Effectiveness of Islamic Boarding School Website for Quality Service Improvement to Achieve or Support SDG's

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Abstract. *This study was conducted with the main aim of knowing how effective the use of the website available by the Santri Islamic boarding school Baitul Makmur. With this research, researchers can understand what are the advantages and disadvantages of the website owned by the Baitul Makmur Islamic Boarding School. The method used by researchers in this study is observation. In addition, this research is also qualitative in nature which focuses on observing the website of the Baitul Makmur Islamic Boarding School. The website owned by the Baitul Makmur Islamic Boarding School is used to distribute information and news around the cottage area as well as other latest news and this website is related to sustainable development goals. Which with this website supports SDG's Village around boarding school. From the results of this study, it can be found what factors support the advantages and disadvantages of the website owned by the Baitul Makmur Islamic Boarding School.*

Keywords: Website effectiveness, Islamic boarding school, Sustainable Devopment Goals

1   Introduction

Background

Pesantren is part of Islamic education in Indonesia. The existence of islamic boarding school is one of the dissemination of Islamic education media in Indonesia (Komariyah 2016). The existence of islamic boarding school can also be seen from the history of Islamic religious travel to Indonesia. Starting with the existence of various routes of spreading Islam to Indonesia such as, through trade routes, marriage routes, Sufism routes, education paths, art paths, and political channels. With the increasing number of Islamic boarding schools in Indonesia, it means that Islam in Indonesia has spread

evenly and made Islam the religion with the majority of adherents of the largest religion in Indonesia, then followed by Protestant Christianity, Catholicism, Hinduism, Buddhism, and Confucianism.

Islamic boarding schoolis one of the Islamic religious educational institutions that has long existed in Indonesia (Fitri 2022). With the majority of Indonesia's population being Muslim, the existence of Islamic boarding schools in the midst of society is not unfamiliar, it can even be interpreted as a community need (Mathematics, 2016). All activities in it also get full appreciation and support from the surrounding community. It does not hit flat, but usually people who live aroundislamic boarding school have better characteristics, morals, and behavior compared to people who live far from islamic boarding school or other educational institutions. This is due to none other than the role of islamic boarding school which carries the role and value of positif in building society through the religious media delivered.

The existence of Islamic boarding schools that are mushrooming in the community is one of the right partners for the government to participate in building and improving religious education in Indonesia. In addition,islamic boarding school is also a subsystem in the national education system which is included in the type of education in the path outside of school. As one of the systems in national education,islamic boarding school has a very important position and role in efforts to educate the nation's life through education and mental and character development to become quality individuals who are not spared from religious, social, cultural, and educational values.

The Indonesian Islamic Da'wah Institute (LDII) is one of the many religious community organizations (CSOs) that take part in the field of Islamic da'wah. Holding on to the foundation of LDII teenagers' interest so as not to fall and fall into a free life in Surabaya, the Baitul Makmur Islamic Boarding School and Students (PPPM) located on Jalan Jetis Kulon Gang was realized. VII No.7 Wonokromo Village, Wonokromo District, Surabaya which is also strategically located with several educational institutions such as elementary and high schools and several universities. PPPM Baitul Makmur is islamic boarding school specifically to be occupied by students and students studying in Surabaya, where they balance worldliness and the afterlife. With the existence of this Islamic Boarding School, it makes students and students have qualified intellectuals and morals and are ready to face current challenges.

There are so many programs that have been specifically designed for students and students who live at PPPM Baitul Makmur by considering lecture schedules and study schedules at Islamic Boarding Schools. There are so many facilities provided for students and students who live in Baitul Makmur Islamic Boarding School. One of the programs that hones independence in the era of digitalization is the existence of a special website that explores information about activities, news, and information at the Baitul Makmur Islamic Boarding School which is specially managed by students and students.

This topic is included in SDG's village which is an integrated effort of village development to accelerate the achievement of sustainable development goals (McDermott et al. 2019). With the empowerment of the boarding school's website , it clearly supports the existence of sustainable development goals. These two things are related and can be seen by the existence of a boarding school website that helps to maintain the sustainability of the social life of the community. So boarding school students also participate in building and knowing information about social life in the community.

Purpose and benefits of Observation

The observation goal is to see the effectiveness and obstacles or obstacles to the implementation of the website owned by the Baitul Makmur Islamic Boarding School and Students (PPPM BM) as a medium of information, activities, and news contained in the Baitul Makmur PPPM. The researchers made observations by checking the Baitul Makmur Islamic Boarding School website to provide additional information on how to manage the Islamic boarding school website. In addition, in this study researchers will also provide constructive input related to the effectiveness and efficiency of the website and provide knowledge and references for readers.

LITERATURE REVIEW

Definition of Islamic Boarding Schools

Islamic boarding schools are religious institutions that provide education and teaching as well as develop and spread Islam.islamic boarding school are basically traditional Islamic education dormitories where students live together and study under the guidance of a religious teacher commonly called Kyai (Syafe'i, 2017). Dormitories where students and girls live with teaching teachers are usually located in the same complex but with different buildings. Islamic boarding school complexes are usually blocked by walls that prevent the entry and exit of students and guests (parents of students, visiting families, and guests of the wider community) with applicable regulation (Kurniawan 2016).

Website Definition
Internet use is expressed along two dimensions, transactional and social, such as website (Wakefield et al. 2011). Website is a collection of interconnected web and all linked filest (Burch and Grudnitski in (Fauzi, 2019). The web consists of pages and a collection of pages called homepages (Walia &; Gupta, 2013). Website can also be interpreted as a collection of site pages contained in a domain or subdomain on the World Wide Web (WWW) network on the Internet. Website is one of the most frequently accessed platforms to find various information and means of communication (Hauser et al. 2009). Fast and efficient dissemination of information is the main reason

why websites will always be an important means of obtaining and managing information (Erdelez, 2000).

Website Management

Website management or website management is the process of managing a website which includes creation, filling, and maintenance. Website management refers to all the activities included in the process of posting and maintaining a website. Website management is a collection of processes used to ensure a website is professional, up-to-date, and works as intended. Thus, website management includes maintenance, security, and long-term development, as well as organizing content and marketing strategies. The Scope of website management:

1. Maintenance

Website maintenance is the process of keeping a website up-to-date (updated) and running smoothly and performing optimally. Website maintenance includes tasks such as making sure all the demands on the site are working, updating content regularly, and fixing broken links. While part of maintenance is domain extensions and hosting. Usually, domain rental and hosting are done per year. If it is not renewed or paid late, then the website will come because the domain expired.

2. Troubleshooting

Websites often run into problems if the code doesn't work or there are server crashes. In many cases, websites can experience 500 internal server errors, 404 errors not found, and more.

3. SEO

Optimizing the web to make it easy to index and rank high in search engines is part of website management. Usually use SEO specialists or improve the skills of the management team to master and implement SEO. While SEO itself is short for Search Engine Optimization or search engine optimization. This technique is an optimization effort so that the website gets the top ranking in Google search results.

4. Update – Editing

Web content generally consists of static pages and dynamic pages.

Website Work System

Website is software that is currently widely used to meet daily needs. Various types, businesses, activities often use websites to generate profits. The way the website works is quite easy, users only need to access the website by using a URL link through the

Broweser web. Then the Web Browser sends an HTTP request request to the Web Server via RCP / IP, so that the Web Server will provide the requested Web File. After that the Web Files must go through the stages of the process of giving a response back to the Web Browser. After going through the process, the Web Browser will send the display to the user.

2   Methods

This research is qualitative research. Qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perception, motivation, action, etc. (Saharuddin et al., 2022). Holistically and by means of description in the form of words and language, in specific contexts. The research location is the Baitul Makmur and Student Islamic Boarding School (PPPM BM) located on Jalan Jetis Kulon Gang. VII No.7 Wonokromo Village, Wonokromo District, Surabaya. The data sources used in this study are based on primary sources. Primary sources were obtained from interviews with students who hold and manage the website of the Baitul Makmur Islamic Boarding School and Students.

There are several data collection techniques used by researchers in compiling this research report, including:

a. Interview

An interview is a meeting conducted by two people to exchange information or ideas by means of questions and answers, so that it can be summarized into a conclusion or meaning in a particular topic (Puspitarini et al., 2019)

b. Observation

Observation is a data collection technique that has special characteristics when compared to other techniques. Observations are also not limited to humans, but also other natural objects (Ngurah et al., 2023).

c. Documentation

Quoted from the Big Indonesian Dictionary (KBBI) documentation is the collection, selection, processing, and storage of information in the field of knowledge. In addition, documentation is also defined as the provision or collection of evidence and information.

3   Findings and Discussion

From the observations made by the researcher to one of the speakers, namely the students who hold and manage the Baitul Makmur Islamic Boarding School website and

the Islamic Boarding School are narrowed down to 4 parts in the management of this Islamic Boarding School website, including:

1.   Planning Phase

This planning stage starts from setting website goals, determining strategies, and members who will manage the website. Planning is carried out by the student board which will then be discussed again with the chairman of the foundation and other superiors. If there is input or ideas from other students, it will be expressed first to student management and then discussed first. After that, if the proposal is accepted, it will be implemented immediately.

2.   Budgeting stage

The budgeting stage is carried out if the financial planning design of the website-based cottage information system is well planned. This is done carefully so that there are no empty funds. Empty funds are funds that have been budgeted but not used for anything. This is detrimental because the budget that should be used for other budgets cannot even be used. And if the remaining budget wants to be given to another budget, you have to wait for the closing of the book for a month, the remaining funds can only be used for other budgets when entering the next month.

According to further interviews, we found that once a month student council meetings will be held. So that every month it can change or increase and decrease the budget of funds and work programs. Meetings are held once a month, so that fresh ideas can be directly implemented and make students and student administrators have many creative ideas. According to interviews, it was found that if the budget goes down it can amount to less than what should have been budgeted. This can be seen from the usefulness of the budget used, if the boss feels that a reduced budget is not needed for a work program, then the budget must be cut. However, this kind of thing is also through internal discussions in advance.

From further interviews, it can be seen that the budget commonly used for website management is quite small, ranging from 300-500 thousand. This is because some student administrators who participate in managing the website mostly come from students majoring in information engineering, software engineering, and information systems. So for maintenance itself, only using insiders does not need to involve outsiders. Maybe for things that are difficult to do or face difficult problems, just call for outside help.

3.   Implementation stage

 The implementation stage is in the form of the stages of implementing the budget that has been given. At this stage, this is one of the important stages. Based on the interviews conducted, the information obtained in the form of falling funds must be used carefully, intelligently, and wisely. It is better to save funds or choose products and treatments at

low prices. So that if there are funds left, they can be used for other activities. It can also be included in the student's treasury, thus increasing the amount of cash of Baitul Makmur Islamic Boarding School students.
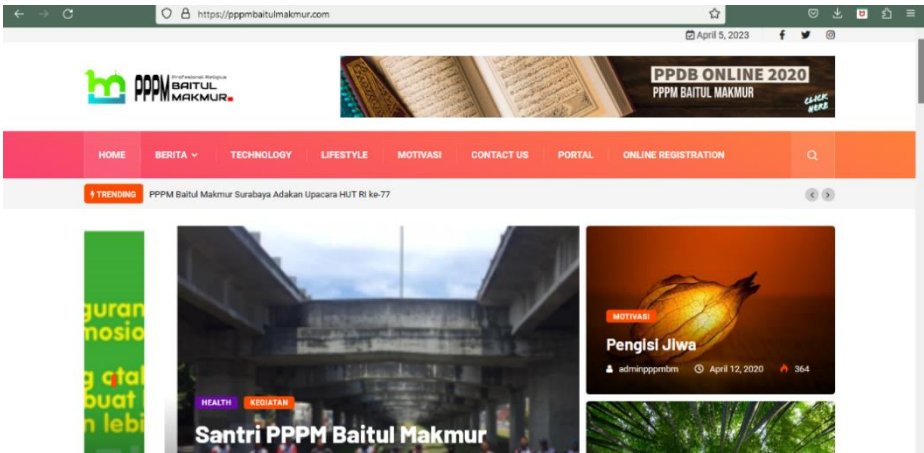
Even so, it is often found that the budget used for website maintenance is often not used. This often happens, this is because the website still does not need major repairs. The existence of good maintenance of student management is also one of the factors that support the savings of existing budget funds. On the other hand, the budget that should have been spent on website maintenance is usually saved and saved for the purchase of documentation tools such as handy-cams and cameras that are usually difficult to lose. So that documentation still uses recording devices from students themselves, therefore the remaining or unused budget funds are usually saved to be saved for the purchase of recording devices.
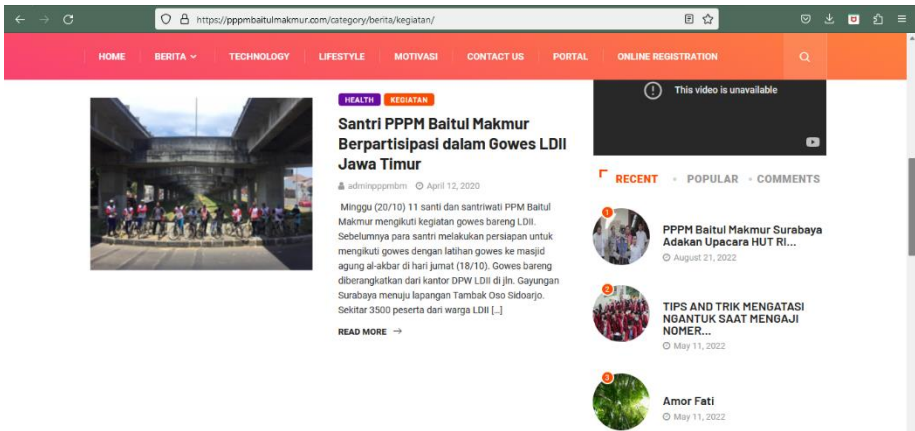
4.   Evaluation stage

From further interviews, it can be seen that the last stage that awaits the website budget planning process is the evaluation stage. This evaluation stage is in the form of accountability for budgeting funds that have been used. This is in the form of preparing an accountability report and ending with a presentation in front of the student board, the head of the foundation, and all students. Usually at this stage, the accountability report is only in the form of having been achieved or has not worked on the program. You can also include a maintenance receipt or purchase needs for the website.

If the evaluation stage has been passed well and smoothly, the next month you can propose another work program. However, if there are obstacles in the evaluation process such as no receipts or funds used are not accounted for, then the website needs to be temporarily frozen as evidence. So that finally get a clear bright spot used for what the budget has been given. It could also be that student management who handles website management can be transferred to other students because previously these students had problems handling websites.

4   OBSTACLES IN WEBSITE MAINTENANCE

From the results of the interviews that the researchers got, for the problem of problems from the website and student administrators, there are still no obstacles. Because the website itself is also still in the development stage, which is still uploading articles and news news if there is a big event. It is expected that in the future for the development of a more renewable website model, such as registration, payment, the latest information and updates from the website itself. As is known, the emergence of the Baitul Makmur Islamic Boarding School website which is currently still stuck in the 2018-2019 era, but for news has arrived in 2022.

But it is very unfortunate because the website is still not updated, both in features, information and news. From observations made by researchers in the process of observing the website, it was found that there are not many existing features, only old looks and news that has not been updated. There are some menus that when clicked do not bring up the display that should appear. If there is no news or no function, it should be

even more efficient if unimportant menus are removed. Besides being efficient, other users who want to see the website will not put their hopes on features that have no use value.

5   Conclusion

Based on the results of observations and research reports that have been conducted, it was found that the use of the website owned by the Baitul Makmur Islamic Boarding School and Students to its users, namely students and the general public is still considered ineffective and efficient. This can be seen from the display of the website menu which still displays student registration in 2020 which has passed 3 years. Then when viewed in terms of appearance, the aesthetic value of this website is also considered less. There are some tools where when clicked will not display the display we want, even though the tools themselves offer these options. Then in terms of information, it can be judged that there are only a few news, which were also found in 2020-2021 for 2022 and 2023 are difficult to find. The existence of good website management is a support for the sustainable development goals of the village. This is because the website owned by the boarding school contains a variety of the latest information about the social life of the community so that it can be interpreted that with good website management students will be able to get integrated, fast, and accurate information. However, please note that the student management process on this website is quite good. This is because the management is not arbitrary but goes through other stages such as planning, budgeting, implementation, and evaluation.

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