



IMPLEMENTATION OF THE QUALITY MANAGEMENT MODEL IN EDUCATION AT ISLAMIC SENIOR HIGH SCHOOL (MAN 2) MARTAPURA

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Abstract: Quality of Cultural Management (Total Quality Management) in education is improvement by continuously to supply the requirement, desires and expectations of its customers. MAN 2 Martapura is a school that is able to improve the quality of education by continuously so got accreditation by A. The purpose of this research is to know the implementation of Total Quality Management (TQM) in education has been implemented MAN 2 Martapura. This research using a quality descriptive approach and case study. The subjects of this research are Head of master, teachers, schools' administrations, students, and schools' of committee. The result of the research showed (1) Schools has been increased a quality of learning activities, administration organizing, preparing of the facilities infrastructure: (2) head of master has been created a good communication to school environment and the outside environment and created a harmonious environment: (3) School has been implemented correction of the quality by PDCA (plan, do, cheek, action) system, always affirming the discipline, and improving the education system by continuously; (4) Schools made involving and empowerment of official employees by giving permission who wanted to continue their studies or courses: School always giving a reliance to all official employees and teachers in implementing of their jobs.

Keywords: Management, Quality of Education Model, Case Study.

A. Introduction

The concept of Total Quality Management (TQM) is the management of educational institutions to improve quality should be made by all elements of an institution that started early. This is done totally and continuously, so that education as services to fulfill customers' needed both present and future.

The process of quality education is an educational process that supported by all personnels, such as schools' principal, administrators, teachers, counsellors, and administrations while quality and professional (Sukmadinata (2006), Mantja (2007)). Education system can be said qualified as quality, if the learning process can be an interesting and challenging, so that students can study as much as possible through continuously of learning process (Yamin (2008), Mulyasana (2011), (Sallis (2010), Ace & Tilaar (1994)). Improvement of education quality management becoming important for education institution used to obtain better control by their own effort, senior high school as the education unit will not be good quality and superior by itself, but through various efforts to improve their education quality management (Sallis (2010), Bush & Coleman (2012), Bafadal (2006)).

One of the Indonesian problem in education system, especially in Banjar Regency, South Borneo is low quality management of education. From the fact, many factors be caused that low of education quality management, such is giving of educational services which still far from expectations. Both giving of education services have yet to find the most appropriate manner and then development of science and technology be faster and highly increasing in public needed of social life as education customers.

Improving of education quality in Islamic senior high school will be happen effectively when managed by exact management. Quality management is one of management approach to insurance of education quality. This is because in quality insurance, school will be perform of the improvement continuously for the quality of the product and services provided in ensuring the education quality.

MAN 2 Martapura is an Islamic senior high school known to the public society as one of superiur Islamic school in Banjar Regency. Because MAN 2 Martapura can give guarantee to the learners become students who excellent in academic and non-academic, and then can be practice of the religious values and the environments. Achievements MAN 2 Martapura have developed very rapidly in improving of education quality both academic and non-academic in recent years.

The success of the MAN 2 Martapura improved the quality of education in the development of 5 (five) years cannot be separated from the application of quality management education at the school, so it can be madrasah quality and get accreditation A. Based of above phenomena, it is very interesting to study through a research that focuses on how the implementation of quality management MAN 2 Martapura against (1) the focus of the school on customer satisfaction education, (2) leadership that is able to accelerate the improvment process of education quality, (3) The efforts' school to improvement of school quality continously; (4) the involvement and empowerment of employees school.

Any aspects of the effort to know that schools' perform of quality management in education system are:

FOCUS ON CUSTOMERS

Focus on the customer is one part of the educational organization that aims to satisfy the desires of customers (internal customers and external customers) education in improving the quality of education (Sallis (2010), Fandy & Handoko (1996)). Then, quality is more emphasis on joy and happiness of the customer and also the main mission of an institution of TQM is to meet the needs and desires of its customers (Sallis (2010), Siregar (2004), Tjiptono & Diana (2002)).

LEADERSHIP

A leader who has able to positioned itself as an innovator then he can develop the behavior of members of the organization, such as for personal development member can be done by giving their motivation, reward, giving them the opportunity to do something for the organization, and so forth, all of which will lead to self-confidence, pride, happiness, which in turn will increase the sense of belonging organization (Fandy & Handoko (1996), Deming (1982), Gojali (2010)). Leadership as an effort principals' in leading, influencing and providing guidance to all education personnel as subordinates to the purpose of education and teaching can be achieved through a series of activities that have been set (Syaiful (2011), Sallis (2010)).

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CONTINUOUSLY QUALITY IMPROVEMENT

Continuous improvement in the quality of education that is constantly improved and adapted to the changes related to the needs and desires of customers (Danim (2006), Jarome (1995)). Sallis (2010) states that quality improvement continuously is the quality improvement gradually and continuously. Improving of education quality should be early begin before late with the following objectives; a) Can to identify more clearly of the quality components; b) Have experience to improve the quality; c) Giving a stimulation Continuously to create continuous improvement.

INVOLVEMENT AND EMPOWERMENT OF SCHOOLS' EMPLOYEES

Involvement and empowerment of employees is the involvement of educators assist in the success of improving the quality of school education and empowerment of educators in ensuring the quality of education in schools (Danim (2006), Sallis (2010), Jarome (1995)). The process to engage employees at all levels of the organization in decision making and problem solving. Meanwhile, employee empowerment is the involvement of employees that really mean (significant) (Tjiptono and Diana (2002), Sallis (2010), Jarome (1995)).

B. Method

The research Approach was planned case study. The research setting chosen is MAN 2 is located at Jl. Education IV No. 13 Sungai Paring, Martapura, Banjar Regency, South Borneo, Indonesia. This study was conducted during the seventeen months. During preparation of research design to collecting data using Direct Observation, Participant Observation, in Depth Interview, and Analysis of Documentation up to the stage of data analysis and also discussion of the results and writing completion. The subjects of this research are the element that includes the principles' school, the administrations' school, teachers, students, and committees' school.

C. Finding And Discussions

The results of this study are:

1. THE SCHOOL, WHICH FOCUSES ON CUSTOMERS' EDUCATION

School has been provided good customer satisfaction with education management of teaching and learning activities program by implementing the curriculum 2013 and provide extracurricular activities that can channel the talent of the students in the outstanding interest.

School has been managed the administration of education in providing customer satisfaction, it is applied by developing a teamworks schools' committee that managing an application of schools' administration both online and conventional.

School has been satisfied customers when both reception and selection of new students, it is applied by transparent on reception and provided a test that includes religion and sciences.

School has been provided customers' education of quality, especially students it is applying the minimum competency of students' criteria at 80. It makes students can be qualified and can compete with other schools.

School has been implemented the management of schools' facilities and infrastructure, it is the school doing to reform the means of supporting learning and teaching, providing sports facilities and extracurricular activities, places of worship

and as well as comfortable and security of class room and library that satisfied customers.

School has been responsive to education customer, both for teachers and students. This is always done with a student delegate in many contests such as religious, arts, sports, and science. And then, teachers involved in every training, workshops and continue of studying based on their competency of teaching.

2. LEADERS WHO ABLE TO ACCELERATE OF EDUCATION IMPROVING PROCESS

Principal has been created unity of purpose and provided direction in policy and objectives, it is seen from a leader who is always set policies based on the results of the deliberations of the school and also leaders always accept criticism and suggestions of subordinates and education customers as democracy.

Principal has been provided and managed human resources and sources of education fund. It can be seen from the principal perform to do with recruiting qualified teachers based on their competency and recruit based on schools' needed of teachers based on the professional competency. Principal instructed treasurer to managing fund of BOS (*Bantuan Operasional Sekolah*), DIPA (*Daftar Isian Penerimaan Anggaran*), and committees' fund sources transparently and accountable based on the needed and base on set programs.

Principal has been ensured to urge of educations' elements to satisfy of educations' customers better, such as of students, teachers, administrators, parents, dan stakeholders. This is evident from the principals' style who always ensure customer needed based on SOP (Standard of Operation Procedure) and schools' programs as serve customers well and respectfully.

Principal has been made communication with inside of the schools' environment and outside of the schools' environment. It can be seen from the leader who always listen and follow up quickly of the complaints and suggestions from teachers, students, administrators, parents and leaders of society community in the schools' environment.

Principal has been created harmonious environment and can to serve school community, as seen from the principals' attitude who always say hello, smiling, respectful and responsive to any problems of school community. While principals' attitude that served to school community by serving all school community as well, allowed of students activities both within inside and outside school, allowed and help teachers who pursue to study in next level/higher of education.

Principal has been given good examples and commitments which to improving the education quality, it seen from principals' commitment such as always never late come to school, always to communitate and consulatate to other school community when determined of the activities and programs, always make of the learning device and submit to schools' curriculum section, transparent in all of the activities and funds, and always provide motivation to school community which always to improve school of quality.

3. CONTINUOUSLY OF QUALITY IMPROVEMENT

School has been made improvements of the management and development education system, it see from their schools' of environment cooperation in creating schools' quality by establishing commetee of schools' development and always evaluate of each program on a regulary.

School has been implemented education system by using a system of checks and action plan do (PDCA) as well, it seen from the commetee of school

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development quality who always perform system checks and action plan do on every (PDCA) in every development and schools' programs as well.

School has been made education of system improvement that creating all of school community be discipline, it is seen from the school who implement policy commitments finger prints on all the teachers and employees and implementing system of policy point to all students in creating a culture of discipline in schools.

School has been responsive in quality improvement to improve education of quality, it seen from their commitment that always evaluates of each developments and programs together with the school community and the continual improvement of learning innovation to constantly improve teachers' and students' education quality of MAN 2 Martapura.

4. INVOLVEMENT AND EMPOWERMENT OF EDUCATION EMPLOYEES

School has been empower and involve of teachers and employees to always implement both innovate and develop learning, it applied to help teachers and employees to pursue of study in next level/higher of education, and delegate teachers and employees to attend workshops and training to develop their skills.

School has been empower and involve teachers and employees in providing good service. It can be seen from all teachers and employees can give their criticism and advice to school, school give credence to the teachers and employees to perform their duties and obligations in improving their education quality and also the school entrusted to employees to manage all of the schools' administration and infrastructure as well.

D. Conclusion

The process of quality education is an educational process that supported by all personnels, such as schools' principal, administrators, teachers, counsellors, and administrations. While totally and continuously in education as services to fulfill customers' needed as quality and professional both present and future. School has been provided good customer satisfaction with the education of the management of teaching, provided extracurricular activities that can channel the talent of the students in the outstanding interest, and transparent in on reception and selection of new students by provided a test that includes religion and sciences. Principal has been ensuranced to urge of educations' elements to satisfy of educations' customers better, recruiting qualified teachers based on their competency and recruit based on schools' needed of teachers based on the professional competency, and created harmonious environment and can to serve school community. School has been implemented education system by using a system of checks and action plan do (PDCA) as well, creating schools' quality by establishing commetee of schools' development and always evaluate of each program on a regulary, and created all of school community be discipline. School has been empowered and involved of teachers and employees to always implement both innovate and develop learning and school give credence to the teachers and employees to perform their duties and obligations in improving their education quality.

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