

# Welfare Transformation Through Productive Business Empowerment: A Review of Khadijah 2 Orphanage Surabaya

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## ABSTRACT

A study conducted at Khadijah 2 Orphanage in Surabaya shows how important an empowerment program is for orphans and destitute children. The aim of the program is to teach these children entrepreneurial skills through activities such as managing a business and marketing the orphanage's property. This empowerment method involves increasing knowledge and skills as well as participation in the management of the business. The results show that the children are more aware of the importance of entrepreneurship, especially through ventures, visits, and discussions that encourage them to do so. In addition, their interactions with prospective tenants generated new knowledge about property management and marketing, which enabled them to learn to communicate well and provide satisfactory services to tenants. The orphans continue to learn and change their marketing strategies. Not only do they acquire skills through this program; but it also gives them the opportunity to develop and contribute to their environment, paving the way to a better and more independent future. This shows that there is significant support in helping orphans and dhu'afa children prepare themselves for a better future.

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## 1. INTRODUCTION

Social welfare development is an internal part of national development and aims to achieve an established and institutionalized social welfare system to realize an advanced, independent, intelligent, and prosperous Indonesian society. To achieve optimal results, the community and the government work together to develop the social welfare sector. Efforts to create this situation are not the task of the government alone, but community participation through social organizations and Non-Governmental Organizations (NGOs) is needed.

Social welfare organizations usually operate in the form of a social foundation, which is a legal entity consisting of assets that are separated and given to achieve certain goals in the social, religious and humanitarian fields, which does not have members (Law Number 16 of 2001). Social organizations work in various fields of social welfare services, such as human resource and capacity building programs, foster children programs, abandoned children, delinquent children, rehabilitation of the disabled, and victims of drug abuse.

Channeling orphans and dhu'afa children to orphanages is one way to support them, whether for economic reasons, such as being poor or not having both parents. Such children are affected by their shortcomings, which cause them to become less confident and not maximize their abilities. Therefore, orphanages are expected to serve as a place to nurture, educate, and empower orphans and poor children, so that they can improve their lives economically, socially, and educationally for their future.

Orphanages aim to serve as residual or substitute services for parental care. States that the main functions of social institutions are as follows: (1) Meet the basic needs of foster children (orphanages are established to meet the needs of children, not to maintain their existence), (2) Provide a learning environment that encourages foster children to learn spontaneously on their own (3) By providing programmed and continuous information and social counseling, the community learns about the size, (4) receiving, accommodating, developing, and channeling the helping hands of the community in the form of expertise, opportunities, facilities and funds (5) becoming a place of learning for people from all over society who want to learn and help overcome neglected children and (6) reaching many neglected children [4].

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The orphanage managers try to encourage their children to get formal education in public schools and non-formal education in the orphanages. Formal education is organized by the government, such as nine years of primary education and three years of secondary education, while non-formal education is organized by the orphanages themselves.

The process of encouraging communities to address poverty and social inequality is a complex phenomenon. Development includes not only implementing programs to improve social welfare and boost the economy, but also empowering people in regional development. Empowerment in regional development means letting people have the ability to fulfill their own various needs, so that they can become more independent, more confident, and able to break away. There are various ways to empower orphans and the poor, one of which is through orphanages. One way orphanages can empower orphans and the poor is by providing welfare through entrepreneurial skills. Empowerment through entrepreneurship skills is an empowerment program that aims to help orphans and the poor improve their abilities and skills.

Programs that allow children to learn and practice how to be entrepreneurs can be part of the entrepreneurship program. Therefore, through entrepreneurship, orphans and poor children who are empowered in orphanages are expected to build an independent generation to face an increasingly competitive entrepreneurial world. Efforts to empower orphans and poor people are carried out because entrepreneurship has a strategic role in the nation's economic development, besides that entrepreneurship plays a role in economic growth and absorption of labor and distribution of development results. Entrepreneurship is also an alternative to creating new jobs and encouraging the nation's economic growth rate.

Khadijah 2 Surabaya Orphanage is located at Jl. Pradah Kalikendal I No.33A, Pradahkalikendal, Kec. Dukuhpakis, Surabaya, East Java 60226. This orphanage implements an empowerment program for orphans and dhu'afa children through entrepreneurship activities. The development and education provided at this orphanage includes religious education and the provision of skills in accordance with the interests and talents of the children so that they can live in society in the future. This orphanage has certain goals, one of which is to teach students to be entrepreneurs, which aims to foster a spirit of independence in themselves. In the economic activity program, this orphanage has a boarding business and rents out shop houses.

Entrepreneurial activities at Khadijah Orphanage 2 Surabaya are managed professionally by the management and orphans. The purpose of this activity is to provide opportunities for orphans and poor children to learn entrepreneurship. As an effort to support the operational costs of the orphanage, this entrepreneurship is one of the initiatives of the orphanage management. Capital from Zakat, Infaq, Shodaqoh (ZIS) funds obtained by Khadijah 2 Orphanage Surabaya is managed in an orderly and transparent manner based on the principle of productive zakat.

Productive zakat is the provision of zakat that can make the recipient produce something continuously, with the zakat property he has received (Asnaini, 2008: 63). With good management, zakat can be a potential source of funds that can be used to improve general welfare for society as a whole. According to BAZNAS (2019), zakat funds are channeled into five areas: economy, education, da'wah, health, and social humanity. Productive zakat, according to Qadir (2011) is zakat given to mustahik as capital to carry out economic activities with the aim of increasing the productivity and economic growth of mustahik.

Previous similar research in this field, as shown by [5] investigating the development of children's social welfare is through a Hindu religious education-based Children's Orphanage; Investigating Building Financial Independence of Orphanage Children Through the Spirit of Entrepreneurship [1]. Zubaidah (2021) conducted research on Empowering the Blessing Palangka Raya Orphanage as a Fish Processed Business Base in Palangka Raya City, Central Kalimantan and Lestari et al (2021) investigated the Empowerment of Muhammadiyah Jambi Orphanage Children.

Based on these circumstances, research with the title "Welfare Transformation Through Productive Business Empowerment: A Review of Khadijah 2 Surabaya Orphanage" will be interesting. This is due to the fact that Khadijah 2 Surabaya Orphanage not only provides religious and academic education, but also provides entrepreneurial skills training through boarding and shop rental businesses that are managed independently by the orphanage. Therefore, it is interesting to study the ways and results of empowering orphans and poor children at Khadijah 2 Surabaya Orphanage.

## 2. RESEARCH METHOD

This research uses qualitative research where the type of data used is qualitative data in the form of primary data and secondary data. For the implementation period, the research took place in the period October 2023 - December 2023. The data collection method consists of in-depth interviews, observations, and document studies. The interview technique used is an in-depth interview in the form of a structured interview where the questions have been prepared in advance and expect the informant to answer these questions within the framework of the interview [3]. In-depth interviews were conducted with the head of the Orphanage, the welfare board and orphans who handle marketing and operations. In this study, the direct observation method was used to collect data, which was carried out by observing and recording the symptoms of the object of research. Events, circumstances, or situations are happening directly at the

research location [6]. With this technique, the author can directly observe and record behaviors and events as they occur in the real world. Observations were made on activities related to the author's research, such as awareness raising, skills provision, and the participation of orphanage children. Documentation techniques include the collection of various documents and archives related to the current research topic [2]. Available reports are also collected and recorded using documentation techniques [7]. Official documents of the orphanage, data of the orphanage children and so on can be used to compile this report.

Qualitative research refers to the background experienced as a whole, uses individuals as research tools, analyzes data inductively, and is more concerned with the process than the results of research applied and agreed upon by both parties [8]. States that data analysis techniques are used to analyze qualitative data which takes place interactively and continuously until completion so that the data can be accounted [9]. At this stage, qualitative analysis is carried out by analyzing the results of the interview method using the primary and secondary data obtained.

The method used by researchers to collect data that will be processed qualitatively is the triangulation method. The triangulation method is used to test the credibility or accuracy of data from interviews by comparing it with a determining object. Triangulation is also used to obtain valid and credible information from data from observations, interviews, and document research. Based on the triangulation results, data interpretation can be reconstructed using representative and factual arguments as valid and credible data.

Interactive analysis is an analytical method consisting of collection, reduction, presentation, and conclusion [10]. This method comes from library research. States that literature study is a collection of actions related to various library data collection techniques, such as reading, recording, and processing research sources until the conclusion stage [11].

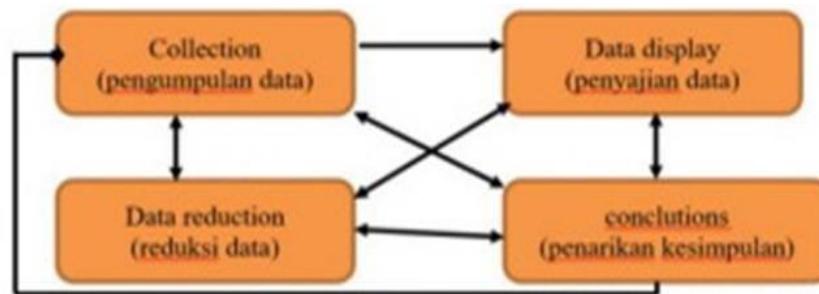


Figure 1. Analysis Interactive Model.

### 3. RESULTS AND ANALYSIS

Khadijah 2 Orphanage Surabaya was established in 1985, which is engaged in the social sector under the auspices of TPP Khadijah Surabaya. The orphanage, which is currently led by Ir. Rukiyah, has 37 orphans with the following objectives:

- a. To raise the degree, dignity and social status by supporting orphans so that later they can have a decent and independent life.
- b. Strive for proper education for foster children in addition to providing skills and expertise that are in demand so that they can enter the community.
- c. Preparing and distributing reliable human resources, both morally and materially in order to attend the challenges of a global life

The vision and mission of Khadijah 2 Orphanage Surabaya are as follows:

- a. Vision: To create a future generation that loves the Quran and noble morals.
- b. Mission:
  - 1) Equipping foster children with the skills to read the Quran in tartil.
  - 2) Optimizing the potential of foster children according to the talents and interests of children.
  - 3) Improve the ability of foster children in maintaining order and harmony in the environment around the orphanage.
  - 4) Improve the practice of Ahlusunnah Wal Jamaah Islam.
  - 5) Foster a sense of empathy for others.
  - 6) Carry out consistent guidance in reading the Quran.

The sources of financing for Khadijah 2 orphanage Surabaya come from regular donors, incidental donors, the Dharmais foundation, BKSPAIS, social services and the orphanage's independent business, namely the boarding house rental business and the rental of shop houses which are currently used as gadget sales counters (mobile phones). Partnerships that have currently been established are with the Dharmais foundation, FKPPBD East Java to BKSPAIS.

Research respondents were selected purposively based on knowledge of information about the history of the establishment of the orphanage, the profile of the orphanage to data about the business fields run which includes the orphanage management, caregivers, fostered orphans to users (consumers) of businesses managed by Khadijah 2 Surabaya orphanage.

### 3.1. Results

#### 3.1.1. Implementation of the Orphan and Dhuafa Empowerment Program

Khadijah 2 Orphanage Surabaya began pioneering entrepreneurship programs in 2005 by establishing a shop house business (Ruko) with an area of about 4 x 4 m with the aim of being rented out which is located right in front of the west side building of the orphanage. The marketing and management of shop rental activities implemented by the Orphanage as a medium for entrepreneurial skills for orphans and poor people began in 2006. The boarding room rental business was established in 2013 and began operating in 2014. As for the marketing activities of this property business rental by promoting through websites, social media such as whatsapp. With the existence of a mainstay product in the Khadijah 2 Surabaya Orphanage Business can be used as a forum to develop the skills and expertise of orphans and dhuafa in entrepreneurship. Because with these skills, they can have the mentality and skills to become an entrepreneur who is able and brave to open job vacancies. If orphans and poor people expect to get job opportunities from others, then that person has the mentality of a 'entrepreneur'. Conversely, if they hope to be able to open a job vacancy themselves, then they have the mentality of an 'entrepreneur'. So that with this entrepreneurial skill, it is hoped that it can shape the mentality and character of orphans and poor people to be able and brave to become an entrepreneur. This boarding room and shop rental business can be used as a medium for entrepreneurship education and welfare for orphans and poor people who are in the Orphanage. So far, the rental of boarding rooms is quite attractive and has its own market segment. This is thanks to the hard work of all so that this orphanage becomes an institution that educates children to be independent, superior, and always achieves. As long as this program is running, it can be used as a practical medium for learning entrepreneurship for orphans and the poor. Because in this business activity, orphans and poor people are given learning in managing and marketing property service products.

#### 3.1.2. Empowerment Process for Orphans and Dhuafa Children

In the process of empowering orphans and poor people, there are three stages of the empowerment process. The following are the results of the findings in the field in the process of empowering orphans and poor people to improve the welfare implemented by the Khadijah 2 Surabaya Orphanage as follows:

##### 3.1.2.1. Awareness

The awareness process in the orphan and poor children empowerment program is very important. Because with the awareness of orphans and poor people about the importance of the program, they will be motivated and more enthusiastic about participating in the programs at the orphanage. The following are some of the findings in the field about the awareness process carried out by the Orphanage in empowering orphans and poor people to improve welfare, as follows:

- a. Invitation. The awareness process at the Orphanage is an invitation. The invitation is in the form of a lecture conducted by the leader of the orphanage. The lecture activity intends to provide motivation and awareness for orphans and poor people. The lecture contains the importance of recognizing entrepreneurship. Because entrepreneurial activity is an activity of doing business or trading. Trading activities are an activity that has been taught by the Prophet Muhammad SAW to Muslims at that time. Therefore, this orphanage teaches their children not only to know the world of school but also the world of entrepreneurship around the orphanage. Because the provision of knowledge possessed from school education and religious education is not enough to produce a quality, empowered and independent generation of Muslims. It takes awareness of the importance of learning more about entrepreneurship or the business world because by learning it, they can learn the world of entrepreneurship.
- b. Visits. Khadijah 2 Orphanage Surabaya has an additional awareness process through daily activities carried out by residents once a month. One way of promoting entrepreneurship for the children living there is by visiting successful entrepreneurs who come from the orphanage's family and orphanage alumni who now have businesses. This activity aims to encourage the orphanage children to think ahead. The orphanage also conducts an awareness process through entrepreneurship training provided by outside entrepreneurs and especially from alumni of the orphanage, who are then asked to provide inspiration and knowledge about the business world to the orphanage children. In addition, this activity can motivate and change the minds of orphanage children so that they realize the importance of learning to be an entrepreneur. The goal of this awareness process is for the orphanage children to understand the importance of learning to be an entrepreneur through entrepreneurial activities.
- c. Dialogue with Motivation. At the Khadijah 2 Orphanage Surabaya, there are 37 orphans and underprivileged children. They can be separated by talking to think together. After the orphanage children understand about this entrepreneurship concept, they finally want to join the business management at the Orphanage. So the orphanage administrators carry out a continuous awareness process to the children. As

- well as providing motivation and direction to them about the importance of entrepreneurial skills as provisions for their future lives.
- d. **Scheduling.** There is an awareness process that must be followed by the Khadijah 2 Orphanage Surabaya to support orphans and poor children. The scheduling system requires the children in the orphanage to do household pickets such as cleaning rooms, the environment and pickets in the business facilities. The orphanage administrators hope that their children learn about the importance of entrepreneurship when they picket in the business unit. They want them to know about the activities in the boarding business that can train their skills. So, through the awareness process, the activities at the boarding house business are scheduled to be the regular activities of the boarding house children. The purpose of this activity is to teach the children about the importance of participating in the activities at the Business and to give them an understanding of the business world.
  - e. **Orphanage Children Have Self-Awareness.** The mentioned awareness process shows that the orphanage children mostly do it with their own awareness and desire; most of them believe that taking part in the activities at the center can broaden their horizons and occupy their time. There are a few typical people who need to be constantly encouraged to become aware, but their awareness process can happen spontaneously. The orphanage children who need to be motivated and encouraged are those who do not yet know the benefits of taking part in the activities at the center's Enterprises for their future lives. There are some orphanage children who are already self-aware, but there are also those who need to be motivated and encouraged to understand the importance of participating in activities in the boarding room and shop rental business for their future lives. Khadijah 2 Orphanage Surabaya has implemented various awareness processes, including invitations, visits, discussions, motivation and scheduling. In addition, orphans and poor children are given the opportunity to participate in business activities, as they understand how important it is to take part in activities to fill their free time and gain new experiences.

### 3.1.2.2. Skills provision

Providing skills is very important for children living in orphanages because it allows orphans and poor children to have adequate skills to enable them to live in a decent society and be able to solve their own life problems. Khadijah 2 Orphanage Surabaya provides skills to orphans and poor children by providing various skills and expertise for entrepreneurship, especially related to the type of business being run.

Based on the narrative of Harun Rosyid, the orphanage child who is in charge of the orphanage business. The activities carried out in managing the boarding house are first if someone enters we have provided services in the form of cleaning and scrubbing the room after that every week once or twice I clean the boarding house I sweep, mop after that other services such as providing when billing must be with a smile, friendly so that people look comfortable after that there may be complaints when people report to me so that they are immediately taken care of... Managing boarding rooms with a proactive and service-oriented approach has been carried out, as described in the statement. First of all, new tenants receive an initial service by cleaning their rooms before they move in. Then, a regular schedule for cleaning the entire boarding area, demonstrating a commitment to cleanliness and tenant comfort. Additional service factors include being friendly and smiling when billing, creating a pleasant environment for tenants, and focusing on responding to tenant complaints and committing to promptly follow up and resolve any issues that may arise. Overall, this method shows that cost management focuses not only on the physical aspects, but also on customer experience and comfort with high-quality and responsive services.

With one of the vision and mission of the orphanage, which is a reflection of independence and skills according to talents and interests as well as the development of talents for special orphanage children as a provision for life in the community. The following are some of the types of skills training provided by Khadijah 2 Orphanage Surabaya:

- a. **Communication Skills:** Communicating with potential boarding house tenants and providing information about available facilities, rental prices, fee rules, and understanding the needs and questions of potential tenants to collecting boarding house rent.
- b. **Property Management:** The ability to manage the property, including maintaining the rooms as charged, making necessary repairs, and keeping the rooms clean.
- c. **Marketing and Promotion:** Understand promotional strategies to attract new tenants and effectively market boarding rooms through online and offline platforms.
- d. **Administrative Skills:** Ability to manage rental affairs such as writing rental contracts, recording rental payments and maintaining relevant documents.
- e. **Problem-Solving Ability:** Able to handle day-to-day issues such as facility-related complaints, conflicts between tenants, or necessary repairs.
- f. **Understanding of Property Law:** To avoid any legal issues that may occur in the future, orphans should understand the legal basics associated with renting property.
- g. **Time Management Skills:** Can manage time well between performing administrative tasks, answering tenant queries and maintaining the property.

### **3.1.3. Results of Empowerment of Orphans and Dhuafa Children to Improve Welfare**

Khadijah 2 Orphanage Surabaya can be a place of entrepreneurial practice for orphans and poor children to learn more about the business world. Practicing directly in the orphanage's business will give them work experience that will make them more independent and productive. Because this activity can fill the spare time of orphanage children after school, which can be used for productive activities. Therefore, the achievements resulting from the Orphanage's efforts to support orphans and poor children are as follows:

#### **3.1.3.1. Can Add Insight and Entrepreneurial Experience**

Orphanage children gain experience in managing and marketing property businesses. The orphanage business can help orphans and poor children get an education. They can also learn to communicate with customers to record the technical administration of boarders. By having this ability, orphans and poor people have understood because they have gained entrepreneurial skills and knowledge to be used in the future, especially in the field of entrepreneurship.

To realize the dreams of orphanage children to become entrepreneurs, businesses in orphanages can help them realize their dreams by providing skills to orphanage children through managing and marketing their property products. Orphans and poor people can improve their business skills by gaining marketing experience.

#### **3.1.3.2. Orphans and Dhuafa Children Become More Productive**

Orphanage children who help with business management activities do so when they have free time, which can be used for productive or more useful activities. So, by participating in activities at the orphanage business, unproductive orphans and poor people become more productive because they learn how to be entrepreneurs.

#### **3.1.3.3. Participation of Orphans and Dhuafa**

Orphans and poor people are very involved in empowerment. Since most of the orphanage children are still at junior and senior high school age, they often participate in business management activities when they get home from school. When they are free, they also market the products in the neighborhood and on social media.

#### **3.1.3.4. Orphans and Poor Children Have Their Own Income**

To improve the welfare of orphans and poor people, entrepreneurial activities carried out by Khadijah Orphanage 2 Surabaya and followed by orphans and poor people can benefit them, because they can make their own money from the business they do.

#### **3.1.3.5. Orphans and Poor Children's Lives Become More Secure**

Because the empowerment of the orphanage's efforts towards orphans and the poor further improves their welfare, resulting in their lives becoming more secure, both physically and spiritually.

## **3.2. Analysis Implementation of the Orphan and Dhuafa Empowerment Program**

### **3.2.1. Empowerment Process**

The boarding room and shop rental business is one of several steps in the process of empowering orphans and poor people at the Orphanage through entrepreneurial activities. According to Ustadzah Rukiyah, the head of the Orphanage said about the orphan empowerment program.

For the involvement of children, of course all programs in the orphanage from elementary, junior high, high school are involved. So the business part is from our foster children who are at the orphanage, so the part that receives registration for boarding rent as well as the billing part of the orphanage children. So the children report to the management and it is reported every month. So the management does not get out of hand, it still monitors, meaning that there is coordination from the children to the management, the management monitors then every month there is an evaluation. The statement implies that it allows children in the orphanage to learn and be involved in the management of boarding room rentals while still having supervision and guidance from the management. This can be a valuable experience for them in developing management skills, team coordination and responsibility.

The stages include understanding, provisioning, and skills and engagement, from these steps, an analysis was conducted between the field data and the theory that had been collected previously. The results of this analysis are the five awareness processes used at Khadijah 2 Orphanage Surabaya, which is the subject of the author's research, are as follows:

#### **3.2.1.1. Invitation**

Khadijah 2 Orphanage Surabaya uses invitation as an awareness method. The purpose of this program is to make orphans and poor children interested and aware of the importance of the entrepreneurship empowerment program offered by the orphanage's Business Unit. Orphanage children will easily get involved in the empowerment process if they are interested and feel that this program is important to them.

Theory is in line with this awareness process. This theory reveals that to achieve the empowerment process, one must be aware of what is happening outside of them, as this is as important as self-awareness. Orphans and poor children should be careful of other people's comments [12]. Therefore, during the empowerment process, orphans and the poor must be made aware of the importance of the empowerment program. By knowing this, they will start to realize that the program is important for them.

Therefore, during the process of awareness through invitation, it was found theory was consistent with the field data [13]. The data both show that the awareness process through invitation is a way to influence orphans and the poor. The invitation will trigger a discussion that can influence them. to attract their attention and let them know that they need an empowerment program.

#### **3.2.1.2. Visit**

A visit is an awareness process through visits, i.e. visiting successful entrepreneurs and receiving visits from successful alumni to donors. One of the objectives of this activity is to provide knowledge and awareness to orphans and poor children about how they can change their mindset to become more advanced and about the importance of starting their own business. One of the goals of this activity is to provide knowledge and awareness to orphans and poor people about how they can change their mindset to be more advanced and about the importance of starting their own business. There are similarities between the awareness process through visits and the theory of Suwarsono and Budiman (2012: 12) that interaction between the donor and the developing community, namely orphans and poor people, can influence their thinking to become more advanced.

#### **3.2.1.3. Dialogue with Motivation**

This activity aims to sensitize orphans and dhuafa children about their potential and needs to overcome current and future life problems to achieve the expected success. This is done through a process of awareness through dialogue and providing motivation. During the awareness process, the orphanage talks and encourages them to join existing programs. Because the empowerment program can increase the ability or skills of orphans and dhuafa. Molijarto's theory (1996: 140) says that awareness is an effort to build potential, encourage others, make them realize their potential, and strive to develop it.

Harun Rosyid said. The challenge in managing the boarding house business for me is more about collecting money for people who are difficult to pay, because we have to hold back our emotions so that we don't get angry, we still have to be friendly even though the person is annoying, that's all for the others I can still do... This statement addresses specific issues related to cost management, especially with regard to the collection process for tenants who are difficult to fulfill payment promises. Maintaining good emotions and attitude when dealing with tenants who may be difficult or uncooperative in payments is the main challenge. It is essential to remain professional, friendly, and patient when collecting payments even if the person is obnoxious or annoying. It is important for the caretaker to remember that adversity is an opportunity to grow and learn. It is a chance to improve the problem-solving, communication, and leadership skills of the care home child. Caretakers can find inspiration from small successes, such as solving problems well or establishing good relationships with other residents.

#### **3.2.1.4. Scheduling**

Scheduling is an awareness process. Orphans and poor people are required to do household duties, such as cleaning the orphanage environment, and picketing in the business unit. Orphanage administrators hope that orphans and poor people recognize the importance of entrepreneurship, such as recognizing activities in boarding room rental services to train their skills. According to Ustadzah Rukiyah about the participation of other orphans besides orphans who are specifically assigned to take care of boarding houses and shop houses .... Yes, you have to help, for example, when cleaning, the room feels dirty, not only the child in charge of handling the boarding house is clean but involves the children in the orphanage so mutual cooperation, it just so happens that the one in charge is responsible.

#### **3.2.1.5. Orphans and Dhuafa Children Have Self-Awareness**

The children in the orphanage have a self-awareness process because the children in the orphanage are able to realize themselves. In addition to feeling interested, they consider that they can improve their skills by participating in the program and use it as a provision to build a business in the future, so that they can live better in the future. Because most of the orphanage children who participate in this business have strong aspirations to become entrepreneurs. With the child's self-awareness, there is conformity with the theory found in [14] that in the empowerment process, community awareness of the interests and interests of the empowerment program is needed. In this case, orphanage children understand the interests and interests of the empowerment program through entrepreneurial activities.

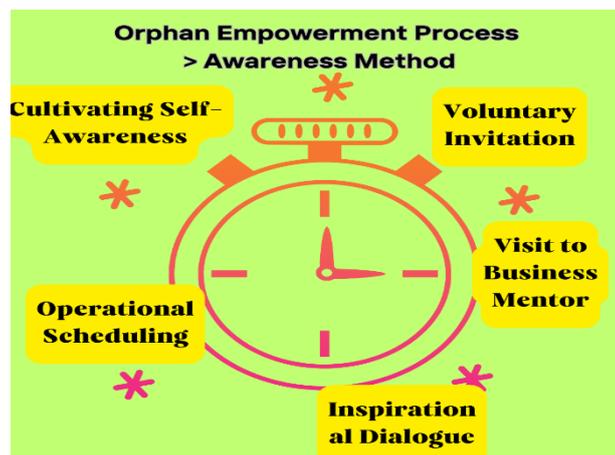


Figure 2. Orphan Empowerment Process.

As according to Ustadzah Rukiyah about how orphanage children handle matters of boarding and shop rental. If there is an empty boarding room or shop, the children make efforts by putting up a banner that accepts boarding, initiating also with social media such as Instagram and WA conveying that the orphanage has this number of boarding rooms at a cost per room. In this statement, the orphans use various tactics to fill empty boarding rooms or shophouses. They use promotional strategies by placing banners in appropriate places that show the price of the rooms and the rental fee per room. In addition, they use social media platforms like Instagram and instant messaging services like WhatsApp to share content with more people. Orphanages use various marketing methods to increase their visibility and attract potential tenants to fill their vacant boarding rooms or shophouses. The aim is to expand their promotional reach and attract potential tenants to fill the available properties.

### 3.2.2. Skill Provision

Skills must be provided throughout the empowerment process. Khadijah 2 Orphanage Surabaya helps orphans and poor children acquire food and entrepreneurial skills in terms of property management and managing and marketing the products sold. According to Ustadzah Rukiyah about skill provision from the management to orphans. There is no very special provision, we provide simple skills such as if you are with a good person, if you collect, don't get angry, good manners, good, honest, painstaking, so you have to be patient, if you don't succeed in collecting once, you have to be patient, you must not give up hope for the promise to pay when, so you have to be painstaking, patiently sincere. The statement emphasizes how important it is to teach orphanage children basic social skills, such as the expected way to interact with others. They are educated on the importance of being polite, well-mannered and honest when interacting with good people. In addition, skills such as patience, diligence, and forbearance are emphasized, especially when it comes to billing, where patience and diligence are required to solve problems effectively.

According to Harun Rosyid, the orphan who is responsible for managing this business stated. What are the briefings from the management in handling this business? For the briefing from the management from the chairman informs that it must be more honest, more assertive, more disciplined, in providing comfort to people. Field results show that empowerment involves strengthening a person's knowledge and ability to solve problems and meet their needs. Thus, there is little similarity between the field data Edi Suharto's theory (2005: 67). Because skills can increase the knowledge of orphans and dhuafa and provide them with adequate skills.

Ustadzah Rukiyah further stated about the board's guidance to orphanage children regarding business management. Although the boarding house is handled by children, there is still coordination between the children who are in charge of developing the boarding house and the management, then the management also monitors how the boarding house is running, whether it is full, how is the payment so that it is evaluated every month. Accountability every month to the orphanage then there is a related management section discussed, whether there are empty rooms, there are boarders who have not finished paying, then we as administrators always monitor children then we give assignments by collecting in a good way. So later there will be a verbal face-to-face then if it doesn't work we reprimand and then call it to the last house if it doesn't work out. This statement illustrates how children and orphanage administrators work together to build boarding rooms. Although the children are responsible for the day-to-day operations, the board still collaborates and monitors to ensure expenses are covered. Every month, a monthly evaluation is conducted to ensure room availability, rent payments, and financial accountability to the household. The caretakers require the children to collect payments properly, but if this method does not work, they communicate directly, give reprimands, and even bring the issue to a meeting at the home. If these efforts are unsuccessful, the tenant will be expelled by an established process.

### **3.2.3. Participation of Orphans and Dhuafa Children**

#### **3.2.3.1. Participation in Business Management**

Field results show that orphans participate directly in the business management process, from cleaning the boarding house environment to serving potential customers. These orphans and poor children have self-awareness and desire to participate in the operational process. Because they consider the program important to improve their skills and because they can spend their free time with more productive activities, they become more self-aware and excited.

In relation to Mikkelsen's theory (2008: 44), participation is defined as voluntary involvement by the community in self-determined change. The essence of the field data is the voluntary attitude of orphanage children to help the success of their own development program. Therefore, it can be concluded that there are similarities between the field data and Mikkelsen's theory that orphans and poor people are involved in operational management because they do it with their own awareness. They participate in the development of themselves and the orphanage environment.

Harun Rosyid said that he has ups and downs in managing this boarding house business, namely the likes are being able to interact with people, being able to get along with people so you have a lot of experience, telling stories with people, for the disadvantages themselves, it is more taking care of people who like to pay slowly, get emotional when they are charged, people who are slovenly in the boarding house and feel that they view the orphanage business as being related to the welfare of orphans, namely by promoting the boarding house so that it is full, then the cost of the boarding house when it is full is for the children of the orphanage, for school fees and others.... The statement implies that by trying to 'sell' the rooms until they are fully occupied, the income is used to maintain and manage the property and help meet the educational and welfare needs of the children living in the orphanage. This strategy combines property management with a social purpose, where business success is used to support the educational and welfare needs of the orphanage children.

#### **3.2.3.2. Participation in Business Marketing**

Field data shows that orphans and poor children are involved in product marketing because they are interested and want to learn how to market the products of the boarding room rental business. They can participate in marketing activities because they are interested and want to learn how to market products mentally and physically. In addition, because they have free time to participate in marketing activities. The children in the orphanage are involved in marketing the products through the direction of the orphanage leaders, donor visits, and social media. They participate in promoting and selling the items to the community, orphanage residents and school colleagues. This activity gives the orphans and poor children an entrepreneurial mentality and boosts their self-confidence.

Harun Rosyid said about the marketing activities carried out in marketing the boarding house and shophouse business. The first is that I made a banner, I put it in front of the boarding house, if there are people passing by there is information, telephone numbers, the second is that I also posted it on Facebook, Alhamdulillah, many people commented on where this is yes that's all while I'm doing it for now and his response to the satisfaction of the results in the marketing efforts carried out. For now in the marketing, if for people who rent it is still not much, but for people who ask a lot, sometimes there are people who are interested, maybe it's not fortune and far from the place of work, so they don't take it. The statement illustrates the situation that although many enquiries indicate initial interest, some things, such as the remoteness of the workplace or bad luck, may prevent people from renting. This indicates that even if initial interest is high, factors beyond one's control such as luck or distance from the workplace may be the reason why people do not rent.

One of the simple tips that orphanage children use in persuading prospective tenants to board at the orphanage business is to explain the process and facilities offered to prospective boarding room tenants, providing detailed information about rental fees, including water, garbage, and electricity fees, which can be adjusted according to each person's needs. In addition, emphasizing the effort to provide a clean, tidy, and fragrant room before new tenants move in, so that they feel comfortable and at ease as well as offering assistance in moving belongings at no extra cost shows the commitment of the orphanage as a manager to provide services that go beyond just providing a room, giving prospective tenants a good experience in choosing a place to live that suits their needs and comfort.

If the field data is connected to the theory of Endang Sutina Sulaeman (2012: 78), it states that participation can only occur when there is a willingness, ability, and opportunity to participate. Therefore, orphans and dhuafa children are involved in product marketing because they want to learn to market products and have the free time or opportunity to do so.

#### **3.2.4. Results of Empowerment of Orphans and Dhuafa Children to Improve Welfare**

Data from the field shows that the results of empowerment carried out by the Khadijah 2 Orphanage Surabaya are:

#### **3.2.4.1. Can Improve Entrepreneurial Skills and Experience**

Entrepreneurship can help orphans and poor people. It can provide insight or experience to children living in orphanages in entrepreneurship-based empowerment programs. so that they have sufficient skills and knowledge to live in society well and solve problems around them. Ustadzah Rukiyah said. From the business of this orphanage, it can educate the entrepreneurial spirit, namely seen from how to communicate with people, how to deal with people, how to collect, how to open, of course the child has experience, especially in the field of boarding houses, for example, if there is any damage, the child is alert and reports to the management so that we immediately 'jump in'.

While the views of the orphanage children stated that. It can be very educational because there is a lot of knowledge gained, how to mingle with people so that people are comfortable, not quickly leaving, after that charging people is like there is something of its own such as pleasure, anger, irritation mixed together so mixed feelings. For the insight of entrepreneurship itself, we also get knowledge like one day we want to build a boarding house so we already have the knowledge. This statement shows that managing a boarding house can be a valuable experience in entrepreneurship. The process of managing a boarding house requires not only property management skills, but also the ability to interact with others, both in creating comfortable relationships and in handling complex situations such as the payment collection process. In addition, this experience provides useful insights for orphanage children who want to start their own boarding house business in the future.

#### **3.2.4.2. Orphans and Dhuafa Become More Productive**

This business can also increase the productivity of children living in orphanages. They become productive when they are involved in the process of product empowerment and marketing. Children living in orphanages are helped to become more independent and gain broader insights so that they can learn entrepreneurship. The statement from the orphanage children. From myself, the process of managing the boarding house can be more productive because before managing the boarding house, I was equipped to be honest, firm, disciplined, responsible... The statement highlights how important the individual qualities of the orphanage children are in the process of managing the business to increase productivity. The boarding house business requires qualities such as honesty, assertiveness, discipline, and a strong sense of responsibility. A sense of responsibility ensures that all tasks are carried out properly and according to the expected standards, while discipline allows managers to carry out routines consistently.

Ustadzah Rukiyah said... In my opinion, yes, because he has thought about how this boarding house can continue, it can grow if all rooms are fully occupied, so he automatically thinks, how to do it as soon as there is an empty room or room, he immediately makes an effort to print and put up banners, then through social media, it can be Facebook, Instagram, WA that conveys then looks for face-to-face. The statement shows that keeping rooms fully occupied requires an active strategy in the management of boarding houses. Proactive methods are used to find ways to fill empty rooms as quickly as possible, such as printing and posting banners, and utilizing social media platforms such as Facebook, Instagram, and WhatsApp to promote rooms with available rates. Efforts to ensure full and continuous room occupancy by focusing on direct marketing strategies and involving face-to-face interactions will support the growth and sustainability of the boarding house business.

#### **3.2.4.3. Orphans and Dhuafa Children Have Their Own Income**

Ustadzah Rukiyah said. there is additional income from orphanage children who help take care of this business; we don't say salary, we just say tired money, why? Because the child lives in the orphanage so we give joy, because this belongs to the child's parents who take care of them, so the child is not married and helps the parents, it is not bad to have experience, one day this child has an idea to have a view oh I don't make a boarding house... The statement shows a way to provide additional money to children who live in the orphanage and help run the boarding house business. To appreciate the children's contribution, the term "tired money" is used instead of salary and is considered more of a support and appreciation for their efforts. This method also takes into consideration that the children are still in an orphanage environment, so providing extra money is considered as a way to keep them happy and supportive, as well as a valuable experience that can be an inspiration in the future. By providing this opportunity, the children can learn and expand their knowledge of property management, gain a broader understanding of entrepreneurship, and acquire skills that can be useful in the future.

#### **3.2.4.4. The Lives of Orphans and Dhuafa Become More Secure**

When linked to Edi Suharto's theory (2005: 58), field data shows that empowerment refers to a person's ability to fulfill their basic needs, such as becoming free from ignorance, gaining access to productive resources and participating in the development process. Referring to what was said by ustadzah Rukiyah. The impact of this business for the welfare of orphans is to finance the lives of children, so children who live here have all their living expenses covered by the orphanage including education costs, all kinds of things are free from the orphanage, well that's one of the business income we manage, to support them, if for example income in the business sector is higher, children will automatically have an impact on children

again, for example children are only limited to graduating from high school or if they go to college, if they are on a state campus we can finance them, maybe if the orphanage earns a lot we expand the requirements, for example if they are on a private campus we can fully finance them... According to this statement, the boarding house business makes a significant contribution to the lives of orphans. Their basic needs, such as education and daily expenses at the orphanage, are met with funds generated from the business. If the income of the business increases, the children will feel the benefits, such as the possibility of expanding their educational reach. Therefore, the success of this enterprise has a direct impact on the health and access to education of the orphans of Khadijah 2 Orphanage Surabaya.



Figure 3. Orphan Empowerment Results.

### 3.2.5. Long-term Impact of Empowering Orphans and Dhuafa Children

In the long run, orphan empowerment can impact their lives especially after leaving the orphanage in various ways, such as:

#### 3.2.5.1. Skills and Knowledge Development

Empowerment can help orphans become better at management, entrepreneurship, and managing businesses. Therefore, they will carry this knowledge with them into their lives after leaving the orphanage, making them ready in terms of self-development in property management which provides preparation opportunities to build similar businesses.

#### 3.2.5.2. Increased Independence

Orphans learn to be self-reliant by being directly involved in the management of the enterprise. Their independence increases as they are involved in decision-making, problem-solving, and daily tasks.

#### 3.2.5.3. Improved Quality of Life

Orphans who have entrepreneurial and management skills have a greater chance of improving their quality of life after leaving the orphanage. They can use these skills to prepare to open their own business or get a better job.

#### 3.2.5.4. Educational Sustainability

Empowerment can help orphans get a better education. They can continue their education to a higher level if the business generates enough income. This will open up much better job opportunities in the future.

#### 3.2.5.5. Positive Influence on the environment

An orphan's decision to set up a business in their new neighborhood after leaving the orphanage can help the local economy grow and provide inspiration for others in the neighborhood.

#### 3.2.5.6. Character Building and Work Ethics

Empowerment shapes the character of orphans, including values such as honesty, hard work and responsibility. In the future, these values will help them build prosperous careers and lives.

### **3.2.6. Measurement and Evaluation of the Orphans and Dhuafa Empowerment Programs**

A number of systematic steps can be taken to measure and evaluate the effectiveness of the orphanage empowerment programmes. Some of the elements that can be evaluated are as follows:

#### **3.2.6.1. Implementation of the Programme Objectives**

Has been effectively implemented in line with the objectives previously set by the nursing home manager, which include improved skills, awareness and productivity of children living in nursery better.

#### **3.2.6.2. Involvement**

The higher level of involvement of nurses living in an orphanage in the programme empowerment is seen in the active perception of any activity in particular area of business which will be more effective in the success of the program.

#### **3.2.6.3. Enhanced Evaluation Skills**

Children living in orphanages have better skills in entrepreneurial skills, property management, and social skills from the impact of such empowerment programmes. It is seen through direct observation in day-to-day practice of orphanage children.

#### **3.2.6.4. The results of the effort**

Evaluating the financial performance of the cosmopolitan business looks good. Where you can contribute about 30% of the orphanage income. An evaluation that covers the income, costs, and profits generated by the management of orphanage children and looks at the significant contribution of the proceeds to the cost of their living and education.

#### **3.2.6.5. Impact on the Environment**

Seeing the benefits of the empowerment program to the surrounding communities is also improving the environmental conditions, relations with tenants are becoming more friendly and also enhance local economic growth such as the emergence of canteens that meet the demands of consumer inhabitants cost.

#### **3.2.6.6. System Evaluation**

Evaluates the implementation of the programme, which includes the quality of training, guidance, and support provided to puppy children from related managers and caregivers. The focus on how awareness-raising strategies, skill-giving, and engagement in business management and marketing can flourish and succeed is shown by the sales indicators of properties managed by orphanages like cost rooms that are always fully rented.

#### **3.2.6.7. Feedback from stake holders**

The feedback from the children of the orphan, orphan manager, the donors, and other parties involved with a very positive impression. Perspectives from various perspectives can be obtained from the success of the program, from the donors who appreciate the plan to provide funding aid to build more quantities of cost and shop house in the still-available empty land that can help the sustainability of program success more effectively.

## **4. CONCLUSION**

Awareness, skill-giving and involvement are the three main components in empowering orphans and dhuafas in the Khadijah 2 Orphanage Surabaya. Invites, visits, discussions, and incentives for personal awareness are all parts of the process of consciousness. Training in property management and entrepreneurship is given to enhance skills. Awareness, skill-giving, and product manufacturing and marketing are all examples of the involvement of nursing children. The result of the empowerment of orphans and dhuafas is first, they can acquire better skills and entrepreneurial experience, so they can learn more about the world of enterprise. Second, they may become more productive because they have the skills necessary to live a decent life in society. Lastly, they are able to participate in the empowering process through business activities.

The impact on foster children is very high due to cost-effective and productive shop house rental efforts, contributing approximately 30% of the total foster income as a source for additional cost of living and foster child education, in addition to random donors and regular donors. The hopes of the orphan manager are that the rental of this property will always be crowded and the facilities can be further enhanced. The development of the business for the well-being of orphan children will continue to be continuously enhanced with a more professional system.

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