# USE OF INFORMATION TECHNOLOGY IN IMPROVING INTERNAL COMMUNICATION EFFICIENCY IN MADRASAH

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**Abstrak:**

*Penelitian ini bertujuan untuk mengeksplorasi dampak penggunaan teknologi informasi dalam meningkatkan efisiensi komunikasi internal di Madrasah Tsanawiyah Swasta (MTsS) Misbahul Hidayah. Komunikasi internal yang efisien memiliki peran penting dalam meningkatkan kinerja organisasi, terutama di lingkungan pendidikan seperti MTsS Misbahul Hidayah. Metode penelitian yang digunakan adalah pendekatan kualitatif dengan menggunakan wawancara mendalam, observasi dan analisis dokumen. Informan penelitian terdiri dari staf administrasi, guru, dan manajemen madrasah yang terlibat dalam proses komunikasi internal pada lembaga. Data yang terkumpul dianalisis menggunakan pendekatan kualitatif dengan teknik analisis konten. Hasil penelitian menunjukkan bahwa penggunaan teknologi informasi, termasuk sistem manajemen pembelajaran online, platform komunikasi internal, dan perangkat lunak administrasi madrasah, memberikan kontribusi positif dalam meningkatkan efisiensi komunikasi internal. Implementasi teknologi informasi memungkinkan para staf dan manajemen sekolah untuk berkomunikasi secara lebih cepat dan efektif. Selain itu, teknologi informasi memudahkan akses terhadap informasi dan dokumentasi yang diperlukan untuk kegiatan administratif dan pendidikan. Meskipun demikian, beberapa tantangan juga diidentifikasi, termasuk keterbatasan akses, kurangnya pelatihan, dan resistensi terhadap perubahan. Oleh karena itu, disarankan agar lembaga meningkatkan infrastruktur teknologi informasinya, menyediakan pelatihan yang memadai kepada staf, dan mengembangkan strategi untuk mengatasi resistensi terhadap perubahan.*

**Abstract:**

*This study aims to explore the impact of information technology usage on improving internal communication efficiency at Madrasah Tsanawiyah Swasta (MTsS) Misbahul Hidayah. Efficient internal communication plays a crucial role in enhancing organizational performance, especially in educational environments like this institution. The research methodology employed was a qualitative approach utilizing in-depth interviews, observations, and document analysis. Research informants consisted of administrative staff, teachers, and madrasah management involved in the internal communication process at this institution. The collected data were analyzed using a qualitative approach with content analysis techniques. The findings indicate that the use of information technology, including online learning management systems, internal communication platforms, and madrasah administrative software, contributes positively to enhancing internal communication efficiency. The implementation of information technology enables staff and school management to communicate more quickly and effectively. Additionally, information technology facilitates easier access to the information and documentation required for administrative and educational activities. However, several challenges were identified, including access limitations, lack of training, and resistance to change. Therefore, it is recommended that this institution continues to improve its information technology infrastructure, provide adequate training to staff, and develop strategies to overcome resistance to change.*

**PENDAHULUAN**

The development of information technology today has an important role in social life, both in the social and economic fields. It is common knowledge that the development of information is the main basis for using computer systems which can provide benefits in human life so that carrying out daily work activities can be more optimal. (Wijaya, 2022). This development has a strong influence not only on information technology itself but also on the totality of life. The very rapid development of information technology has had a huge impact on the pattern of relationships between individuals, between communities, and even between countries or nations. (Syahrul dkk, 2004).

The use of information technology has changed the way we carry out various aspects of life, including in the education sector. MTsS Misbahul Hidayah, as one of the Islamic educational institutions in Indonesia, also feels the positive impact of IT integration in its daily operations. One of the most important aspects that has increased efficiency thanks to the application of IT is internal communication. In this digital era, effective and efficient communication is very important to ensure the smooth running of school activities and achieve optimal educational goals.

The institution in question has adopted various IT-based tools and systems to strengthen internal communication between teachers, administrative staff, and students. Before the adoption of information technology, internal communication in this madrasah relied more on conventional methods such as correspondence, oral announcements, and face-to-face meetings. Although these methods still have value, they are often inefficient and prone to various problems such as delays in information, miscommunication, and limited reach.

With the implementation of information technology, educational institutions are able to overcome these challenges. One of the initial steps taken was the development of a school information management system (SIMS) that allows for centralized and structured management of data and information. This SIMS includes various features such as managing schedules, attendance, student grades, and important announcements. Through this system, teachers and staff can easily access and share relevant information, thereby reducing the time and effort required for administrative processes.

In addition, the use of email and instant messaging applications such as WhatsApp has become an integral part of internal communication in the institution. Email is used for formal communication between teachers and administrative staff, while instant messaging applications facilitate faster and more informal communication. Instant messaging groups are formed based on specific needs, such as subject teacher groups, administrative staff, or extracurricular activity committees. In this way, information can be delivered quickly and efficiently to interested parties.

To increase student participation and involvement in the teaching and learning process, MTsS Misbahul Hidayah also adopted the use of a Learning Management System (LMS) such as Google Classroom. This LMS facilitates communication between teachers and students outside of class hours, allows for the delivery of assignments, collection of homework, and providing feedback efficiently.

With the LMS, the learning process becomes more structured and well-monitored, and allows for more dynamic interactions between teachers and students.

Information technology is a tool or system used to manage data by processing, collecting, storing, and presenting quality information. The information produced must be relevant, accurate, and timely, and used for personal, business, and government purposes, and be the basis for decision making. (Khoiriyatin et al., 2024). Information Technology includes everything related to the process, use as a tool, manipulation and processing of information (Fauzi & Arifin, 2023). The importance of implementing information technology in institutions is not only limited to internal communication between teachers, staff, and students, but also involves parents of students. Web-based school information portals or mobile applications allow parents to monitor their children's academic progress, view school activity schedules, and get the latest information on important announcements. Thus, parents can be more involved in the educational process and provide the necessary support to their children.

According to Suprapto (2011:6) communication is: "A meaningful interaction process between fellow human beings." (Apriliani et al., 2021). The efficiency of internal communication that is increased through the use of information technology also has an impact on improving the quality of education in institutions. Teachers can focus more on developing innovative teaching materials and teaching methods, without being distracted by complicated administrative matters. Administrative staff can carry out their duties more effectively and in an organized manner, ensuring that all school activities run smoothly.

Students also feel the benefits of fast and accurate access to information, supporting a more optimal learning process. In previous studies that discussed the use of information technology, including: 1) Salsabila stated that the integration of information technology has many benefits that can be utilized or used. The integration of technology in the realm of Islamic education is able to improve the quality of education in schools. The use of this technology will transform schools into institutions with more creative, accommodating and dynamic teaching so that these students are inspired to innovate the best in the collaboration of technology and Islamic education (Salsabila et al., 2023). 2) The use of information and communication technology (ICT) can improve the quality of teaching, the quality of students, the interests of students, and simultaneously increase the value of educators in the field of technological progress. Student satisfaction with the P5 activity (Pancasila Student Profile Strengthening Project) shows that 89% of students are very satisfied with the independent curriculum providing opportunities for students to develop their talents and interests more broadly and openly according to the principle of individual differences (Dwi Alfina & Hasanah, 2024). Meanwhile, Faridatul Hikmah's research shows that the role of information technology, budget participation, and Total Quality Management (TQM) in improving managerial performance is to positively improve employee and customer performance and facilitate transactions between customers and Bank Syariah Indonesia (BSI) KC Kabanjahe (Hikmah & Yusrizal, 2023).

Previous research shows that the integration of information technology has various benefits that can be utilized to improve the quality of education, including in the Islamic education environment. The application of technology in Islamic

education can transform schools into more creative, accommodating, and dynamic institutions, thus encouraging students to innovate in collaboration between technology and Islamic education. In addition, the use of information and communication technology (ICT), budget participation, and Total Quality Management (TQM) positively contribute to improving managerial performance. In general, these studies confirm that information technology plays an important role in various sectors, including education and banking, by providing a significant positive impact on performance, user satisfaction, and operational effectiveness.

The novelty of this journal lies in its comprehensive approach that combines analysis of technology infrastructure, user digital skills, and internal communication culture at MTsS Misbahul Hidayah in the context of using information technology to improve communication efficiency. This study not only explores the impact of information technology on the speed and accuracy of information delivery, but also highlights implementation challenges and provides practical recommendations that can be adapted by similar educational institutions. Thus, this study provides a unique contribution to the educational technology literature with a special focus on the madrasah context, which is still rarely discussed in previous studies.

## METODE PENELITIAN

This study uses a qualitative method with a case study approach to explore the use of information technology in improving the efficiency of internal communication in institutions. Qualitative methods are chosen because they allow researchers to gain an in-depth understanding of the phenomena being studied, especially in relation to the context and dynamics that exist in the school environment.

According to Sugiarto, qualitative research methods are a research approach that aims to understand and explain the meaning of a phenomenon in its natural context. In qualitative research, researchers collect data in the form of text, images, sound, or other forms of non-numerical data, to then be analyzed using an inductive approach. This means that qualitative research does not focus on testing hypotheses, but rather on developing a deep understanding of the context and dynamics of a phenomenon (Sugiarto, 2016).

Qualitative research is a research technique that uses narratives or words to explain and describe the meaning of each phenomenon, symptom, and certain social situation. In qualitative research, researchers are key instruments for interpreting and interpreting each phenomenon, symptom, and certain social situation. Therefore, researchers need to master the theory to analyze the gap between theoretical concepts and the facts that occur

## METODE

Research design is essentially a research action plan in the form of a set of logically sequential activities that connect the research questions to be answered and the research conclusions that are the answers to the research problems. In several books on research methodology, research design is defined as a plan that guides researchers in the process of collecting, analyzing, and interpreting data. There are also those who define research design as a research blueprint, which includes at least four things, namely: what research questions to be answered, what data is relevant to the research questions, what data is collected and in what way, and how to analyze it (Prof. Dr. H. Mudjia Rahardjo, 2017).

Lubis (2018) provides a statement regarding the research method, where according to him, this research method can be understood as a scientific way of obtaining reliable data which has the aim of being able to interpret, develop, and prove a certain knowledge with the aim of being able to be used in understanding, solving, and preventing a problem (Sugiyono, 2013).

This research design is a single case study. MTsS Misbahul Hidayah was chosen as the subject of the study because this institution is in the process of integrating information technology into its daily operations and internal communication management. A single case study allows researchers to explore in depth and detail the process, challenges, and results obtained from the application of information technology in this school.

In general, data collection methods in qualitative research consist of in-depth interviews and observations Darlington & Scott (2002). Meanwhile, according to Mason (2002) in qualitative research there are four data collection methods, namely (1) Interview; (2) Observation; (3) the generation and use of documents, and (4) the generation and use of audiovisual methods (Rachmawati, 2017).

Data collection is carried out through several techniques, namely in-depth interviews, participant observation, and document analysis. 1) In-depth interviews, with interviews, researchers try to obtain information by meeting face to face physically and asking questions with informants. With this technique, researchers act as data collection tools. During the interview, researchers also observe the informant's gestural behavior in answering questions. To avoid the stiffness of the interview atmosphere, no structured interview techniques were used. In fact, interviews in this study were often conducted spontaneously, namely without prior agreement on time and place with the informant. With this, researchers always try to take advantage of the most appropriate opportunities and places to conduct interviews (Prof. Dr. H. Mudjia Rahardjo, 2017).

Interviews were conducted with various parties involved in internal communication at MTsS Misbahul Hidayah, including the principal, teachers, administrative staff, and students. This interview aims to obtain direct perspectives from information technology users regarding the effectiveness, benefits, and obstacles faced in using the technology. 2) Participatory observation. According to Tedlock (1991), non-participatory observation means that researchers make observations but do not actively participate in the research location and context in which the research subjects live or work in it. In participant observation, observation becomes the main tool for obtaining data, so the role of participants or key informants is very important to help researchers understand cultural differences and take the right attitude towards these cultural differences (Rachmawati, 2017). Observations were conducted to directly observe how information technology is used in daily activities at school. These observations include the use of hardware and software, interactions between users, and the process of delivering information. 3) Document analysis, the documents analyzed include school policies related to information technology, internal communication records, technology usage reports, and other relevant documents. This document analysis helps in understanding the context and policies underlying the use of information technology in madrasahs.

Informants This study involved key informants, namely various parties involved in internal communication at MTsS Misbahul Hidayah. Informants were selected to ensure that those involved had in-depth insight into the use of information technology in madrasahs. Participants consisted of the Principal of Madrasah (ZA), Deputy Curriculum (DW), Madrasah Operator (ISA), three teachers (SDA,IF,S), administrative staff (S) and two students (Y, R). The total number of participants involved was 8 people.

**Respondent Table**

| No | Position | Initial |
|----|----------|---------|
| 1 | Head of Madrasah | ZA |
| 2 | Deputy Head of Curriculum | DW |
| 3 | Madrasah Operator ISA | ISA |
| 4 | Teacher of SDA, IF, S | SDA, IF, S |
| 5 | Administrative Staff S | S |
| 6 | Student | Y, R |

## HASIL DAN PEMBAHASAN

According to Ningsih (2022), information technology is a means and infrastructure, method or system that is useful for sending, obtaining, storing, processing, using and organizing data properly. Information technology is a technology that is useful as a data processing method which contains several things, including how to process, compile, obtain, manipulate data in order to produce quality information with a collection of the latest, accurate and relevant information so that it can bring benefits to everyone, especially in the world of education in Islamic learning (Salsabila et al., 2023).

The implementation of the use of information and communication technology begins with planning and a work meeting in an understanding to determine how important the use of information and communication technology is in improving the quality of education, in the strategy of using educational technology to improve the quality of education begins with providing training for teachers and supervising teachers in the teaching and learning process (Pahruda et al., 2023).

### Information Technology Infrastructure

Currently, the development of information technology (IT) or what is commonly referred to as information and communication technology (ICT) is experiencing extraordinary acceleration. This development has a strong influence not only on information technology itself but also on the totality of life. The very rapid development of information technology has a huge impact on the pattern of relationships between individuals, between communities, and even between countries or nations.

Mobile phones with voice and SMS facilities and the internet with email, web, and chat facilities are examples of information technology products that are familiar to us. These information technology products allow humans to overcome distance and time barriers to communicate via voice, written messages, and two-way data transfer easily and quickly (Syahrul dkk, 2004).

The information technology infrastructure at MTsS Misbahul Hidayah includes hardware such as computers, laptops, projectors, and network devices (routers, modems). In addition, the software used includes instant messaging applications, such as WhatsApp, E-mail (Gmail), and online collaboration platforms (Google Classroom, Zoom). First, hardware and network, observations show that the madrasah has equipped every teacher's room and administrative office with computers and internet access. The available internet network is stable enough to support daily activities, although there are some complaints about the speed decreasing during peak hours.

Second, software, the use of instant messaging applications and email is the main means of daily communication. Teachers and administrative staff routinely use WhatsApp to share information related to schedules, E-mail (Gmail) for assignment collection and important announcements. Google Classroom and Zoom are used for teaching and learning activities, especially in situations where online learning is needed.

**User Digital Skills**

Interviews with teachers, administrative staff, and students revealed that digital skills vary among users. 1) Teachers and administrative staff, most teachers and administrative staff have basic skills in using information technology. They are able to use instant messaging applications, email, and collaboration platforms well. However, there are some teachers who feel less confident in using new technology and need further training. 2) Students, generally adapt faster to information technology. They actively use Google Classroom and Zoom to follow lessons. However, there are also some students who experience difficulties due to limited personal devices or internet access at home.

**Communication Culture**

Internal communication is communication that occurs in an office or organizational environment. This communication can occur between employees and employees, employees and superiors, and superiors and superiors, the aim is to improve HR performance in the organization (Fatmawala et al., 2023).

Internal school communication is communication that takes place within the school environment, namely communication between the Principal, teachers, students and administrative staff and other school residents. Well-established communication in the school environment will have a positive impact on work efficiency and bring comfort to the school community. Communication in schools has two important aspects, namely: 1). Vertical dimension, namely communication between the Principal and teachers, reciprocal organization of staff. 2). The horizontal dimension is communication that takes place between teachers, staff and students. 3). The diagonal dimension is communication between leadership elements in an Educational Institution (Nurmah et al., n.d.).

The communication culture at MTsS Misbahul Hidayah has undergone significant changes since the implementation of information technology. 1) Transparency and Speed of Information: Information technology allows for faster and more transparent delivery of information. Announcements and instructions can be delivered in seconds via instant messaging applications and email. This helps

reduce miscommunication and ensures that all parties receive the same information simultaneously. 2) Involvement and participation, information technology also increases the involvement and participation of teachers, administrative staff, and students. Discussions and questions can be conducted online, allowing for more active and responsive interactions.

## Challenges of Information Technology Implementation

Although there are many benefits, there are several challenges faced in implementing information technology at MTsS Misbahul Hidayah: 1) Limited infrastructure, some parts of the school still need infrastructure improvements, such as faster internet networks and more modern hardware. 2) Digital skills, not all teachers and administrative staff have adequate digital skills. Regular training programs are needed to improve their abilities. 3) Data security, data security issues are an important concern, especially in the use of online platforms for communication and learning.

## Positive Impact of Using Information Technology

Of course, technology makes education easier. Without the barrier of distance, anyone can easily learn it. Schools and colleges also find it easy to find information that can be done at home, can reach various regions, and students can easily follow online learning. Technology that improves the quality of education (Khoiriyatin et al., 2024).

The use of information technology (IT) in various sectors has been shown to bring many benefits, including in the field of education. At MTsS Misbahul Hidayah, the application of IT in internal communication has had a significant positive impact. There are several positive impacts observed from the use of information technology in improving the efficiency of internal communication in this madrasah.
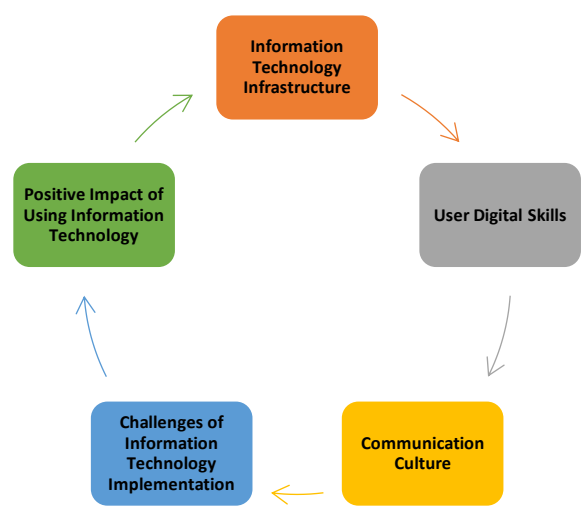


**Table 2; Process of Implementation of the Use of Information Technology at MTsS Misbahul Hidayah**

*First, increasing the speed and efficiency of communication. One of the most obvious impacts of IT use is increasing the speed of communication. Before the*

widespread use of IT, communication was often done in person or through print media, which took longer. With email, instant messaging applications such as WhatsApp, and learning management platforms such as Google Classroom, information can be delivered in real-time. This allows staff and teachers to receive and respond to information quickly, thereby speeding up the decision-making process and carrying out daily tasks. Through interviews with madrasah operators (ISA), it was stated that "several platforms used at MTsS Misbahul Hidayah, including 1) E-learning; 2) Email: mts.misbahul_hidayah@ymail.com, 3) Web: mtsmisbahulhidayah.sch.id; 4) Youtobe: https://youtu.be/1niUQpxN2ew?si=4ACEQYREfMBy12VU, 5) WhatsApp: MTs MISHID Teacher 6) FB: MTs. MISBAHUL HIDAYAH."



Figure 3. Some examples of information technology platforms used at MTsS Misbahul Hidayah

**Second, easier access to information.** Information technology facilitates access to the necessary information anytime and anywhere. With a cloud-based storage system, important documents and learning materials can be easily accessed by staff and teachers. This not only saves time but also ensures that all members of the organization have access to the latest and relevant information without having to wait for physical distribution.

According to the results of the author's interview with the head of the madrasah (ZA), he said that "information technology at MTs Misbahul Hidayah is used for various operational and educational aspects. We implement an information technology system to simplify administration, utilize an e-learning platform for learning, and use instant messaging applications and email for internal communication. The biggest benefit is increased efficiency and effectiveness in communication and management. With information technology, communication between staff becomes easier and faster. In addition, the information management system allows us to track student and teacher performance more accurately, as well as reduce the time required for administrative tasks."



Figure 4. First interview with the Principal of MTsS Misbahul Hidayah, Mr. Zainal Aripin, S.Pd

***Third, better documentation and tracking.*** *With information technology, all communications can be better documented and tracked. Email, chat, and task management platforms store communication histories that can be accessed again if needed. This makes it easier to search for information, avoid misunderstandings, and provide documentary evidence that can be referred to in the future. In addition, good documentation helps in performance evaluation and reporting.*

*From the results of interviews with students (Y) it was stated that "there are many benefits obtained from the use of information technology (IT), especially for students. With IT, students can access various digital learning resources, including videos, articles, and interactive simulations, which can enrich their learning experience." In addition, students (R) added that "learning activities allow students to collaborate on projects and online discussions, improving their collaboration and communication skills."*

***Fourth, saving costs and resources.*** *The use of IT in internal communications can also save costs and resources. For example, by reducing the need to print documents and hold face-to-face meetings, schools can save operational costs. In addition, time savings achieved through more efficient communication can be allocated to more productive activities, such as professional development and academic planning.*



Figure 5. Second interview with the Principal of MTsS Misbahul Hidayah and the madrasah operator

As conveyed by the head of the madrasah (ZA): "With the implementation of information technology, we save operational costs significantly. The use of email and task management platforms reduces the need to print documents. Meetings that were previously face-to-face can now be done online, saving time and transportation costs. In addition, the time saved allows staff to focus on other important tasks, increasing overall productivity."

**Fifth, increasing transparency and accountability.** Information technology increases transparency and accountability in internal communication. With digital records, all members of the organization can see a clear flow of communication and decision-making. This creates a more transparent work environment where the responsibilities and roles of each individual are well

recorded, minimizing the risk of misuse of information and increasing trust between staff and teachers.

**Sixth, supporting continuous learning.** In addition to improving internal communication, the use of information technology also supports continuous learning for staff and teachers. Through access to various online resources, webinars, and e-learning courses, they can continue to improve their skills and knowledge. This has a positive impact on the quality of education provided to students, as more skilled and knowledgeable teachers can provide more effective learning.

From the results of interviews with teachers (SDA) "the use of information technology has great benefits in supporting continuous learning, especially for us teachers. Because indirectly information technology has become a source of learning that can be accessed so quickly and easily. It was also added by (IF) that "information technology provides space to be more skilled in presenting creative and effective learning."



Figure 6. Interview with the board of teachers, Mrs. Sisca Dewi Astutik, S.Pd and Mrs. Irma Fitriyah, S.Pd.I

*Seventh, Better Adaptation to Change. Information technology allows MTsS Misbahul Hidayah to be more adaptive to change. In emergency situations or sudden changes, such as those that occurred during the COVID-19 pandemic, information technology allows schools to quickly switch to online learning and maintain effective communication. This flexibility is essential to ensure continuity of education and school operations.*

*The Deputy Head of Curriculum (DW) further explained that "the most obvious example is the use of e-learning platforms. During the pandemic, we switched to online learning using this platform, which allows students to access course materials, assignments, and exams online. In addition, teachers can provide feedback directly through the platform. This is very helpful in maintaining continuity of learning even in difficult conditions."*



Figure 7; Interview with the Deputy Head of Curriculum of MTsS Misbahul Hidayah, Mrs. Dyah Wijayaningrum, S.Pd

**Tantangan dan Hambatan**

The use of technology certainly has problems and obstacles faced by teachers, students and software both in the teaching and learning process and the implementation of training in the use of technology, therefore it is clear that the use of information and communication technology requires full support from all aspects to achieve the desired goals so that the problems faced can be overcome as well as possible (Pahruda et al., 2023).

Although information technology brings many benefits, there are several challenges and obstacles that need to be overcome, including: 1) Limited technological infrastructure, inadequate infrastructure, such as slow internet networks or inadequate hardware, can hinder the effectiveness of the use of information technology. 2) Diverse digital skills, variations in digital skills among users require special attention. 3) Data security and privacy, the use of information technology also carries risks related to data security and privacy.

As stated by the head of the madrasah (ZA) in his office, "to overcome the challenges and obstacles to the use of information technology in internal communication at MTsS Misbahul Hidayah, several things are being attempted. First, improving technological infrastructure such as improving the internet network and providing adequate hardware. Second, conducting regular training for teachers and staff to improve their technical skills in using technology. Third, implementing strict data security policies to protect sensitive information. Finally, seeking additional funding sources through collaboration with external parties or the government to support the procurement of the necessary devices and software." Added by the administrative staff (S) stated, "the need for continuous socialization as well as training and capacity building are important aspects in ensuring the successful use of information technology."



Figure 8. Final interview with the principal of MTsS Misbahul Hidayah, Mr. Zainal Aripin, S.Pd

**Recommendations for Improvement**

Based on the results of this study, here are some recommendations to improve the use of information technology in internal communication at MTsS Misbahul Hidayah. First, optimization of technology infrastructure. The first step that is very crucial is the optimization of technology infrastructure at MTsS Misbahul Hidayah. This includes improving the quality of the internet network, ensuring stable and fast internet access, and providing adequate hardware such as computers, laptops, and mobile devices for staff and teachers. With strong

infrastructure, technical barriers in communication can be minimized, so that information can be delivered quickly and accurately.

Second, Continuous training for staff and teachers. Holding continuous training on the use of information technology is very important. This training should include the use of applications such as WhatsApp, Google Classroom, and email as well as advanced features that can increase productivity and efficiency. With regular training, staff and teachers will be more skilled and confident in utilizing information technology for daily communication. Third, development of an Integrated Communication Platform. Developing or adopting an integrated communication platform that integrates various applications currently in use is the next important step. This platform can include features such as announcements, chat, video conferencing, and task management. With an integrated platform, internal communication can be done more efficiently and organized, reducing confusion and redundancy of information.

Fourth, Periodic evaluation and assessment. It is important to conduct periodic evaluation and assessment of the effectiveness of the use of information technology in internal communication. This can be done through staff and teacher satisfaction surveys, communication performance analysis, and regular feedback collection. This evaluation will help identify areas for improvement and ensure that the technology used continues to meet the needs of the organization. Sixth, Improving Data Security. Data security is an important aspect in the use of information technology. MTsS Misbahul Hidayah needs to implement strict security measures to protect sensitive data. This includes the use of encryption, good access management, and cybersecurity training for all staff and teachers.

**KESIMPULAN**

This study concluded that the use of information technology significantly improved the efficiency of internal communication at MTsS Misbahul Hidayah. The implementation of technology such as instant messaging applications, email, and online collaboration platforms has enabled faster, more accurate, and transparent information delivery between teachers, administrative staff, and students. The existing technological infrastructure, although adequate, still needs improvement to overcome obstacles such as slow internet speeds and limited hardware.

Users' digital skills showed quite significant variations, with most teachers and administrative staff having adequate basic skills, while some required additional training to utilize technology optimally. Students generally adapted to technology more quickly, although there were challenges related to device and internet access at home.

The communication culture in schools has undergone positive changes with information technology, which allows for more active and participatory interactions. However, challenges such as limited infrastructure, variations in digital skills, and data security issues still need to be addressed.

To optimize the use of information technology, it is recommended that schools improve their technological infrastructure, conduct regular digital skills training, develop strong data security policies, and ensure adequate access to technology for all students. With these steps, MTsS Misbahul Hidayah can create a more dynamic, responsive, and efficient educational environment, support the

achievement of better educational goals, and prepare students to face future challenges.

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