

The Implementation of Total Quality Management in Education

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Abstract: - Improving the quality of education is very important to be applied on organization or educational institution, one that is in school. The purpose of this study is to analyze and describe the planning, organization, implementation, and evaluation of the implementation of total quality management.

The research approach refers to the goal, so this research is a qualitative research. The study design used by researchers is descriptive qualitative. The results of this study are planning implementation of total quality management in education that is their vice principal field of quality management in the structure and organization line stands alone and is assisted by a staff of quality management, and in the implementation of the work is assisted by the vice principal other fields; organizing the implementation of integrated quality management education, namely the establishment of quality assurance organization structure of the school that proves the existence of a good organizing work and the work program describing the quality management application activities certified to ISO 9001: 2008.

The implementation of total quality management in education, planning implementation of coordination between the field, meetings between auditors and auditee and between staff with other fields. Evaluation of the implementation of total quality management in education as a tool to improve and plan future programs, to improve the allocation of resources, power and management of current and future, improve implementation and the factors that affect the implementation of the program for re-planning of a program through check the relevance of the program in terms of small changes constantly and measure the progress of the planned target

Keywords: Implementation, Total, Management, Quality, Education

I. INTRODUCTION

Education is a vital necessity for the future of the next generation, especially for the younger generation in the world is the object of education. This we can see together how the role of education in fostering and guiding the generations to become a man of humanizing. One of the problems facing the education of our nation is the issue of quality of education at all levels and educational unit.

There are various attempts have been made to improve the quality of national education, among others through training and improving the competence of teachers, provision of books and teaching tools, improved infrastructure to education and improving school management. However, indicators of the quality of education have not shown significant improvement. Some schools, especially in the cities, showed an increase in

the quality of education is quite encouraging, but most of the others is still very alarming.

Based on these descriptions, that education is a complex organization or institution, which requires cooperation between the school and outside parties. To achieve a quality of education in line with expectations of the educational institutions and society. In connection with the increase in the quality of schools, ranging from improving the quality of the curriculum and teaching, administration and management, organizations and institutions, energy, learners, financing, infrastructure, community participation and quality improvement culture or climate of the school, it will make it easier for school leaders in improving the quality of school education, starting from the quality of education planning, organizing improving quality of education up to the supervision of quality improvement activities that school education.

This school becomes school referral guidance for schools around the implementation of quality assurance independently, because it meets national standards. Authors interest to conduct research in the school because the school into a school referral, which means the implementation of the quality of education, is good and has met the national standard. Therefore, the authors wanted to examine the schools in planning, organizing, implementing, and control in the field of integrated quality management education in schools.

II. LITERATURE REVIEW

a. Quality management

Quality management can be defined as "coordinated activities to direct and control an organization in terms of quality" from the definition of the aspects of quality management include: quality planning, quality control, quality assurance, quality improvement and quality leadership. Quality management / quality assurance (quality management) or quality management integrated (total quality management = TQM) is defined as a way of improving management performance continuously at every operating level, in every functional area of an organization, using all human resources and available capital [3].

TQM implementation aims to discover, to correct the deviations that occurred in the results achieved from activities that have been planned in management activities. Each

activity in the managerial quality of an institution is one of the main agenda should be improved so as to achieve maximum quality standards. "The quality standards in question are of a size that is used as a basis of comparison of quantity, quality, value, and works there. In other words, the quality standard is an effort to increase production yield better and shorter working hours to determine a benchmark based on specific measurements and calculations. This quality standard is composed of product specifications, materials, and process capability.

b. Quality of Education

The quality of education can be seen from the benefit of education for individuals, communities and nations or countries. Specifically nothing to see in terms of higher education quality and breadth of knowledge to be achieved by someone who was educated. The process of education, quality of education with regard to teaching materials, methodologies, facilities and infrastructure, energy, finance, environment and so on. But in education results, the quality associated with the achievements of the school in a certain period of time which can be either academic ability tests, such as general tests, report cards, national exams, and non academic achievement in areas such as sports, art or skill [2].

In the context of education, the notion of quality in this case refers to an academic context refers to the achievements of the school in any given period of time each quarter, semester, year, 5 years, and so on. Achievement may be the results of tests of academic ability, can also achievements in the field of sports and the arts. Even school achievement can be a condition that can not be held intangibles such as self-discipline, solidarity, and mutual respect.

Process and quality education are interconnected. However, that process was not one way, then the output quality in terms of results should be formulated in advance by the school, and clear targets to be achieved for a certain period of time every year. Various input and the process should always refer to the quality of the output to be achieved. [1].

c. Quality Management Education

Management is in need in an organization so that these goals can be achieved and it runs fine. Management is a typical process consisting of actions of planning, organizing, implementing, and controlling to determine and achieve objectives through the use of human resources and other resources [6]. The process must not be separated from each other to cooperate and have the same goal.

Based on the above description, if we connect with education, the nature of management in general is a process of education institutional arrangement involving human resources and non-human in the move to achieve educational goals effectively and efficiently. The setup process will involve the implementation of some of the functions of management by education experts often referred to as POAC (Planning, Organizing, Actuating, and Controlling). Therefore, this

management process must be implemented properly so that the quality of education can be controlled by the school.

Improving the quality of education, it is necessary managerial skills of principals to be able to create quality planning, organizing and carrying out the function of controlling the direction of all activities that have been planned and implemented in schools, so as to achieve the goals set earlier.

III. RESULTS AND DISCUSSION

Planning the quality improvement of education conducted by the principal involving various parties teacher council, the vice principal of public relations, the vice principal of the curriculum, the vice principal of student affairs, the vice principal of the field of quality management and development of the school and the school committee. This is done by principals to programs created does not belong to the principal but the commons, was decided together, so that in implementing later all elements of the school community provide maximum support for the development of the school in the direction of an even more advanced and school quality to be achieved ,

Organizing is a process of preparing the organizational structure in accordance with the objectives of the organization, its resources and the surrounding environment. The two main aspects, namely the composition of the organizational structure and division of labor departmentalization, departmentalization is grouping the activities of organizations working so interconnected similar activities to be undertaken together. This will be reflected in the formal structure of an organization and looks or indicated by an organizational chart.

After the planning is carried out to facilitate the division of labor in its implementation so that the established organizational structure Education Quality Assurance Team.

Implementation of an activity or efforts undertaken to implement all plans and policies that have been formulated and defined include all the needs, and create a more efficient cooperation. The implementation of a quality management program is a continuation of the activities of the planning has been done, after planning the next activity is the organization of work, granting authority to carry out a job and the distribution of work adapted to the person and position, there will be no overlapping execution of the work and throwing responsibility.

Furthermore, after the formation of a quality management team and staff was formed and worked, next is the implementation of the work. Each activity required an evaluation, the evaluation can be seen where the activities achieved and what has not been achieved. Barriers what's happening in the field can also be known to the evaluation of the activities carried out. The evaluation is done every activity that takes place either planning, organizing, implementation. Referring to the previous analysis and data. The evaluation

was done with accurate data processing and data analysis. Once it is on the evaluation results.

Process and quality education is interconnected. However, that process was not one way, then the output quality in terms of results should be formulated in advance by the school, and clear targets to be achieved for a certain period of time every year. Various input and the process should always refer to the quality of the output to be achieved.

Planning on the implementation of quality management at the school is already done and planned, most have done can give good results. This is proven by the vice principal field of quality management in the structure and organization line stands alone and is assisted by a staff of quality management, and in the implementation of the work is assisted by the vice principal other fields. Results of interviews with school principals found that the vision / mission of the school in improving the quality of school-based education refers to units that increase the intelligence, knowledge, personality, character and skills to live independently and to follow further education. Which is based on national standards of education and graduation competency standards.

Organizing be structured so that in the conduct of activities can be carried out in accordance tupoksinya each and very supportive in the implementation. Such as the establishment of quality assurance organization structure of the school that proves the existence of a good organizing work. Their work program describing the quality management activities IOS application certification 9001: 2008. The interview with the vice principal field of quality management obtained for the desired quality standards of the school in collaboration with external parties refer to these standards, such cooperation for the sake of terstandarnya quality of education at SMAN 1 Gadingrejo in accordance with national standards. Besides, do not forget to also adjust the quality report on PDS (School Self-Assessment).

Implementation of total quality management at the school have been arranged and scheduled, including the implementation of coordination between the field, meetings between auditors and auditie and between staff with other fields. Implementation of quality management to achieve the goal, motivate personal to achieve the goals, organized communication between leaders and subordinates, and improve knowledge of the attitudes of the school community in order to carry out the activities of the organization so that the purpose of school standards of ISO 9001: 2008, and the national standard of education is the goal of the school is expected in accordance with the vision and the school's mission. The interview with the vice principal of curriculum areas shows that the implementation of such special purpose 1. Held school prayer in congregation, Friday Religion,

learning to sacrifice, tedarus for Moeslems and Non-Moeslem. 2. Formed spiritual activities for inter-religious tolerance. 3. The implementation of the learning process with learning approaches are learner-centered curriculum implementation guidelines for 2013. The corresponding 4. Implementation of guidance counseling services and ICT services. 5. Held Art Gebyar every two years. 6. Held program of local excellence in the arts. 7. Formed child-friendly schools. 8. Held school program 10 K (Security, Kinship, Discipline, shade, Cleanliness, Beauty, Sustainability, Order, Health, Modeling).

The evaluation process is something that should be there and executed. This activity is intended to investigate and determine whether the implementation of the tasks of planning everything is actually implemented. The interview with the vice principal field of quality management found that evaluating and improving in all areas carried out at every stage, this is done in order to achieve the expected results and the maximum is to realize the vision and mission that has been collated.

IV. METHOD

The research approach in terms of goals, so this research is qualitative research conducted to answer the research question has been formulated in the research question. Qualitative research is research that aims to understand what the phenomenon is experienced by research subjects [4].

The research design used in this research is descriptive qualitative. qualitative descriptive study when data are collected in the form of words or pictures, do not care about the numbers, but refers to the process. The purpose of this study is to reveal the facts, circumstances, phenomena, variables and circumstances that occur as the research proceeds and now what they are. Qualitative descriptive study defines and informs the data relating to the current situation, attitudes and opinions that occur in society, the contradiction between two or more conditions, the relationship between the variables, the difference between fact, the effect on the condition, and others [5].

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