



## Welfare Services of the Foundation in Improving the Quality Management System of Integrated Islamic Junior High Schools in Jambi Province

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### ABSTRACT

The role of welfare services provided by foundations is crucial in enhancing the quality management systems of Integrated Islamic Junior High Schools (SMP IT) in Jambi Province. These services address various aspects of school management that directly influence the educational experience. This study explores the contribution of foundation-supported welfare programs to creating a conducive learning environment, improving teacher competencies, and fostering student development. A conducive learning environment is essential for achieving educational excellence. Foundation support provides schools with the necessary financial resources to improve infrastructure, procure teaching aids, and ensure that learning spaces are comfortable and well-equipped. These improvements create an atmosphere that motivates students to engage in learning actively. Additionally, welfare services significantly impact teacher development. Foundations often fund professional development programs, workshops, and training sessions to enhance teachers' pedagogical skills and subject matter expertise. Empowered and well-trained teachers are better equipped to deliver high-quality education, positively influencing student outcomes. Student development is another area supported by foundation welfare services. Scholarships, extracurricular activities, and character-building programs funded by these services play a pivotal role in shaping well-rounded individuals. These initiatives ensure that students not only excel academically but also develop the character and values aligned with Islamic principles. The findings of this study highlight that a well-structured welfare service system encompassing financial support, professional development, and resource allocation can significantly elevate the overall quality of school management. This research underscores the importance of foundation support in creating sustainable educational excellence in Islamic schools. Such support ensures that these institutions can fulfill their mission of producing a generation that is not only knowledgeable but also morally upright and socially responsible. Through the integration of welfare services, foundations play a vital role in shaping the future of Islamic education in Jambi Province.

**Keywords:** Welfare Services, Quality Management System, Integrated Islamic Junior High Schools

## Introduction

Education quality management is a cornerstone of achieving academic excellence and holistic development in schools.[1] In Integrated Islamic Junior High Schools in Jambi Province, the role of foundations providing welfare services is critical in addressing challenges such as resource limitations, teacher professional development, and student welfare. These schools face unique challenges that demand strategic support to meet both academic and moral objectives. Welfare services offered by foundations help bridge these gaps, ensuring that schools can deliver quality education while maintaining Islamic values.[2]

Integrated Islamic Junior High Schools often operate in resource-limited settings[3], which can hinder their ability to provide optimal learning environments. Foundations step in to offer financial support[4], professional training for educators[5], and programs that address the needs of students from underprivileged backgrounds.[6] These services create a more equitable educational landscape, fostering an environment where all students have the opportunity to succeed.

Moreover, teacher professional development is a critical component of improving education quality. Foundations play a vital role in organizing workshops[7], seminars, and training programs that equip educators with the skills and knowledge needed to meet evolving educational standards. By investing in teachers, foundations indirectly enhance the learning experiences of students, contributing to better academic outcomes and holistic development.

Student welfare programs supported by foundations address various dimensions of students' needs, including scholarships, mentorship, and extracurricular activities.[8] These initiatives not only

reduce financial barriers but also promote personal growth, ethical behavior, and community involvement among students. Such comprehensive support aligns with the principles of Total Quality Management (TQM), emphasizing continuous improvement and stakeholder engagement.[9]

This study explores the multifaceted impact of foundation-provided welfare services on the quality management systems of Integrated Islamic Junior High Schools in Jambi Province. By examining these contributions, the research highlights the critical role of foundations in creating a sustainable and inclusive educational ecosystem. The findings provide insights into best practices and offer recommendations for enhancing collaboration between foundations and educational institutions, ensuring long-term benefits for all stakeholders.

The study is anchored in Total Quality Management (TQM) principles, which emphasize continuous improvement, stakeholder engagement, and strategic resource allocation. These principles serve as a guiding framework for understanding how foundations' welfare services impact the quality management systems of Integrated Islamic Junior High Schools.

TQM's focus on continuous improvement resonates with the foundations' commitment to addressing ongoing challenges in education[10], such as resource shortages and professional development gaps. By investing in infrastructure, training, and student welfare, foundations ensure that schools are equipped to adapt to changing educational demands while maintaining high standards of excellence.

Stakeholder engagement is another critical component of TQM, which aligns closely with the collaborative approach adopted by foundations.[11] These welfare

services are not implemented in isolation but involve active participation from school administrators, teachers, parents, and the broader community. Such collaboration fosters a sense of shared responsibility and ensures that the provided resources are utilized effectively to achieve desired outcomes.

Strategic resource allocation, a hallmark of TQM[12], is evident in the way foundations prioritize their support. By identifying key areas of need—such as financial assistance for underprivileged students, teacher training programs, and facility upgrades—foundations maximize the impact of their contributions. This strategic focus ensures that limited resources are used efficiently to address the most pressing challenges faced by schools.

Additionally, the implementation of these welfare services is guided by Islamic values and principles, which emphasize fairness, compassion, and the pursuit of knowledge. These values ensure that the support provided by foundations contributes not only to academic excellence but also to the moral and spiritual development of students.[13] By integrating TQM principles with Islamic values, the welfare services create a holistic approach to education quality management that addresses both the practical and ethical dimensions of schooling.

This theoretical framework underscores the importance of aligning welfare services with proven quality management principles to achieve sustainable improvements in education. It also highlights the unique contribution of Islamic values in enriching the TQM framework, providing a culturally and morally relevant context for its application in Integrated Islamic Junior High Schools in Jambi Province.

Previous studies have highlighted the importance of quality management in education but have seldom focused on the specific role of foundation-provided welfare services in Integrated Islamic Junior High Schools. This research seeks to fill this gap by investigating how these services address specific challenges faced by schools in Jambi Province.

Recent advancements in educational quality management emphasize the integration of stakeholder contributions, including those of non-governmental organizations and foundations. This study builds on existing literature by focusing on the unique contributions of foundations to Islamic educational institutions, particularly in resource-limited settings.

The novelty of this research lies in its focus on the intersection of welfare services and quality management in Islamic educational institutions. Unlike previous studies that address these aspects separately, this study provides a comprehensive analysis of how welfare services influence various dimensions of school quality management, from infrastructure development to teacher and student welfare.

## Method

This qualitative study employs a case study approach[14], focusing on several Integrated Islamic Junior High Schools in Jambi Province. The case study design allows for an in-depth exploration of the role of welfare services in enhancing school management quality. The research draws on multiple data collection methods, including interviews, observations, and document analysis[15], to provide a comprehensive understanding of the phenomena under study.

Interviews were conducted with foundation representatives, school administrators, and teachers to gain insights into the planning, implementation,

and impact of welfare services. These interviews provided valuable perspectives on how these services address specific challenges faced by schools, such as resource limitations and professional development needs. The semi-structured interview format allowed participants to share their experiences and opinions freely while ensuring that the discussions remained focused on the research objectives.

Observations were carried out in the schools to capture real-time interactions, resource usage, and the overall learning environment. This method enabled the researchers to validate the information obtained from interviews and documents, providing a more nuanced understanding of the practical implications of welfare services.

Document analysis was another critical component of the data collection process. School records, foundation reports, and policy documents were examined to identify patterns and trends in the provision and utilization of welfare services. This analysis helped contextualize the findings and align them with the broader objectives of the study.

Thematic analysis was used to analyze the data, allowing the researchers to identify recurring themes and insights related to the impact of welfare services on school quality management.[16] This analytical approach facilitated the organization of complex data into meaningful categories, highlighting the key contributions of foundation support in addressing educational challenges. By combining multiple data sources and analytical methods, the study provides a robust and comprehensive understanding of the role of welfare services in improving the quality management systems of Integrated Islamic Junior High Schools in Jambi Province.

## Results and Discussion

### Results

Here is a table of research findings based on the presented data:

Research Aspect	Findings
Financial Support for Infrastructure	Foundations have allocated significant resources to improve school facilities such as classrooms, libraries, and laboratories. These enhancements create a conducive learning environment and support student engagement.
Professional Development Programs for Teachers	Regular workshops, training sessions, and certification programs have been organized to enhance teachers' pedagogical skills and subject expertise. These programs ensure high-quality teaching aligned with modern educational standards.
Scholarships and Student Welfare Programs	Foundations provide financial assistance and scholarships to underprivileged students to ensure equal access to education. Additional programs addressing health, nutrition, and personal development also support students' well-being and academic success.
Enhanced Stakeholder Collaboration	The active involvement of parents, community members, and local authorities in school activities strengthens cooperation to improve education quality. This collaboration fosters

	shared responsibility and collective commitment to the school's goals.
Visible Outcomes	- Improved students' academic performance.

The findings reveal that foundation welfare services significantly impact the quality management system of Integrated Islamic Junior High Schools. Key contributions include:

*1. Financial support for infrastructure and learning materials*

Foundations play a crucial role in enhancing the quality of education by allocating significant resources to improve school facilities. By focusing on infrastructure development, they ensure that schools are equipped with modern and functional classrooms, libraries, and laboratories. These improvements are not merely cosmetic but are designed to meet the evolving needs of students and teachers, enabling a better educational experience. A well-maintained and adequately resourced school environment sets the stage for effective learning and teaching processes.

The development of classrooms, for instance, contributes to creating a comfortable and inspiring atmosphere for students. Spacious, well-lit, and technologically equipped classrooms provide an environment where students can focus, collaborate, and engage actively in their studies. Such improvements help minimize distractions and create a structured space where learning becomes the primary focus. These enhancements also make it easier for teachers to employ innovative teaching methods, further enriching the learning experience.

Libraries and laboratories, as integral parts of educational infrastructure, also receive significant attention from foundations. Modern libraries stocked with a diverse range of books, digital resources,

and study materials encourage students to develop a habit of reading and research. Laboratories equipped with up-to-date tools and equipment enable hands-on learning, particularly in science and technology subjects. These facilities allow students to bridge the gap between theoretical knowledge and practical application, fostering critical thinking and problem-solving skills.

Ultimately, these infrastructure improvements create a conducive learning environment that not only fosters academic excellence but also supports student engagement. A well-equipped school inspires students to take pride in their learning space, motivating them to participate actively in academic and extracurricular activities. This positive environment builds a sense of belonging and enthusiasm among students, enhancing their overall educational journey and preparing them for future challenges. Through such targeted investments, foundations ensure that schools become centers of excellence where students can thrive.

*2. Professional development programs for teachers*

Regular workshops, training sessions, and certification programs have become essential tools for improving the quality of education by enhancing teachers' pedagogical skills and subject matter expertise. These initiatives are designed to address the dynamic needs of modern education and ensure that teachers remain competent in delivering high-quality instruction. Through continuous professional development, educators gain insights into innovative teaching strategies, updated curriculum standards, and the latest developments in their respective fields.

Workshops and training sessions provide teachers with hands-on learning opportunities that focus on practical

applications of teaching techniques. These sessions often include collaborative activities, simulations, and case studies, enabling teachers to experiment with new methods in a supportive environment. For example, training in using technology in classrooms equips teachers to integrate digital tools into their teaching, making lessons more engaging and interactive for students. These experiences enhance teachers' confidence and adaptability, ensuring they can meet diverse classroom needs effectively.

Certification programs further validate teachers' expertise and commitment to their professional growth. By completing accredited courses, educators not only deepen their knowledge but also gain credentials that recognize their mastery of specific skills or subjects. These certifications often focus on specialized areas such as inclusive education, STEM teaching, or classroom management, allowing teachers to address specific challenges in their schools. Additionally, these programs help establish a standard of excellence, ensuring that educators are well-prepared to meet the demands of modern educational systems.

Ultimately, these professional development initiatives have a far-reaching impact on the overall quality of education. Well-trained teachers are better equipped to create engaging and effective learning environments, which positively influence student outcomes. They are more likely to inspire and motivate their students, fostering a culture of curiosity and lifelong learning.

### *3. Student scholarships and welfare programs*

Foundations play a pivotal role in shaping the future of underprivileged students by providing financial assistance and scholarships. These efforts ensure that

students from economically disadvantaged backgrounds have equal opportunities to access quality education. By covering tuition fees, school supplies, and other educational expenses, these scholarships remove significant barriers that often prevent students from pursuing their academic goals. As a result, students can focus on learning without the stress of financial burdens weighing them down.

Beyond financial aid, foundations also implement programs that address students' health and nutrition, which are essential for their academic and personal success. By offering free meals, medical check-ups, and health awareness campaigns, these initiatives ensure that students remain physically healthy and ready to learn. Proper nutrition and health services not only improve students' concentration and energy levels in the classroom but also reduce absenteeism caused by preventable illnesses, thus enhancing their academic outcomes.

In addition to addressing physical well-being, many foundations focus on students' personal development through extracurricular programs and mentorship opportunities. These initiatives help students build confidence, leadership skills, and a sense of responsibility. Activities such as arts, sports, and life-skills training foster holistic growth, ensuring that students are not only academically competent but also equipped with the skills needed to succeed in life. Mentorship programs further provide guidance and inspiration, connecting students with role models who motivate them to reach their full potential.

The combined impact of financial support, health initiatives, and personal development programs underscores the transformative power of foundations in shaping young lives. By addressing the multidimensional needs of underprivileged students, these efforts create a strong

foundation for academic achievement and overall well-being. Ultimately, such comprehensive support empowers students to break the cycle of poverty and aspire to a brighter future, contributing positively to society.

#### *4. Enhanced stakeholder collaboration*

The active involvement of parents, community members, and local authorities in school activities plays a crucial role in enhancing the quality of education. By participating in school events, meetings, and educational programs, these stakeholders contribute to the development of a supportive learning environment. Parents, for example, can directly influence their children's academic performance by staying engaged in their education, offering encouragement, and addressing any challenges they may face. This involvement ensures that students receive consistent support both at home and in school, which is essential for their overall growth and success.

Community members also bring valuable resources and perspectives to the educational process. By volunteering their time and expertise, they help enrich the school's programs and offer students real-world connections to various professions and areas of knowledge. Whether through guest lectures, career guidance, or community service projects, these contributions not only broaden students' horizons but also build a sense of community ownership and pride in the school. This involvement fosters a deeper connection between the school and its surroundings, making education a shared priority.

Local authorities, including government officials and educational policymakers, further strengthen this collaborative effort by providing necessary resources and support. They can allocate funding for infrastructure improvements, initiate educational reforms, and create

policies that address the unique needs of the local community. By working closely with schools, local authorities ensure that educational initiatives are aligned with regional development goals and that schools have the tools they need to succeed. This partnership ensures that education becomes a priority at all levels of governance.

Together, the active participation of parents, community members, and local authorities fosters a sense of shared responsibility in the educational process. This collective commitment creates a unified approach to achieving the school's goals, which leads to better outcomes for students. The strengthened collaboration between these stakeholders enhances the overall educational experience, making it more inclusive, sustainable, and effective in preparing students for future challenges.

These efforts have led to tangible outcomes, including improved academic performance, better teacher-student interactions, and a more cohesive school culture. Students have demonstrated enhanced learning outcomes and moral development, while teachers have reported increased job satisfaction and professional growth. Additionally, the improved infrastructure and resources have created a more inclusive and supportive educational environment, benefiting all stakeholders involved.

#### **Discussion**

The study's findings closely align with the principles of Total Quality Management (TQM)[17], which emphasize continuous improvement, strategic resource allocation, and stakeholder engagement. TQM posits that achieving quality in an organization requires a systematic approach that involves all stakeholders, focusing on meeting customer needs and organizational objectives. In the context of Integrated Islamic Junior High Schools, the

foundation's welfare services act as a strategic investment that supports these TQM principles by addressing gaps in financial resources, infrastructure, and human resource development.[18]

#### *1. Strategic Investment in Welfare Services and Quality Management*

The study underscores how targeted welfare programs contribute to measurable improvements in school management quality. Financial support for infrastructure development, provision of learning materials, and professional development programs for teachers all embody the TQM focus on resource optimization and capacity building.[19] The integration of Islamic values ensures that these improvements extend beyond academic excellence, addressing moral and spiritual development—a core component of Islamic education. This dual focus aligns with the TQM principle of adapting quality frameworks to the organization's unique mission and values.

#### *2. Challenges and Recommendations*

Despite these successes, challenges related to the dependency on foundation resources and the sustainability of programs were identified. These issues highlight a gap in TQM implementation, specifically in terms of risk management and fostering self-reliance. The study recommends several strategies for addressing these challenges, including:

- a. **Diversification of Funding Sources.**[20] Schools are encouraged to expand their financial base by partnering with government agencies, private donors, and community-based initiatives. This approach aligns with TQM's emphasis on stakeholder engagement and collaborative efforts to enhance organizational resilience.
- b. **Strengthening Internal Management Capacity.** By empowering school administrators and staff through training and capacity-building

initiatives, schools can better manage their resources and sustain the benefits of foundation support. This approach corresponds with TQM's focus on continuous improvement and internal process optimization.

- c. **Fostering a Culture of Self-Reliance.** Encouraging schools and stakeholders to adopt a proactive, self-sufficient mindset can reduce reliance on external resources. This aligns with the TQM principle of empowering employees and stakeholders to take ownership of quality improvement efforts.

This study makes several significant contributions to the academic discourse on education management:

1. **Integration of TQM Principles with Islamic Values.** The research highlights how TQM frameworks can be adapted to align with Islamic educational values, offering a model for other faith-based institutions.
2. **Empirical Evidence on Welfare Services in Education.** By providing concrete examples of how welfare services enhance school quality, the study bridges a gap in the literature on resource allocation and quality management in underfunded educational settings.
3. **Practical Recommendations for Sustainability.** The study provides actionable insights for policymakers, educators, and foundations on ensuring the long-term viability of welfare-supported initiatives.

The study's emphasis on diversification, capacity building, and self-reliance contributes to the broader TQM discourse on building adaptive and resilient systems. It demonstrates that integrating welfare services with a robust quality management framework can lead to sustainable improvements in educational



quality, even in resource-constrained environments.

By addressing both academic and practical dimensions, this research serves as a guide for enhancing school management systems, particularly in the context of Islamic education, and lays the groundwork for future studies exploring the intersection of welfare, education, and quality management principles.

### Conclusion

This study concludes that foundation welfare services play a pivotal role in enhancing the quality management system of Integrated Islamic Junior High Schools in Jambi Province. The strategic alignment of these services with school goals ensures sustainable improvements in education quality.

Recommendations include:

1. Strengthening partnerships between foundations and schools.
2. Developing long-term strategies for resource sustainability.
3. Expanding professional development opportunities for teachers.
4. Increasing community involvement to support school programs.

These measures will ensure that the positive impacts of welfare services are sustained and scaled to benefit more schools in the region.

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