ABSTRAK

Imas Siti Rojab. 2180060009. 2022. Manajemen Pembiayaan Pondok Pesantren Berbasis Aplikasi Software Manager Dalam Peningkatan Mutu Layanan (Penelitian di Pondok Pesantren Al-Mu'awanah Kabupaten Bandung).

Pesantren Modern Al-Mu'awanah adalah lembaga pendidikan Islam swasta yang sedang berkembang berlokasi di daerah Cidawolong kabupaten Bandung. Berdasarkan hasil observasi mengenai pembiayaan di Pondok Pesantren Al-Mu'awanah, ditemukan fakta menarik bahwa administrasi pondok pesantren Al-Mu'awanah masih menggunakan administrasi tertulis. Ini dibuktikan dengan penggunaan kertas dalam pembayaran SPP, membuat laporan pemasukan dan pembiayaan pondok pesantren, buku kas dan pembuatan laporan pembiayaan pondok pesantren setiap bulannya.

Tujuan penelitian menguraikan perencanaan (*financing*), pelaksanaan (*budgeting*) dan pengawasan (*accountability*) pembiayaan Pondok Pesantren Al-Mu'awanah dari administrasi tertulis menjadi berbasis aplikasi *software manager* dalam peningkatan mutu layanan.

Penelitian ini menggunakan metode kualitatif deskriptif karena tujuan penelitian untuk memahami dan menginterpretasikan makna sebuah konsep secara mendalam. Penelitian akan mendeskripsikan dan menganalisis aktivitas yang berhubungan dengan pembiayaan pondok pesantren Al-Mu'awanah Kabupaten Bandung berbasis aplikasi dalam peningkatan mutu layanan.

Hasil penelitian menunjukkan bahwa, (1) pembiayaan berbasis aplikasi software Manager berjalan dengan efektif dalam meningkatkan mutu layanan dari aspek informasi keuangan pondok pesantren. Karena pihak pengasuh pondok telah mampu meningkatkan kemampuan teknologi informasi bendahara dan staf dengan mengikuti pelatihan, (2) Pengasuh pondok pesantren mudah mengakses data yang berkaitan administrasi keuangan, 3) adanya aplikasi software manager, pekerjaan bendahara dalam menyediakan data keuangan seperti data penerimaan SPP santri dan laporan keuangan mudah diakses oleh pengasuh pondok tanpa harus langsung minta kepada bendahara dan staf, (4) adanya aplikasi software Manager akan memudahkan staf bendahara memberikan informasi secara cepat dan akurat kepada wali santri.

Kata Kunci: Manajemen, pembiayaan, software Manager, mutu layanan

ABSTRACT

Imas Siti Rojab. 2180060009. 2022. *Islamic Boarding School Financing Management Based on Software Manager Applications in Service Quality Improvement (Research at Al-Mu'awanah Islamic Boarding School, Bandung Regency).*

Al-Mu'awanah Modern Islamic Boarding School is a developing private Islamic educational institution located in Cidawolong area, Bandung district. Based on the results of observations regarding financing at the Al-Mu'awanah Islamic Boarding School, an interesting fact was found that the administration of Al-Mu'awanah Islamic Boarding School still uses written administration. This is evidenced by use of paper in paying tuition fees, making reports on income and financing of Islamic boarding schools, cash books and making reports on financing of Islamic boarding schools every month.

The purpose study describes planning (financing), implementation (budgeting) and supervision (accountability) of financing Al-Mu'awanah Islamic Boarding School from written administration to application-based software manager in improving service quality.

This study uses descriptive qualitative methods because the purpose study to understand and interpret meaning of a concept in depth. This study will describe and analyze activities related to application-based financing Al-Mu'awanah Islamic boarding school in Bandung Regency in improving service quality.

The results showed that, (1) Manager software application-based financing was effective improving service quality from financial information aspect of Islamic boarding schools. Because boarding school caregivers have been able to improve information technology capabilities of treasurers and staff by participating in training, (2) Islamic boarding school caregivers easily access data related to financial administration, 3) there is software manager application, the treasurer's job is to provide financial data such as student fee receipts and financial reports are easily accessible by caretaker boarding school without having to directly ask to treasurer and staff, (4) existence Manager software application will make it easier for treasurer staff to provide information quickly and accurately to guardians of students.

Keyword: Management, Financial, software Manager, service quality.