

# Analysis of the Quality of Public Services for the Care of Santri at the Darul Qur'an Islamic Boarding School in Deli Serdang

**Rahmad Aulia PBP Nasution<sup>1</sup>, Warjio<sup>2</sup>, Maksum Syahri Lubis<sup>3</sup>**

<sup>1,2,3</sup>Master of Public Administration Study Program, Universitas Medan Area, Indonesia

Corresponding Author: Rahmad Aulia PBP Nasution

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## ABSTRACT

The purpose of this research is to analyze the quality of public services for the care of santri at the Darul Qur'an Islamic Boarding School in Deli Serdang. This research design uses qualitative research. Research informants are selected using purposive sampling. The informants used in this research are 6 people. Data collection techniques through interview, observation, and documentation. The data analysis technique used in this research is descriptive qualitative data analysis. The research results show that the quality of public services caring for students at the Darul Qu'ran Islamic Boarding School consists of responsiveness, reliability, assurance, empathy, and tangibles.

**Keywords:** Santri, Responsiveness, Reliability, Assurance, Empathy, Tangibles

## INTRODUCTION

Islamic boarding schools as traditional Islamic educational institutions have a vital role in preparing the young generation of Muslims with a deep understanding of religion and strong morals. Caring for students in Islamic boarding schools is not only about aspects of religious education but also involves public services which cover various aspects of welfare, security, and holistic development of students. Islamic boarding schools have an important role in educating and forming the character of the younger generation, especially in the

context of religious and moral education. In the process of caring for students, quality public services are very necessary to ensure that students receive good education and care.

According to Kotler (1997) states that satisfaction is a person's feeling of happiness or disappointment that arises after comparing perceptions of the performance of a product and their expectations. If the institution understands the needs, desires, and demands of consumers, it will provide important input for the institution to design marketing strategies to create maximum satisfaction for its consumers.

According to Tjiptono (2016:59), the quality of public services in the context of Islamic boarding schools covers various aspects, such as providing religious education, welfare of students, facilities, security, availability of food, and so on. The quality of this service can have a direct impact on the development of students and the image of Islamic boarding schools. The Darul Qur'an Islamic Boarding School in Deli Serdang school may have experienced rapid development in recent years. These changes can affect various aspects of student care, including the quality of public services provided. Evaluation of the quality of public services at Islamic boarding schools is important to ensure that these Islamic boarding schools continue to provide the best services to students and the general

public who entrust the education and care of their children.

Education can be achieved by the community through formal, non-formal and informal education. Schools and Islamic boarding schools are educational institutions that carry out teaching and learning processes to guide, develop and develop the potential of students to achieve educational goals. School and Islamic boarding school output is school achievement produced through the learning and management process at school. In general, output can be classified into two, namely output in the form of academic achievements and output in the form of non-academic achievements (Mahmudi, 2007).

Islamic education in Indonesia has a very important role in shaping the character and morals of the young Muslim generation. Islamic boarding schools are one of the traditional Islamic educational institutions that have existed for a long time and continue to contribute to the provision of religious education. Islamic boarding schools not only act as places of religious education, but also as places of care for students. In this context, quality public services in caring for students are very crucial.

As time goes by and changes in society's demands, the challenges in providing quality public services in caring for students are also increasingly complex. Factors such as social, economic, technological changes and government regulations can influence the quality of public services in Islamic boarding schools. Therefore, it is necessary to carry out an in-depth analysis to understand to what extent the quality of public services in caring for students at the Darul Qur'an Islamic Boarding School in Deli Serdang has been achieved and what factors influence this quality.

The sustainability of an Islamic boarding school depends on the leadership of a caregiver. Therefore, a head caregiver must have the ability to carry out his role as a substitute for the role of parents in Islamic boarding schools. Usually, with the service

and cool touch of the hands of Islamic boarding school caregivers, it has produced students who have good morals, are disciplined and feel comfortable living in the dormitory. Every student must have a disciplined attitude. Because with discipline, success will be closer and you will feel comfortable when in the dormitory. Discipline means instilling good behavior, by giving clear limits on what must be done. The essence of discipline can be seen from obedience to rules that arise from within oneself (Supranto, 1992).

The purpose of this research is to analyze the quality of public services for the care of santri at the Darul Qur'an Islamic Boarding School in Deli Serdang.

## RESEARCH METHODS

Research is a long process, research begins with a person's interest in understanding certain phenomena which then develops into ideas, theories and concepts. To realize research that originates from this interest, a way to make it happen is by choosing a method that suits the objectives of the research (Moleong, 2013). This research design uses qualitative research. Qualitative research is used to cover natural conditions of objects, where the researcher is the key instrument, data collection techniques are carried out triangulation, the data obtained tends to be qualitative data, data analysis is inductive or qualitative, and the results of qualitative research are to understand the meaning, understand uniqueness, constructing phenomena, and finding hypotheses (Sugiyono, 2018).

Research informants are selected using purposive sampling. Research informants are based on the consideration that research informants can provide information that is as complete and relevant as possible to the research objectives (Samsu, 2017). The informants used in this research are 6 people consisting of:

1. The key informant is the Director of the Darul Qur'an Islamic Boarding School.

2. The main informant is the Head of the care of santri at the Darul Qur'an Islamic Boarding School.
3. Additional informants are the santri's parents, security officers, MTS, and Aliyah santri.

Data collection techniques through interview, observation, and documentation. Bungin (2007) states that the qualitative data collection method that is most independent of all data collection methods and data analysis techniques is:

1. Interview

Researchers conducted in-depth interviews based on previously prepared interview guidelines. Giving questions to research subjects.

2. Observation

Direct observations are carried out by researchers at the research location to see reality and social facts so that the results of interviews or information from research subjects can be matched directly to obtain data.

3. Documentation

Documentation in the form of photos during interviews with related parties to provide information in research.

The data analysis technique used in this research is descriptive qualitative data analysis, namely, the data collected is analyzed by describing and linking it with theories that are appropriate to the existing problems, then providing an interpretation of the relevant results and then drawing conclusions and suggestions (Nasution, 2016). According to Miles and Huberman (1992:16), analysis consists of three streams of activities that occur simultaneously, namely:

1. Data Reduction

It is a process of selecting, focusing on simplifying, abstracting, and transforming rough data that emerges from written notes in the field. Data in the field is analyzed and presented in a complete and detailed description or report. The field report will be reduced, summarized, the main points selected,

focused on the important things, and then looked for themes and patterns.

2. Data Presentation

Intended to make it easier for researchers to see the overall picture or certain parts of the research. Therefore, in this study the researcher presented the data in the form of a narrative description.

3. Drawing Conclusions or Verification

The researcher tries to describe the data collected, expressed in conclusions which are still temporary. However, with increasing data through a continuous verification process, conclusions will be drawn. Thus, conclusions in qualitative research may be able to answer the problem formulation that is formulated from the start, but maybe not, because the problems and problem formulations in qualitative research are still temporary and will develop after the research is in the field.

## RESULT AND DISCUSSION

### General Description

The Darul Qur'an Islamic Boarding School is one of the activity units of the Darul Qur'an Islamic Center Foundation General Dr. Abdul Haris Nasution which manages education at the Madrasah Tsanawiyah, Madrasah Aliyah, Takhassus Tahfizh levels. The founder of the Darul Qur'an Islamic Boarding School is motivated by the concerns of the Founder or Board of Trustees of the Foundation, Mr. Dr. H. Amarullah Nasution, S. E, M.BA regarding the heavy blow to the culture of ignorance that is hitting the young generation of Muslims today, so that it must be fortified with an understanding of Islamic beliefs from an early age. The important thing is to instill a love of the Quran and its practice. One effort to instill a love of the Qur'an is by memorizing its verses through Al-Qur'an tahfizh educational institutions, where currently the number of Al-Qur'an tahfizh educational institutions is not yet comparable to the number of the Muslim

population. in Indonesia, especially North Sumatra Province. On that basis, to promote the culture of memorizing the Qur'an among Indonesian Muslims, the Islamic Center Darul Qur'an Foundation established the Tahfidz Darul Qur'an Islamic Boarding School.

The vision is to become an Islamic boarding school that contributes greatly to the progress of religion, society and humanity based on the values of the Koran. As for missions:

1. 1.Carry out Islamic Da'wah, establish and manage religious institutions, and actively participate in Islamic spreading activities.
2. 2.Establish and manage educational activities in various types and levels to disseminate knowledge, attitudes and skills based on Qur'anic values.
3. 3.Participate in spreading humanitarian values and distributing humanitarian aid.

### **Analysis of the Quality of Public Services for the Care of Santri at the Darul Qur'an Islamic Boarding School in Deli Serdang**

The research results show that the quality of public services caring for students at the Darul Qu'r'an Islamic Boarding School consists of responsiveness, reliability, assurance, empathy, and tangibles.

#### **1. Responsiveness**

How the understanding and competence, performance and motivation of supporting staff play a role in nurturing students at the Darul Qur'an Islamic Boarding School in Deli Serdang, it is important to note that specific information regarding certain Islamic boarding schools, such as the Darul Qur'an Islamic Boarding School in Deli Serdang, usually depends on in-depth case studies or field research. However, in general, here are several ways in which the strength and competence, performance and motivation of supporting staff can play a role in nurturing students in Islamic boarding schools, namely the competence of

supporting staff and the ability to understand the material. Support staff who have a deep understanding of Islamic religious teachings and Islamic education will be able to provide a better understanding to students. Assessment of other competency abilities is one of the key aspects in the process of considering competency in care. It also has a structured approach to assessing caregiver abilities and relevant competencies in the context of the role that will be carried out by caregivers at the Darul Qur'an Islamic Boarding School in Deli Serdang.

#### **2. Reliability**

Reliability is the ability to provide consistent and reliable results or service quality over time. Reliability is very important in maintaining quality and reputation or service quality. It is also important to conduct direct interviews with support staff, Islamic boarding school administrators, and students at the Darul Qur'an Islamic Boarding School in Deli Serdang to understand more about how their competence, performance, and motivation play a role specifically in that context. With a deeper understanding of designing more effective solutions or improvements to improve the quality of student care in the Islamic boarding school. Based on the results of interviews with the head of the Islamic boarding school, concluded that the Darul Qur'an Islamic Boarding School in Deli Serdang shows a good level of reliability in developing the student's comprehension and competency. The students here have shown significant development in understanding the Islamic religion, the Arabic language, and understanding the Koran. Their competence in Arabic, and understanding of fiqh, and tafsir are increasing. This reflects the reliability of religious education in this Islamic boarding school.

#### **3. Assurance**

Security guarantees must be ensured for the students so that they receive support in their upbringing at the Darul Qur'an Islamic Boarding School in Deli Serdang. Based on the results of the interview with the Islamic boarding school director here, draw the conclusion that the Darul Qur'an Islamic Boarding School in Deli Serdang provides strong guarantees related to the development of students' comprehension and competency, the performance of supporting staff, and the student's motivation. Parents and parties involved in student education can feel confident that this Islamic boarding school provides reliable education in religious aspects and character development. This guarantee is a key factor in the success of education at this Islamic boarding school. Based on the results of interviews with the head of the Islamic boarding school caretaker here, concluded that the performance of the support staff at this Islamic boarding school reflects a good level of assurance in caring for students. They provide consistent and quality support to students in various aspects of life at the Islamic boarding school. The support provided in terms of ethics, discipline, and religious values provides a guarantee that students will receive appropriate and adequate guidance.

#### 4. Empathy

Empathy is the ability to understand, feel, and identify the feelings and experiences of others. In the context of Islamic boarding schools, a strong understanding of support staff towards students can help in building better relationships. This can increase communication, trust, and feelings of security between students, which in turn can have a positive impact on the educational process and development of students. Based on the results of interviews with Islamic boarding school directors, conclude that empathy in caring for students at the Darul Qur'an

Islamic Boarding School in Deli Serdang, as in many other Islamic educational institutions, is very important to create an environment that supports the spiritual, academic, and social growth of students. Based on the results of interviews with the head of the Islamic boarding school, concluded that empathy is an important element in the parenting approach at the Darul Qur'an Islamic Boarding School in Deli Serdang. Teachers and support staff show empathy for the needs and development of each student. They understand the level of understanding and individual challenges faced by students and strive to provide appropriate guidance and support. This helps in strengthening students' comprehension and competence because they feel understood and supported emotionally.

#### 5. Tangibles

The relationship between tangibles and the comprehension, competence, performance, and motivation of supporting staff in care may also reflect how the quality and physical condition of Islamic boarding schools can influence the welfare and educational outcomes of students. Based on the results of interviews with Islamic boarding school directors, draw conclusions about tangibles at the Darul Qur'an Islamic Boarding School in Deli Serdang which can include various physical and material aspects of the Islamic boarding school environment. In this context, tangibles can include physical facilities, facilities, and infrastructure, as well as various components that can be seen and touched by students. Based on the results of interviews with students, can draw the conclusion that tangible aspects also play a role in students' motivation. Good facilities, and adequate maintenance of the physical environment of the Islamic boarding school, and adequate facilities create a

sense of comfort and enthusiasm among the students. Students who feel they are given adequate facilities will be more motivated to learn and develop in that environment.

## CONCLUSION AND SUGGESTION

The research results show that the quality of public services caring for students at the Darul Qu'ran Islamic Boarding School consists of responsiveness, reliability, assurance, empathy, and tangibles.

Based on the conclusions above, the research suggestions are:

1. Islamic boarding schools must provide continuous training and development to supporting staff, especially in terms of competency in Islamic religious education. This includes training in effective teaching methods, an in-depth understanding of religious teachings, and interpersonal skills that can help them interact with students better and should carry out regular performance evaluations to measure the extent to which support personnel have fulfilled their responsibilities. This process should include feedback from students and parents. The evaluation results can be used as a basis for further improvement and development.
2. Increasing parental involvement in the care of students can strengthen the existence of the field of care. Islamic boarding schools can hold regular meetings with parents to discuss the development of students, as well as involving them in the evaluation and improvement process.
3. Technology can be used to improve the existence of the care sector. This includes the use of e-learning platforms to facilitate religious education, as well as information management systems to track student progress and communication between staff and parents.

4. Islamic boarding schools can design clear service standards for the field of care. These standards should include guidelines regarding staff competency, care of students, required facilities, and other relevant aspects.

### Declaration by Authors

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