Modernization of Pesantren-Based Education: Study on the Use of the eNJe Santri Provision Application System in Improving the Quality of Pesantren Services

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Abstract	This study aims to analyze and understand the use of the Bekal Santri eNJe application system, as a response to the modernization of Nurul Jadid Islamic Boarding School, Paiton, Probolinggo in improving the quality of its services. This research uses a qualitative approach type of case study. Data collection techniques are carried out through observation, interviews and documentation. Data analysis starts from presenting data, reducing data and ending with drawing conclusions. The results showed that the use of the Bekal Santri eNJe application system was able to answer the challenges of modernizing pesantren and the complexity of community demands in the midst of competition between educational institutions, through the provision of services on transfer-based remittances, Teping-based Santri Shopping, and payments made digitally through virtual accounts.

INTRODUCTION

Along with the development of information and technology(Aminullah& Ali, 2020), Especially in the era of the Industrial Revolution 4.0, the world of education has experienced many challenges, (Sholeh, 2022) especially Islamic boarding schools as Islamic educational institutions that have uniqueness and distinctiveness in their implementation. (Julhadi, 2019) These challenges are related to public expectations about the quality of pesantren education, improving service quality, speed in obtaining information, synchronizing pesantren management with technology, and so on. (Rina Yati, et al., 2023) As part of the impact of the development of information and communication technology, Nurul Jadid Islamic boarding school, Paiton, Probolinggo strives to adapt to existing advances and meet the complexity of community demands as a result of advances in information technology. One part of the adaptation of the Nurul Jadid Islamic boarding school, Paiton, Probolinggo is the modernization of the pesantren service system through the creation of the E Bekal Santri eNJe application as a medium to improve the

quality of pesantren services to the community. (Jumhuri, 2019) This application is used for student spending money, which includes Top Up Santri spending money and the student shopping process while in pesantren, so that it is easily known by student guardians through an integrated management information system (SIM).

The E Bekal Santri eNJe application applied at the Nurul Jadid Islamic boarding school has indirectly solved problems faced by student guardians such as losing money in the pesantren that cannot be known by the parties concerned. Through this application system, guardians, foster guardians, leaders and caregivers can find out directly the students' groceries periodically. In addition, the E Bekal Santri eNJe application system is intended to optimize the operational system in pesantren as well as the minimal loss of student money, this will be monitored by the parties concerned. (Amin & Adhimy, 2020) Of course, this will provide convenience, speed of access and do not cost a lot, it can even save time. In addition, the eNJe Santri Provision E Application also has advantages that can be easily accessed by guardians and administrators of Islamic boarding schools, namely, online payments *(virtual accounts)*. In this case, guardians do not need to worry about payments issued by pesantren, because the application also packs payments more easily.

The impact of this application system for Nurul Jadid Islamic boarding school is the establishment of *mutual relationships* between all components of the pesantren, both students, asatidz, caregivers and guardians, because this system provides convenience, provides excellent service, quickly and efficiently and does not make it difficult for guardians to take care of various administrations of their sons. In addition, guardians and administrators of Islamic boarding schools can easily monitor various student expenses every day and develop modern thinking power towards the community and guardians. (Utamy et al., 2020) The modernization of Nurul Jadid Islamic boarding school management through this application system aims to improve service quality(Rifqi Nashrul et al, 2022) pesantren as part of achieving the vision and mission that has been determined together. The ease of the public in accessing various information and the speed of service(Yani et al., 2021) What is obtained, and can reduce costs and time traveled, is the hope of pesantren in managing its management.(Shaylide, 2017)

Service quality has a very important role for an organization in order to achieve customer satisfaction.(Auliyaa et al., 2022) This is in accordance with the results of research from Novan Haryono which says that service quality has a strong influence on consumer satisfaction and loyalty. (Haryono & Octavia, 2020) Likewise, Abdul Majid, et al, said that services that operate on aspects of tangibles,

responsiveness, realibility, empathy and *assurance* can increase student satisfaction. One of the media to improve service quality according to Tri Firmansyah, et al is to complete the advice and infrastructure needed.(Firmansyah et al., 2018) Therefore, the improvement of public services needs serious attention,(Yunaningsih et al., 2021) Especially for pesantren educational institutions in order to facilitate the burden or tasks that are the responsibility of the institution.(Putra, 2020) In a situation like this, all communities, schools, governments, and even Islamic boarding schools seem to be required to meet facilities that can be reached by application-based computers. Departing from the importance of modernizing Islamic boarding school educational institutions and optimizing service quality, the researcher focused his study on the use of the E Bekal Santri eNJe Application system as a response to the modernization of the Nurul Jadid Islamic boarding school, Paiton, Probolinggo in improving the quality of its services.

METHODS

This research uses qualitative which is described discriptively with a case study approach, this research is expected to be described as a whole and thoroughly related to the Utilization of the eNJe Student Provision Application System in improving the quality of Pesantren Services. Data collection techniques used in this study are observation, interview, and documentation study. Where observation is used to find out the steps taken related to the Utilization of the eNJe Student Provision Application System. Interviews are used to obtain data directly. Documentation is used to obtain data related to the focus of the study. This research in its data analysis uses qualitative data analysis techniques. While technical data analysis uses qualitative descriptive analysis techniques and uses achievement creteria as described in the following table:

Table 1: Research Informant Sources

Number	Element	Sum	Initials
1	Boarding School Caregivers	1	ZZ
2	Head of Pesantren	1	HW
3	Development Bureau	2	FZ, FM
4	Pesantren IT Team	2	AH,HM
5	Management	2	ZK,TH
6	Guardian	2	RF,ZI
7	Students	2	HS,UM

From the table it can be explained that there are twelve research informants consisting of Pesantren Caregivers, Head of Pesantren, Pesantren Development Bureau, IT Pesantren, Regional Administrators / foster guardians, Santri Guardians

and Santri, all data obtained are classified and taxonomically made and reduced according to needs, at the initial stage, namely data collection, then data reduction is sorted in the form of records, And then it is carried out by describing the conclusions from the studied data.

Figure 2: Data Collection Process

Where in the view of Miles and Hubberman qualitative analysis consists of reducing data, presenting data, and drawing conclusions. Data analysis is performed together during data collection.

FINDINGS AND DISCUSSION

The beginning of the formation of the E Bekal Santri eNJe application at the Nurul Jadid Islamic Boarding School, Paiton, Probolinggo, came from the deliberation of the caregivers and consideration from the head of the Nurul Jadid KH Islamic Boarding School. Abdul Hamid Wahid M.Ag, which received a very good response from various parties. So the eNJe Santri Provision E application was formed by the Nurul Jadid Islamic Boarding School IT team to help and facilitate students, administrators, caregiver boards, and even student guardians in conveying and accessing information related to boarding payments and student grocery information.

Moh. Alfian Wahid as the maker of the E Bekal Santri eNJe Application said, that Bekal Santri is an application that makes it easier to pay for student boarding and also about the total daily shopping information of students submitted to their guardians. This application contains data that can be accessed by administrators, foster guardians, guardians, caregivers and others. This application has a menu that can be accessed for several pesantren needs, such as account number data to Top Up Student Boarding Payments, "The eNJe Santri Provision E application, aims to facilitate access and services for all authorized parties, especially students and guardians, such as making payments, controlling total student expenditures.

Ahmad Faqihatus Sholeh also explained that "the development of the E Bekal Santri eNJe application system used by the Nurul Jadid Islamic boarding school is a system that is still undergoing a transition period to achieve its main goal

as the only master application regarding student payments at the Nurul Jadid Islamic boarding school and as a provider of valid information to related parties of students". In addition, Abdur Rosyid as the IT team also explained that "The E Bekal Santri eNJe application system was initially only used for student data collection related to student boarding payments. E Bekal Santri eNJe has integration into health, education, dormitories and student companions while in the pesantren environment. The data is directly integrated in one scope of pesantren".

Before the E Bekal Santri eNJe application, each student held chaz money in their respective cabinets which caused frequent loss of money. So it is very unsafe so that when there is a loss that cannot be traced, the pesantren cannot provide maximum service to those who need it, he continued. After the E Bekal Santri eNJe application, according to Moh. Alfian Wahid "in general, can see from the general and specific side in detail and easily get information related to the payment of Nurul Jadid Islamic boarding school students in accordance with the needs of the guardians, and is not easy to lose money and is safe in providing information, so that those in need feel satisfied with the pesantren services by getting what is needed". Furthermore, Didin Fahrudin said that "the E Bekal Santri eNJe application used by the Nurul Jadid Islamic boarding school is a new solution resulting from the consensus of several related parties, such as the head of the Nurul Jadid Islamic boarding school, the head of the IT and data section, as well as other supporting factors from several obstacles of the pesantren both at the central and regional levels. This application has until now become the main answer to several questions about why it often happens to lose money.

Based on the results of observations and documentation of researchers in the field, it shows that "The data in the E Bekal Santri eNJe application includes Top Up shopping money and student boarding money, checking bills, mutations, attendance, donations, student shopping transactions, help centers, student accounts and other menus containing digital card features, lesson schedules and academic calendars.
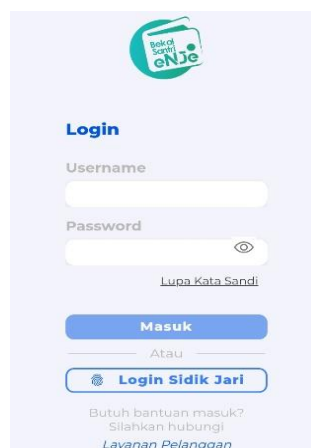
Figure 3: Initial view of the eNJe student provision E Application

This application also provides important information related to the student's shopping footprint, such as Top Up shopping money and student boarding payment menu, donation to amil zakat Nurul Jadid Islamic Boarding School. E Bekal Santri eNJe application is a systemized application to improve the quality of information services related to student groceries and the safety of student money in Islamic boarding schools as needed. The first step in its application is to access and log in to the E Bekal Santri eNJe application whose initial appearance is like figure 1. By accessing E Bekal Santri eNJe and logging into the system, you can find several menus as needed. There are several things that make E Bekal Santri eNJe can be used to improve the quality of services of the Nurul Jadid Islamic Boarding School, such as:

First, to find out the amount of balance in the eNJe Santri Provision E Application. This service is obtained from several sources, especially from the person in charge of E Bekal. Silvi Oktavia Khasanah said that "the E Bekal Santri eNJe system is used as a place to send student provisions and to make payments for student boarding fees.

Figure 4 : The initial menu display of the eNJe student provision application

From figure 2, the eNJe student provision E application is a student and guardian service in the shopping remittance and payment of student boarding fees at the Nurul Jadid Islamic boarding school whose usefulness can develop to several needs, such as payment of Islamic boarding school tuition fees.

Second, Top up. This service was also obtained from Nur Faizah who said that "through the eNJe student provision application, the guardians will top up each student's account through a Virtual Account number, so that it can help handle the facilities needed by the guardians. Santri will not feel afraid of losing

money, with all the facilities provided by pesantren, such as basic clothing needs (school uniforms, ma'had, etc.), food (staple food), and board (student residence) can be paid online through payment with Tepping Card".

Figure 5: Top Up Menu Display of eNJe Student Provision E Application

Third, describing the development of the process of daily shopping costs of students who are limited by Limet, this benefit was explained by one of the IT Team of Pesantren Saudara Faqih who said that "In this eNJe student provision, all foster guardians and guardians have information related to what students buy and the total money spent in the shopping process carried out. In the shopping process that is carried out should not exceed the limet that has been done by the pesantren, which is a maximum of fifteen thousand a day, unless the shopping process for toiletries needs whose shopping process will exceed the limit then it is allowed.

Figure 6 : Transaction / mutation menu display Application E Provision of eNJe students

Fourth, facilitate the amount of student boarding bills. This service is informed by the IT team controlled by the Islamic boarding school development section, in this case the eNJe student Provision Application officer. This is as told by Haeroni as a member of the E Bekal santri Application officer stated that "E Bekal santri facilitates the process of paying for student boarding and student grocery transactions. As well as the Top Up process, transactions and payment of student boarding are directly informed to the student guardians. If you misuse spending money, then automatically the student guardian will be able to check and control the limit from the E Bekal student application.

Figure 7 : Boarding Bill Menu Display Application E Provision of eNJe students

Fifth, complete the needs of kosmara/i payments. This completeness function is the answer from active students of Nurul Jadid Tegar Aryanto Islamic Boarding School. He said that "E Bekal santri also has advantages in the form of payment transactions for Nurul Jadid Islamic boarding school which uses an online payment system (virtual account). In this application, all student dependents can be accessed or input automatically and will be entered directly in the Student Provision Application. The Bekal Santri application is one of the parts of the application used to store and process student money that has been sent through the virtual account."

The goal is to minimize time, reduce errors in filling in data, and not complicate the treasurer of the pesantren. This can help pesantren anticipate the loss of student money, as well as payment cases that become arrears by students. The existence of the Santri Provision Application will also ease the burden on the guardians in sending pocket money, eating and all the needs of the students, "he continued.

Figure 8 : Display of eNJe student lunch card

The eNJe student provision application received a positive response from one of the student guardians, namely Astutik who stated that with the eNJe student provision, in financial terms they can monitor transactions made by their children. While the response from the female students, Uswatun Hasanah who became the guardian of the foster "the application run by the pesantren is quite good, and organized. However, for those who run it, it takes a kosisten to monitor the spending of their foster children". The application of the eNJe student provision application is very important in order to realize the vision and mission of pesantren that have loyalty in performance as well as innovative pesantren efforts in all fields, especially in the field of digital technology. Through technology, workloads, time wastages and costs can be overcome.

Of course, the provision of eNJe students is a medium to improve service quality, which is aimed at achieving standard expectations from customers to meet their expectations, (Martono, 2021) Considering that the customer in this case has a certain standard in his mind related to the expected service(Lestari, 2017) To achieve the goals that have been set, improving service quality accompanied by continuous improvement, (Sulastri et al., 2020) must be carried out as an organizational identity in the eyes of its customers. (Wiyono et al., 2017) Service quality is the most important element in achieving quality education management.(Yani et al., 2021) The eNJe student provision application is able to improve and accelerate the performance of employees and administrators or guardians in the process of providing services to students and guardians. and optimizing the existing service system in Islamic Boarding Schools.

CONCLUSION

The provision of eNJe students is an application at the Nurul Jadid Islamic boarding school in managing student finances. The existence of this application is very helpful for all parties, including the central pesantren to make it easier to control and monitor student finances in general and specifically, regional administrators and regional administrators to be faster in carrying out tasks and provide fast service to student guardians, and being able to help student guardians when they need information related to education in Islamic boarding schools. The provision of eNJe students also makes it easier to send money which is deliberately designed to make it easier for student guardians. The provision of eNJe students is an effective and efficient management solution for Nurul Jadid Islamic Boarding School with indicators of providing maximum service quickly and completely.

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