure 1. By accessing PEDATREN and logging into the system, users can find various menus according to their needs.

PEDATREN provides a number of benefits that can improve the quality of services at the Nurul Jadid Islamic Boarding School. First, this application helps in identifying the identity of students, where the information is obtained from

various sources, especially from the party responsible for data collection. Fani Eka Oktavian explained that "the pedatren system is used as a platform for entering valid student data, which includes;

a) Complete biodata

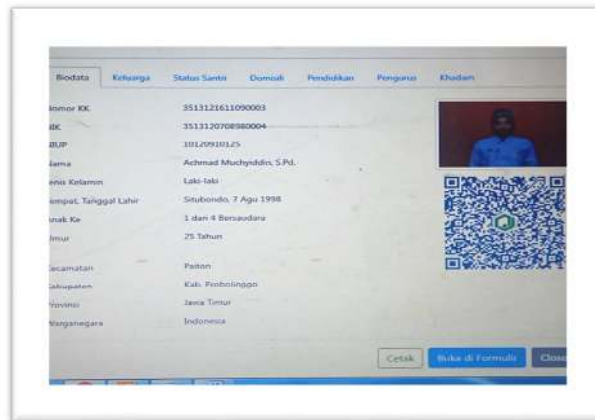


Figure 2. Display of the foster carer data menu

From figure 2, (name, region, institution or school, address, place, date of birth, father's name, mother's name, father's occupation, mother's occupation, father's and mother's highest level of education and the nominal monthly salary of the parents)

b) Data kunjungan mahrom



Figure 3. Display of the foster carer data menu

From the illustration in Figure 3, it can be seen that family members are permitted to visit, such as father, mother, older siblings, uncles, aunts and husbands. During this mahrom visit, Family Identity Cards (KIK) were also

included for the guardians of the students. The data listed on the KIK is taken from Pedatren, making it easier for officers to identify or call students who will be visited.

c) Foster Guardian.

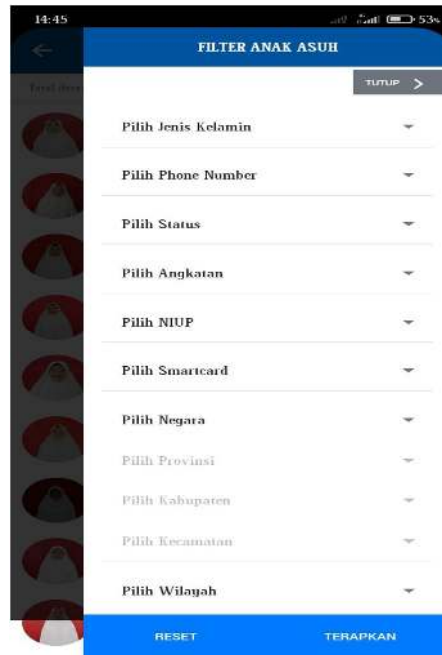


Figure 4. Display of foster carer data menu

From Figure 4, the pedatren application is a santri service in the data collection section related to santri at the Nurul Jadid Islamic boarding school whose use can expand to several needs, such as complete and complete student biodata, both for Islamic boarding school needs in general or institutional needs in particular. catatan kognitif

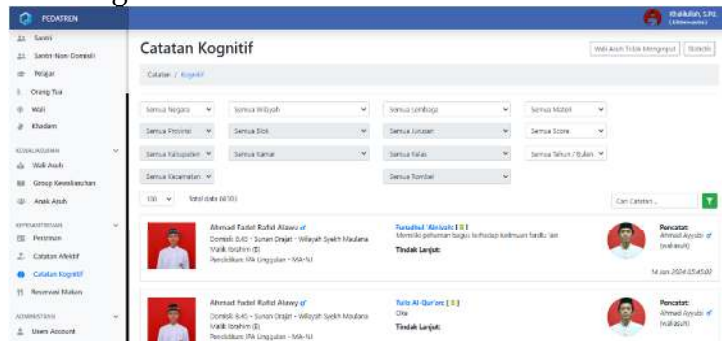


Figure 5. Menu display for students' cognitive notes

From the illustration in Figure 5, recording the progress of students by parents and guardians can be done routinely, allowing monitoring of students' progress. The success of cognitive notes is very important because it is not only a learning tool, but also a lifelong skill. By understanding how to take effective notes, children can be trained to become independent learners, a skill that is very useful for their future (Diana & Zaini, 2023). Parents have an important role in motivating children to continue developing these skills, teaching them how to evaluate and improving the way they take notes as time goes by.

zizah (2024), through this application, Islamic boarding schools can monitor the number of student population per year or the development of the number of students from year to year. This information is very useful in managing the facilities needed by students. By knowing the number of students, Islamic boarding schools can provide adequate facilities, such as clothing needs (such as school uniforms and ma'had clothes), food (staple food), and shelter (places for students to live). This ensures that the students' facility needs are met, and they do not feel lacking in accessing the various facilities provided by the Islamic boarding school.

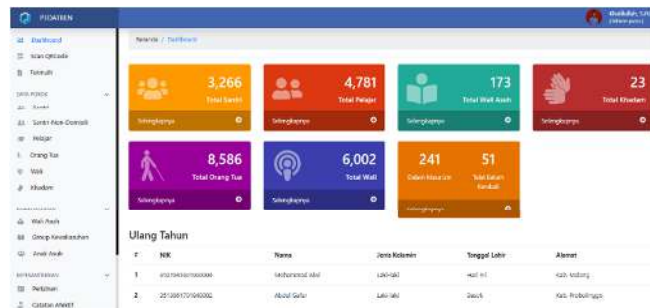


Figure 6. Display of the pedatren main menu

There are quite a lot of students who live at the Nurul Jadid Islamic boarding school, which can be an obstacle in controlling and providing information regarding students. Things like this can be helped by the pedatren application which has several menus regarding student data as shown generally in Figure 2. Information on the overall development of students can be accessed easily and obtained completely, as well as being able to control the completeness of student data. Parties who need student data can get what they need easily by accessing the student data search according to what is needed.

Third, describe the development of the students' learning process. This benefit was explained by Ida Rosit who said that "In this pedatren, all foster carers have responsibility for the students they look after for inputting monthly data on the students/foster children they guide. And there will be an examination of data on foster children from the Counseling Section (BK) in each region. For example, in terms of the cognitive aspect which includes how much the students understand the material in terms of learning, for example material from the Koran, Furudul Ainiyah, Pego and Imla'. And furthermore, from the affective aspect, this aspect is also almost the same as the cognitive aspect, the only difference is that this aspect includes the daily attitudes or behavior of students or foster children towards friends, the environment and their teachers" (Mundiri & Firdausiah, 2019).

Fourth, facilitate student licensing. This service is provided by the student licensing team which is controlled by Islamic boarding school security. This is as stated by Wiwik Handayani (2024) as a member of the men's security department (KANTIP) who stated that "Pedatren makes it easier to provide permits quickly and efficiently. And immediately adjusted to the date of return and the date of return to the cottage. If the return date exceeds, it will automatically affect the pedatren. There will be a red mark in the student's data which means they are late returning to the boarding school. "For students who

return to the boarding school without complying with the permission given or exceeding the permission given, they will be subject to sanctions from the Islamic boarding school security."

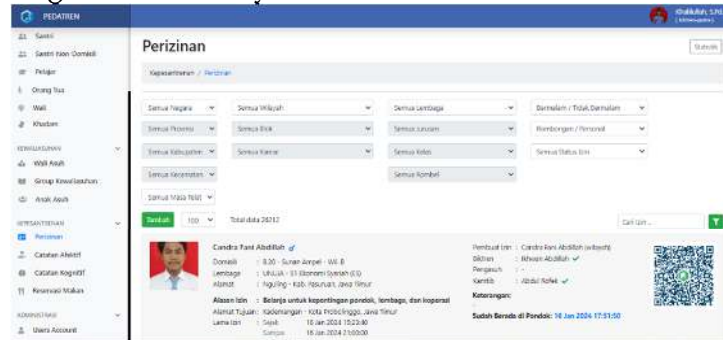


Figure 7. Display of the student licensing menu

Student information that is really needed by many parties includes student permits. This need can be directly monitored either by the person in charge at the central or regional Islamic boarding school. Complete information regarding student licensing services can be accessed, including biodata, reasons, guardian/companion of the student concerned, as well as when the permit was implemented (Wahid, A., Naemuddin, R., Suhermanto, S., & Wafa, 2022).

Fifth, complete the payment requirements for kosmara/i. This completeness function is the answer from the active students of the Nurul Jadid Ummi Mahmudah Islamic Boarding School. He said that "This Islamic boarding school also has advantages in the form of payment transactions at the Nurul Jadid Islamic boarding school which uses an online payment system (virtual account). In this application, all students' dependents can be accessed or entered automatically and will be entered directly into SBS (Santri Provision Savings) (Rizal et al., 2023). "SBS is one part of the pedatren application which is used to store and process student money that has been sent via the virtual account" (Imam & Abdullah, 2022).

The aim is to minimize time, reduce errors in filling in data, and not make things difficult for the Islamic boarding school treasurer. This can help Islamic boarding schools anticipate the loss of students' money, as well as cases of payments being in arrears by students. "The existence of this SBS will also ease the burden on the guardians of the students in sending pocket money, food and all the needs of the students," he continued.



Figure 6. View of the student's lunch book

The Pedatren application received a positive response from a student guardian, Hasan Fadli, who stated that with the presence of Pedatren, he could monitor financial transactions carried out by his children. Meanwhile, Zainur Rizal, who is the guardian of the male students, gave a positive response, stating that the application operated by the Islamic boarding school was running well and organized. However, he emphasized the need for consistency for those who manage it in reporting the development of their foster children every month (Yaqin et al., 2021).

The implementation of the Pedatren application has a very significant role in realizing the vision and mission of the Islamic boarding school. This includes efforts to create loyalty in Islamic boarding school performance and increase innovation in various aspects, especially in the field of digital technology (Muhibuddin, 2005). Through the application of this technology, various challenges such as heavy workloads, time wastage and cost savings can be overcome.

Of course, this Pedatren is a medium for improving service quality, which is aimed at achieving the standard expectations of customers to meet their expectations, bearing in mind that customers in this case have certain standards in mind regarding the expected services (Hidayatullah et al., 2022). To achieve the stated goals, improving service quality accompanied by continuous improvement must be carried out as an organization's identity in the eyes of its customers. Service quality is the most important element in achieving quality education management. The Islamic boarding school application is able to improve and speed up the performance of employees and administrators or guardians in data collection, input, and optimizing the operational system in Islamic boarding schools, such as the number of active students, the condition of the students, both health, educational level and even the students' behavioral attitudes (Hidayatullah et al. , 2022).

CONCLUSION

Pedatren is a main application at the Nurul Jadid Islamic boarding school for managing student data. The existence of this application really helps all parties, including the central Islamic boarding school to more easily control and monitor the development of students in general and specifically, regional administrators and regional administrators to carry out their duties more quickly and provide fast service to the guardians of students, helping both formal institutions , informal and non-formal existing in the Islamic boarding school environment to easily obtain complete data on students for various institutional needs, as well as helping guardians of students when they need data on students and information related to students.

Pedatren also makes input easier, which is deliberately designed to unify Islamic boarding school data. Pedatren is an effective and efficient Nurul Jadid Islamic Boarding School management solution with indicators of providing maximum service quickly and completely. Makes it easier to search for student data, becomes a comprehensive Islamic boarding school database, becomes a center for completeness of student data in Islamic boarding schools, and becomes the main data in the inter-institutional and regional administration system.

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