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REVITALIZATION OF PESANTREN AS THE ASSET OF ISLAM NUSANTARA IN FAMILY QUALITY IMPROVEMENT (A CASE STUDY IN PESANTREN RAKYAT'S MARGINAL SOCIETY EMPOWERMENT IN EAST JAVA)

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Pesantren Rakyat Sumberpucung in Malang has played a significant role in social empowerment. Sumberpucung was popular for prostitution and poverty. Led by Abdullah Sam, this pesantren has implemented special approach to change this marginal society from unreligious, uneducated and low income family to become Islamic, enlightened and high income family. This study applies the theory of Total Quality Management as a tool of analysis of the family quality improvement performed by Pesatren Rakyat in East Java. Revitalization of the Pesantren Rakyat in East Java in improving the quality of the family in terms of Total Quality Management theory can be considered successful. Although with different styles, Pesantren Rakyat has been able to do the three elements of quality management well: customer service, continuous improvement and total involvement.

Background

Pesantren was born from the society. Bruinessen (1994) said that this institution has strongly grown in the cultural roots

before Indonesia's independence. Pesantren is acknowledged as one of the important assets of Islam Nusantara. However, in its development, many pesantrens are now more preoccupied with daily administration, bureaucracy, formal education, and even closely related to political activities (Ernas dan Siregar: 2010). Therefore, many pesantrens tend to be exclusive and take a distance from public atmosphere.

Different from the common pesantren, Pesantren Rakyat Sumberpucung in Malang has played a significant role in social empowerment. Sumberpucung was popular for prostitution and poverty. Led by Abdullah Sam, this pesantren has implemented special approach to change this marginal society from unreligious, uneducated and low income family to become Islamic, enlightened and high income family. Because of this movement, Pesantren Rakyat was awarded by Damandiri Foundation as the Best Model of Social Empowerment in 2015. In nine years, this pesantren has established a successful change in Sumberpucung. One focus of its movements is to strengthen the family quality. Pesantren established on June 25, 2008 was initiated as a community development based on local wisdom and served all people (Mufidah: 2012). Pesantren Rakyat has introduced right strategy in empowering communities and families. Pesantren Rakyat now already has 30 branches in Indonesia.

This study applies the theory of Total Quality Management as a tool of analysis of the family quality improvement performed by Pesatren Rakyat in East Java. This pesantren was originally started with quite simple action, by establishing Quranic institution for kids. However, this pesantren now has introduced advanced technology to support the family assistance program. Various family assistance

programs have been carried out to create a harmonious family. The success of changing the habits of marginal society into quality society is an interesting phenomenon, for instance, adolescent mental strengthening, assistance to vulnerable families, assistance psychiatric problems, and motivation for dropping-out children from school.

Total Quality Management Quality

Some experts define quality differently. Juran and Gaspersz mention that quality refers to two basic understanding, which consists of a number of distinctive quality products. Quality consists of everything that is free from flaws. John Bank defines quality as "to pay a fully satisfying customer requirements at the internal Lowest cost" or the fulfillment of the expectations of customers who are satisfied with the lowest cost. Every word in the above definition has deep meaning. As an illustration, a customer who is willing to pay for expensive dinner at the restaurant has two hopes, the convenient location and the best food to taste. If both of these are not met, then it not only makes the dinner become miserable, but it will eliminate the customer's satisfaction and confidence to the restaurant.

This emphasis on the customer's wishes begins from what is desired by the customer, not what the company wants. The customer's wishes should be fulfilled. However, the company must calculate the cost of servicing it with the lightest price. Therefore, an error in the service should be minimized for the sake of the company's benefit.

Just as the notion of quality, the definition of Total Quality Management also vary. The easy definition TQM is raised by Creech which defines TQM as "a total approach to put quality in every aspect of management". Furthermore, Spenley says in his

book about the definition of TQM. He says "it is a philosophy of management that Strives to Make the best use of all available resources and opportunities by constant improvement. Total Quality Management is the key business improvement strategy and the key issue of the future management Because it is essential for efficiency and competitiveness ...."

From two definitions above, it can be underlined that both Creech and Spenley believe that TQM is a management model that prioritizes quality improvement for the creation of high competitiveness. It is done to maximize the utilization of the potential and opportunities owned by conducting continuous improvement. This is in line with the opinion of Tjiptono and Diana who interpret TQM as "an approach to run a business that tries to maximize organizational competitiveness through continuous improvement of the products, services, people, processes, and the environment." From this, we can conclude that TQM is a management model that relies on continuous improvement and involvement of all elements of the organization in order to achieve a predefined quality to customer satisfaction.

To implement TQM in practice, it is better described here 14 points Deming management formulated in order to design the transformation of quality management. Deming as one of the originators of TQM in his book Out of the Crisis write 14 points essential to sustain quality. These items are as follows.

1. Creation of definite purpose toward improvement of goods or services with the goal of becoming more competitive
2. Adoption of new ways of thinking, such a transformation.
3. Termination dependence on mass inspection to obtain quality.
4. Cessation of business practices by relying only on price. This can be done by building long-term relationships with suppliers are based on loyalty and trust.

5. Improvement of continuous improvement to production systems and services so as to improve the quality and lower the cost
6. Institutionalization of job training.
7. The institutionalization of leadership.
8. Elimination of fear so that everyone may work effectively
9. Removal of barriers between departments.
10. Elimination of slogans, exhortations, and targets to employees
11. Removal of production quotas and management of work-paced target.
12. Removal of barriers that deprive workers of the right to work pride. Also, the removal of barriers that rob people who are in management and engineering of the right to work pride.
13. Institutionalization of education and self-development program seriously.
14. Mobilisation of everyone to achieve transformation at the top.

TQM is a concept that seeks to implement world-class management system. For that, it needs a major change in the culture and value system of an organization. Furthermore, Hensler and Brunell, as quoted Nasution, said that there are four main principles of TQM.

1. Customer satisfaction

In TQM, the concept of quality and expanded customer. Quality is no longer just a means of compliance with certain specifications, but the quality is determined by the customer. Customers include the customer's own internal and external customers. Efforts are made to satisfy the needs of customers in all aspects, including the price,

safety, and timeliness. Thus, all the movements and activities of the company should be aimed at satisfying the customer.

2. Respect for the individual

In the company of international quality, each employee is seen as an individual who has a unique talent and creativity. By doing so, employees are the organization's resources are the most valuable. Therefore, every individual in the organization treated well and given the opportunity to be involved and participate in decision making team.

3. Management based on facts

Every decision is always based on data, not just a feeling. There are two concepts related to this issue. First, prioritization, a concept that repairs can not be done on all aspects at the same time, given the limited resources available. Therefore, using data, and the management team within the organization can redirect its efforts on certain critical situations. Second, variations or variability of human performance. Statistical data can give an idea of the variability which is a normal part of any organizational system. Thus, management can predict the outcome of every decision and action taken.

4. The continuous improvement

In order to be successful, every company needs to make a systematic process to implement continuous improvement. The concept applies here is the cycle of PDCA (Plan- Do-Check-Act) comprising the steps of planning, implementation of the plan, the examination results of the

implementation plan, and corrective actions to the results obtained.

Slightly different from Hensler and Brunell, Tenner-DeToro introduce three main principles of TQM. These three things are:

a. Focus on the customer. That is the concern of an organization or institution against both internal and external customers. Quality is based on the concept that everyone has a customer. Desires and expectations of customers must be met at all times by an organization. Therefore, to determine the wishes of customers, a number of analysis must be done to avoid missteps.

b. Process improvement. The concept of quality improvement continuously started from the assumption that a work is an accumulation of a series of interrelated action steps to emerge output. Continued attention to every step in the process of working is one thing that must be done to reduce the output of different and improve the reliability of the process. The first goal of continuous improvement is a process that is trusted in the sense that the resulting output will be the same every time and in accordance with prescribed standards. If the output variation has been reduced, but the results are not acceptable, the second purpose of the repair process is the redesign of the production process so as to obtain better results and in accordance with customer expectations.

c. Total involvement. This approach begins with the active leader of the senior management and include efforts to use the expertise of employees of the organization to achieve a competitive advantage in the marketplace. Employees at every level are given a provision to increase the yield by working together in a flexible working structure in problem

solving, process improvement, and provide customer satisfaction. Similarly, external partners should be actively involved in cooperation with employees who are trained to provide benefit to the organization.

Noting a number of TQM theory above, there is some common ground in the concept of TQM between one character with another character. Deming, for example, requires 14 attitude one should have an institution or company if it is to achieve the desired quality. On the other hand, Hensler and Brunell, called the four principles of TQM and was followed by Tenner-DeToro who called three principles of TQM. Maybe some people would say that the concept of TQM is unclear or uncertain. However, the theories above have in common and can even be boiled down to three principles just as offered Tenner-DeToro.

From the above discussion, the authors tend to prefer the opinion-DeToro Tenner to be used as a knife analysis to examine the quality of the revitalization pesatren in strengthening families conducted by the People boarding school in East Java. This election is not demeaning other theories but for the sake of easy writer to mengalisis data collected. By using these three principles, the analysis of the quality of family strengthening carried out by the People boarding school in East Java is considered easier and focused.

Research Method

In the study of Islamic sciences, research about the empowerment of society can be included in the research field of social institutions. According Bisri, there are eleven research area of social institutions, namely the institution of worship, kinship, education, broadcasting, scientific, legal, political,

economic, health care, and the arts. If you pay attention to the substance and scope, the study of community empowerment Pesantren People can be put into the category of kinship and educational institutions.

However, when viewed from the point where, according to Arikunto, this study includes research field or arena, the study relied on data from the communities studied. Courses are referred to in this study are the three people boarding school in East Java.

Because the study was to lift one case, according to research Yin also called a case study (single case study). The cases examined in this study is intended to examine the uniqueness of this case improving the quality of families conducted by the Pesantren Rakyat in East Java. Thus, all the activities carried out by the Pesantren Rakyat in strengthening the quality of the family can be described in detail.

The approach is intended in this research is the scientific worldview that is used to understand the data. Connolly and Abdullah al mentions various approaches that can be used in the study of religion, such as the approach of sociology, anthropology approach, and the approach to history. The approach used in this study is a management approach, particularly the integrated quality management approach. Thus, the People boarding school and improving the quality of family conducted a thorough scrutiny from the perspective of management based on the values in the integrated quality management. Integrated quality management is considered appropriate to be used as a management blade analysis because this model can help to identify important factors that can make Pesantren Rakyat successful in improving the quality of families in East Java.

Data collection in qualitative research, as revealed by Meriam includes three main methods for the sake of gathering accurate data. The methods are as follows.

1. **Interview**

    Interview method used is depth interviews using lattice question. In the interview, the author is the main instrument for authors submit questions in accordance with the needs and record their answers as important data. As Seidman opinion, the interview is not always done in a formal situation, but also developed the questions accidental accordance with the flow of the conversation. The informants were selected through a technique selecting informants. Informants been with the criteria that they are aware of and directly involved in the implementation of management at the agency. The author carefully selecting the quality and objectivity of each informant answers that are relevant to the research problems. A number of key informants were interviewed, among others, Sam Abdullah (founder and leader), Abdul Ghafur (the steward), Samsul Arifin (board) and a board of people boarding spread in East Java. Among these are Sardi and Ahmad Sarbini of the People Pesantren al-Ridho Ponorogo and Junaidi of Pesantren People Mambaul Hikam Kedungkandang. A number of students and community leaders is also important informants in this study. Utilization data from interviews have been adapted to the needs of research in describing the activity or process analysis.

2. **Documentation**

    Documentation is intended in this paper are of two kinds, namely printed documents (hard copy) and online documents or files (soft copy). Printed documents include the profile of the institution, the annual work program and

administrative data that is accessed through direct visits to the Islamic School in East Java Rakyat elected. As for the non-printed document is a document which is obtained through download (download or copy) the data online from the official websites related, such as the People Pesantren website online.

The main data source type in this study are primary data obtained directly from the field. The data obtained from interviews with key informants. Researchers conducted interviews with a number of informants so that the collected data is needed. In addition, important documents such as the founding document of the People Pesantren, the data community development in the field of strengthening the family, and documentary photographs also can be a source of primary data.

In addition, this study requires a number of sources of secondary data obtained from a variety of books and research results. Data of this type include a review of the boarding school, boarding school of the People, and integrated quality management. Various print reference it is useful to enrich the knowledge of researchers so that the data obtained through went to the field can be easily understood with the conceptual framework of the study.

Pesantren Rakyat and Community Development

This section pesantren uncover the reasons people did community assistance activities. In general, born from the public schools. Rarely appear without the support of the public schools. Pesantrens strength precisely in the hands of the community. If it appears a boarding school, but people do not agree, then the schools will be forced to disband or move to another location. This shows that public support into one of the

pillars supporting schools that still exist and can develop in accordance with the demands of the times.

However, not all schools were born and grew still care about the community. One of them still continue to cling closely and join hands with the community is the people pesantren led by Ustadz Abdullah Sam, from Sumberpucung. Movement made people-based course. Judging from the history of the birth, schools that officially established on June 25, 2008 has a motto of the people, by the people and for the people.

Citizen is also evident in the founding charter of this agency. In the writings of Abdullah Sam ust it there is a spirit to be boarding the people as a solution to a problem that is often overlooked by society-many pesantren. The following are excerpts of the manuscript "In a village located in the west of the capital city of Malang, precisely Sumberpucung village its name, there heterogeneous society either plural or religion, work, culture and customs. In Strategy Development miyah one day there was a child of the people "Cak Dul" who think "how Da'wah Akhlaq And Aqeedah Wal Jama'ah Islamiyah ala Ahl can Penetrating Among The Most Black, marginalized, Weak Economy And Education Low" That is precisely Often Forgotten , So far, we know a good education Formal or boarding school in an eerie feel for some of the terms and costs cuckup complicated and high for the layman, say Gontor (Not mungkit his people do not have to get an education that expensive) so that the potential of the soul clerics and statesmen that of the little people children was untouched and there will never be progress. Though many pearls, Golden Gem of the Yang pent-In to Family to Family Weak who had been

experiencing Dead End In The Life Lounge More Penetrating dignity, this Task Who? "

Script above shows that that these people into boarding schools alternative that provides ample opportunities for these people want to learn. Unlike the schools developed at this time, considering the cost would have become a natural thing. In fact, the smart kids and the potential is not always born of a wealthy family. Therefore, the people boarding want to provide an opportunity for anyone, no matter their background to get the right to a decent education and to contribute to the advancement of the nation.

From the description above it can be concluded that the boarding of the people want to provide learning opportunities for anyone who really wants to go forward. Generally, quality education is always synonymous with expensive fees. Therefore, the people boarding it presents different things, namely by open learning models that are not insulated by space and time. Can learn from anyone and anytime. Thus, the spirit of the people boarding the above would easily be implemented if synergy with the community in a way to unite with them. The pattern of intensive assistance to the community became the basis of the struggle.

Pesantren Pesantren People and Revitalization Role in Improving Quality Family

This section describes the role in revitalizing the role of the people boarding schools in order to improve the quality of family. Revitalization in question is reviving the role of schools in helping families to become sakinah. With the role of schools

on this side, it is expected that people can avoid the problems of life and resolve any challenges they face wisely.

In keeping with the spirit of its founding, boarding the people have a vision of "Realization of Islamic institutions Social leaning ASWAJA in education outside the school who is able to deliver next-generation social community that is useful to religion, nation, and state." This vision can be interpreted as a form of dream pesantren people to providing services to the public in the form of non-formal education. This kind of education is not only limited to the children or teenagers, but may include educational services for the elderly. Type of education was not always in the classroom together as usual educational institutions, yet relaxed and adaptive style is more appropriate for this group of adults.

To complete the vision, Pesantren People launched its mission by:

1. Organizing the Islamic education outside school
2. proselytizing and religious social
3. Advocating on abandoned children, school dropouts, and marginalized communities
4. Generating the social spirit of the community at large
5. Establishing an independent democratic economy ala students
6. Increase the professionalism and efficiency of santris

Pesantren people in the course of time has successfully provided consulting services family and family problem solving. Are as follows.

1. Assistance in the Field of Law

    Assistance in the Field of Law was also conducted by the People Pesantren Al-Amin. People Pesantren Al-Amin advocates the community associated with a variety of cases, including:

a. ID card forgery case by Puji Astutik, then Julianto victim wins in court and get perugian Rp5,000,000.00, against lawyers Darlan Rifa'I of Tulungagung (strengthening of the client)

b. Land owned by the TNI (Bahwino) which will be sold to P. Surip, in consultation with the companions jurists could eventually run smoothly

c. Land owned by his supine who brought moneylenders and bleeder, then can be resolved properly

2. Assistance to Vulnerable Families

Pesantren People who grew up in the midst of community stations, markets, gambling, toggle, infidelity, tourist attractions, lodging dark, and in the biggest prostitution areas in Malang demanded that always maintain social status. For that, culturally dilakukanlah assistance directly to the families concerned and many have found the path of light in his life. In this case not described one by one individual or family or being assisted because besifat secret.

3. Assistance Program to Motivate Children Out of School

The number of dropout cases encountered in the founding of the People Pesantren Al-Amin Sumberpucung demands for efforts to increase human resources louder. To that end, the People Pesantren Al-Amin provide motivation in the form of training and direct assistance to young people who drop out of school. In addition, the People Pesantren Al-Amin wanted to provide future supplies in the form of skill and confidence to be ready to compete in the arena of economic upheaval that exist today.

4. Assistance Psychiatric Problems

In addition to assistance to vulnerable families as described above, there are also psychological problems arising from the problems faced. In this psychiatric cases, ust Abdullah Sam attempted to regrow the spirit of life and the changes in their lives in a positive direction. Existing data is confidential because it is a matter of personal and confidential.

Revitalization Pesantren People in Improving the Quality of Family in terms of the Integrated Quality Management Theory

This section describes about the integrated quality management review to revitalize the people boarding schools in improving the quality of family. How that is done is to take quality management theory that has been selected and then use the theory to see its application in boarding people.

As explained in Chapter II, Tenner-DeToro forward three main principles of total quality management (TQM). These three things are:

1. Focus on customers (focus on the customer). That is the concern of an organization or institution against both internal and external customers. Quality is based on the concept that everyone has a customer. Desires and expectations of customers must be met at all times by an organization. Therefore, to determine the wishes of customers, a number of analysis must be done to avoid missteps.

2. Repair process (process improvement) that constantly. The concept of quality improvement continuously started from the assumption that a work is an accumulation of a series of

interrelated action steps to emerge output. Continued attention to every step in the process of working is one thing that must be done to reduce the output of different and improve the reliability of the process. The first goal of continuous improvement is a process that is trusted in the sense that the resulting output will be the same every time and in accordance with prescribed standards. If the output variation has been reduced, but the results are not acceptable, the second purpose of the repair process is the redesign of the production process so as to obtain better results and in accordance with customer expectations.

3. Opt total (total involvement). This approach begins with the active leader of the senior management and include efforts to use the expertise of employees of the organization to achieve a competitive advantage in the marketplace. Employees at every level are given a provision to increase the yield by working together in a flexible working structure in problem solving, process improvement, and provide customer satisfaction. Similarly, external partners should be actively involved in cooperation with employees who are trained to provide benefit to the organization.

All three of the above, we can see its application in the service of the people in the area of family boarding. Although with different styles, folk schools have been able to do the three elements of quality management well, namely customer service, continuous improvement and total involvement.

1. In terms of customer service

Customers are referred to in this study is the internal and external customers. Internal customers are people boarding caregivers, family caregivers and teachers. Internal customer service is done by providing the motivation that the struggle in the cause of Allah will always

receive the best way of Allah SWT. When someone had convinced himself that he is part of the way of Allah SWT improve people's lives, then Allah SWT already provides a variety of conveniences. This was said by Ust Abdullah Sam,

"I have already made the servants of God who are ready to devote my body and soul to the people. I knew the problem was never completed. However, if we put my trust in Allah, Allah will provide a way out the field. For example, when I was less than the maximum economy, by pleading to God, finally I can get sustenance from the side that not what I expected. I'm sure that God never sleeps. " Ust Abdullah's statement shows that the self and the family already Were Left to Allah SWT. Provision would have the God-given right on time. Therefore, Ust Abdullah and family is always an abundance of food from various sources.

Another thing is also conveyed to the teachers in these schools. Although the amount is not much, the teachers who daily assist the students are content with the income they receive. In fact, there are some teachers who are not willing to accept a salary because he felt blessed from the school so that people no longer need to take a salary.

Furthermore, in the case of an external customer service, people boarding opportunities to the general public to follow the activities of the people boarding without being penalized. Communities can participate boarding folk activities such as regular teaching activities, Jagong Maton, cangkruk'an, or gamelan without charge. The entire facility has been prepared by boarding the people for the help and concern of the observers and sympathizers boarding people.

In terms of strengthening the quality of family, folk schools provide a variety of services to help people live more Islamic and sakinah in the family. For example, in service to the people who have no income. Pesantren people do not necessarily give money, however, the people boarding invites them to repent to God and pray that they dilancarakan sustenance. After that, people find solutions boarding soft loans for businesses. In cooperation with various financial institutions, such as BAZNAS East Java Province, bank SMEs and el-Zawa UIN Malang, folk schools have been successful in alleviating some community members who terililit moneylenders and provides an alternative to businesses so they can be empowered economically.

When there is a family dispute, the people boarding appear in the middle as mediator. Pesantren people's expertise in bridging the problems faced by husband and wife. For example, when the family SJ problematic, the steps are a way to invite them to think clearly about the family. They were asked to calm down by more remember Allah, remembering the gift that has been received, and trying to unravel the problem premises to find the root of the problem. With open dialogue and interspersed with religious masehat packed with people's language, SJ family finally not so divorced and back in harmony as in the past.

That picture service to customers, both internal and internal. In essence, the people boarding schools already do service customers well with a number of modifications and adaptations. It is certainly understandable that serve the community are needed expertise in language and ethical.

2. Continuous improvement

Continuous improvement in the quality management this necessitates the perpetrators always thinking ahead. They should be able to read the future and prepare it carefully. Innovative attitude and never give up is the key to success.

Pesantren people in terms of continuous improvement has been doing a lot of activities. If seen from history that people do not have the means boarding-learning infrastructure, buildings, and land, now boarding people already have many units at once fasilitasnya.misalnya activities, to support the activities of the madrasas diniyah, the boarding was build Taman Pendidikan Al-Qur'an (TPQ). TPQ besides the epicenter of a child to become a generation of strong Islamic faith and sound belief, it also serves as a means for tutoring school. That is, after the children learn the Koran, they can go to school textbooks and simultaneously doing homework (PR). This activity is effective enough to give you motion runag teach students to learn from each other. Those who have more ability or at the level of higher education can provide guidance and tutoring to his companion who can not. Here there is a mutually advantageous interaction between students.

The above activities, even though it seems like the learning of the Koran or the school, but it was a positive effect on family life. By studying in the TPQ, children can learn and play with the guidance of a teacher in the afternoon. Free time does not run out of children wasted by watching television or playing games. In effect, their parents more calm and not worry over his association. In fact, in certain cases, parents rarely worship, gradually so willing

congregation in prayer rooms or mosques. Support from the community grow and eventually boarding the people getting a place in the hearts of the public. This was revealed by Ustadz Abdullah Sam as follows.

"Here, there are cases of parents who finally realized after the child study in boarding people. There are parents who are usually drunk, so drunk reduced. There are also parents who do not want to worship in mushalla, now want to mushalla. Thank God, the children of students have been able to provide other colors in their family. "

From the above statement, it is understood that children who are the fruit of careful parents to some extent has a positive effect on her family .. This is the form of improvements that need to be passed so that the atmosphere of family life can be better towards harmonious family.

In addition to the above activities, the people boarding continuously perform new breakthroughs, such as the introduction of the internet to the community, the establishment of radio stations, establishment of cultural centers, the strengthening of foreign languages, to the development of the family corner. All was done in order to achieve the development of schools are increasingly useful for people.

3. Involvement Total

To point this total involvement, schools can be quite skilled people involves many parties. In addition to involving a family member caregiver or teacher, folk schools have successfully established cooperation with many parties. Besides working, people boarding developed extensively to various parts of the country. Recent reports

about jumlag boarding locations of the people, no less than 22 pesantren people who were already registered. Even if calculated with several institutions declared themselves verbally, folk schools can be more than 50locations.

Back to the total involvement, boarding the people shoulder to shoulder with the community to implement its program. For example, in boarding people of ar-Ridho, boarding the people working with communities to create a prayer room. Dikumpulan funds from the public and conducted by mutual cooperation. In addition, there are other unique conducted by boarding these people. Pesantren are located in Ponorogo Sidowayah has a reforestation program. Given the woods close to the location of schools, pesantren students engage people and communities to replant denuded forest began. In fact, the source of water at the site, including difficult. Therefore, reforestation is one of concern for schools to sustainability. It is never revealed by Ust Sukardi as follows.

"The program involves the community is pretty much mushalla development and planting trees in the forest. This is a necessity for people to easily carry out worship in mushalla. Moreover, in this area is hard water. If the rainy season, residents can still enjoy the water from the water source, but if in musi dry, water must be pumped to be used by the public. That, too limited. " From the above description, that the total involvement, both of caregivers and residents can be seen in various activities.

In addition, many activities undertaken by the people boarding involving many parties, such as governments and universities. People Pesantren Mambaul hikam has collaborated with UIN Maulana Malik Ibrahim in shaping the Sakinah Family Corner (Sakina Family Corner). Activities undertaken in fostering harmonious family

conducted with the sharia faculty includes three things, namely coaching teenagers, coaching young families and mature families. For teenagers, coaching conducted to provide insight to teens about promiscuity and drugs. For young families, they are given a parenting education. As for the mature family, they are given insight into the techniques of mediation. With these activities melibatka many elements, pesantren people can provide wider benefits for society, especially in strengthening the quality of the family.

Conclusion

From this study we can conclude some interesting findings as follows.

1. Reasons People boarding school in East Java, focusing on community assistance activities is because since the outset, the people boarding schools already ordained himself as the one with the people. This can be seen in its founding charter that was written directly by the founder and originator.

2. How People pesantren in East Java revitalize the role of schools in improving the quality of family is quite varied. Among them is the way adolescent mental strengthening, assistance in the legal field, assistance to vulnerable families, assistance psychiatric problems, and mentoring motivates children dropping out of school.

3. Revitalization of the People in East Java Pesantren in improving the quality of the family in terms of the Integrated Quality Management Theory which can be considered the maximum. Although with different styles, folk schools have been able to do the three elements of quality management well, namely customer service, continuous improvement and total involvement. In terms of

customer service, people boarding schools open to help anyone who needs help. Problems faced by the customer, in this community, is quite diverse. Economic issues often dominate, and religious issues, to psychological problems. Then, in terms of continuous improvement, people boarding continuously perform new breakthroughs, such as the introduction of the internet to the community, the establishment of radio stations, establishment of cultural centers, the strengthening of foreign languages, to the development of the family corner. Lastly, in terms of total involvement, people boarding from the beginning has involved all, of the elements of the people boarding the founding family, neighbors, authorities, until the campus was active in service to the community.

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