



TQM-Based School Quality Assessment Management in Integrated Islamic SD Muhammadiyah City Cirebon

Uung Qurochtul'an¹, Masyitoh², Khaerul Wahidin³

Universitas Muhammadiyah Jakarta

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ABSTRACTION

This study aims to describe the results of TQM based school quality assessment management in Muhammadiyah Integrated Islamic Elementary School in Cirebon City. In achieving this goal, valid and useful information is needed, therefore research and exploration of in-depth and very systemic information is carried out. This study specifically describes and analyzes how the TQM -based school weight management is carried out at the Muhammadiyah Integrated Islamic Elementary School in Cirebon City.

This study uses descriptive and analytical qualitative methods in describing the planning, implementation and evaluation system in the weight of the Integrated Islamic Elementary School of Muhammadiyah Cirebon City. with the function of providing a very deep essence of meaning for facts, data and news which is a research scheme containing an outline from statements, reasoning and data finalization. The results of this study are the leadership of the principal in developing the quality of integrated primary school education is very good, seen from the weight assessment that gave birth to the performance guidance agency including: First, the guidance agency carries out an assessment of the body's performance, the implementation of appropriate assessments according to clinical, technical and non technical, slick every month, the end of the semester or the end of the year, the assessment of the agency's performance is carried out as a form of weight management which is managed and based on transparency, accountability, efficiency, and effectiveness; Second, the agency conducts an assessment of the upgrading process to ensure and so that the upgrading can run effectively and efficiently; Third, the agency prepares a school self-assessment (EDS) and context analysis to find out the extent to which the previously planned program

can be implemented; Fourth, the agency prepares a priority scale for activities and follow-up programs as a form of continuous improvement. Using TQME SNP means a performance guidance agency weight management model (School Quality Assurance System) which was developed based on the concept of Total Quality Management in Education (TQME) which is applied directly to the guidance agency through school-based management (SBM) and is guided by the National Guidance Standard (SNPs).

Holding the following characteristics: First, Holding the core of the customer, namely the student or the community; Second, comprehensive involvement of the dharma analytical school community; Third, measurement according to continuous and comprehensive or evenly; Fourth, analytical commitment to carry out dharma as a form of devotion; Fifth, tidy up according to continuous and continuous in accordance with the standards. For this reason, the application of weight management needs to be achieved by consistency of honesty, commitment to achieving performance, earnest effort and analytical istiqomah to produce it.

Keywords: *Management, School Quality Development, Integrated Islamic Elementary School*

I. PRELIMINARY

The demand for quality school graduates and services is increasingly pressing because of the increasingly fierce competition in the world of work. One of the impacts of globalization in education is the deregulation that allows foreign educational institutions to open their schools in Indonesia (Mayasari, 2021). Therefore, competition between educational institutions and the job market will be tougher, so that improving the quality of education is something that needs to be improved to anticipate rapid changes and increasingly large and complex challenges. According to (Tanjung, 2021)



that schools need to seek ways to improve the competitiveness of graduates as well as academic products and other services. The quality of education is about two very important sides, namely the process and results (Arifudin, 2019). Quality in the educational process involves various inputs such as; teaching materials (cognitive, affective, or psychomotor), methodology (varies according to the ability of the teacher). It takes a management approach in managing the entire organization in the school. Management according to George R. Terry as quoted (Na'im, 2021) states that management is the accomplishing of a predetermined objective through the efforts of other people.

The management functions according to George R. Terry as quoted (Hasbi, 2021) divides four basic management functions, namely Planning (Planning), Organizing (Organizing), Actuating (Implementation) and Controlling (Supervision). These four management functions are abbreviated as POAC. A school can be said to be a quality school referring to the thinking (Sallis, 2012) which identifies the characteristics of a quality school, namely: (1) The school focuses on the customer; (2) focusing on efforts to prevent problems that arise; (3) has an investment in its human resources; (4) have a strategy to achieve quality, both at the leadership level, academic staff, and administrative staff; (5) manage or treat complaints as feedback; (6) have policies in planning to achieve quality; (7) strive for improvement processes by involving all people in accordance with their main duties, functions and responsibilities; (8) encourage people who are considered to have creativity, are able to create quality and stimulate others to work with quality; (9) clarify the roles and responsibilities of each person; (10) have a clear evaluation strategy and criteria; (11) view or place the quality that has been achieved as a way to improve the quality of the service further; (12) views quality as an integral part of work culture; and (13) places continuous quality improvement as a must.

The concept of school quality management is a target that must be achieved, therefore all school resources must be managed in such a directed and integrated manner according to the respective management functions within the school (Planning, Organizing, Implementation and Supervision) (Nadeak, 2020). Of the four functions of school management that can be carried out and developed in effectively empowering schools, especially in preparing the plans carried out by SD Muhammadiyah Cirebon City, West Java, especially in improving learning activities, and managing educators and education staff. Talking about

education, the first thing that comes to our mind is "school". The school in this case is a public organization that provides educational services for the community in order to improve the quality of the individual community itself. Therefore, it becomes a natural thing if the community demands the availability of "good schools" which is reflected in the effectiveness of the school's performance in question. As an educational institution, a school should place the nature of education as a priority in its implementation, where education is interpreted as a human effort to foster his personality, both in terms of physical, mental, and spiritual development in accordance with the values in society and culture in a sustainable manner. so that maturity and independence are formed to live in the midst of society. This means that education is a process to develop and shape the character and personality of students.

In the school environment, the ideal function of education will never be formed without a harmony of views and understanding from various parties regarding the meaning and significance of the educational process itself, both from the government, school administrators (especially school leaders and teachers), as well as the community, especially people. old students. The view that the educational process applied in the school environment is aimed at building intellectual abilities, training skills, and fostering students' spiritual, social, and moral attitudes needs to be understood as an inseparable unit. This is actually the target of the educational process in schools that must be addressed and achieved, and its success will be shown by the ability of graduates to master science and skills as well as the formation of attitudes and behaviors that are in harmony with the values and norms that are instilled. In fact, until now, not a few of our people have the assumption that the success of an educational process can be seen from the high scores (numbers) obtained by students as reports of their learning outcomes.

SDIT Muhammadiyah Cirebon City has a commitment to integrate the fields of understanding Islam and science in a balanced way. Each has a unique typology and a distinctive institutional background. This phenomenon is interesting and relevant to study, the effect of the implementation of quality administration to give birth to the management of Islamic-based guidance institutions that excel. Therefore, "the power of planning, managing, communicating, provoking, directing, and monitoring and following up on school activities is absolutely necessary to expand school quality administration." system and conducting



continuous school quality improvement is a demand for the realization of school quality administration, then "how is the management of school quality assessment in quality planning, quality implementation, and quality evaluation carried out at SDIT Muhammadiyah Cirebon City?", which in the end can be useful for sharpen the theory and explain the concept of quality administration of school guidance institutions.

To make it easier to understand the orientation and content of this research, it must be emphasized with the focus of the problem and the limitations of the problem.

1. The scope of the research focus, this research is to examine and describe the management of TQM-based school quality assessment at SDIT Muhammadiyah Cirebon City

2. Quality management, which includes Islamic-based guidance at SDIT Muhammadiyah Cirebon City,

3. Guidance achievement, How the achievement guidance institution in planning, implementing, and evaluating.

4. Quality assessment development model. The data from the empirical story is described to be able to produce a quality management development model for a school guidance institution, so that it can be used as a reference by schools/madrasahs in order to produce and expand school quality assessments.

Based on the background of the dissertation, the formulation of the problem is formulated as follows: 1) How is the Planning, Implementation and Evaluation of the quality of school assessments? 2) How is the Planning, Implementation and Evaluation of intra and extra curricular quality? 3) How is the Planning, Implementation and Evaluation of the quality of teaching and learning performance?

The purpose of this study was directed at TQM-based school quality management at SDIT Muhammadiyah Cirebon City based on the formulation of the problem above, namely for the following: (1) To examine and describe more deeply the quality planning of SDIT Muhammadiyah Cirebon City in producing quality guidance institutions for achievement. (2) To examine and describe in more depth the implementation of the quality of SDIT Muhammadiyah Cirebon City in producing the quality of achievement guidance institutions. (3) To examine and describe in more depth the evaluation of the quality of SDIT Muhammadiyah Cirebon City in producing the quality of achievement guidance institutions.

II. METHOD

This research is qualitative by using analytical descriptive method, which is a research method that provides the truth of the data according to the facts of the reality in the field by presenting the original as it is without any element of data manipulation, either adding or omitting what happened, more consistently prioritizing the truth of the data logically and systematically as the final achievement and the main purpose of the research is factual and its various characteristics, objective in conducting the research.

III. RESEARCH RESULTS AND DISCUSSION

The results of the research and discussion in this study, namely, in planning in determining the method of quality assessment through quality targets and making audits (customer satisfaction) contained an analytical work program for SDIT Muhammadiyah Cirebon City which was carried out analytically by working deliberation (muker). As the origins of Patton and Sawicki reveal, suppose that the method of analyzing a policy as a quality mapping method is one that explores actions together: "(1) verifying, formulating and detailing the problem; (2) establish evaluation criteria; (3) identify alternative policies; (4) evaluate alternative policies; (5) choose an alternative policy; (6) monitor the outcome of the policy." The indicator of a policy, namely the intention of the community or a society starting with a certain institution, is how the policy itself is compiled starting with which and what factors are involved and starting with the community.

Implementation at SDIT Muhammadiyah Cirebon City analytically the application of a weight management system to manage professional-style Islamic guidance institutions: (1). Transparent analytical school program development; (2). Division of tasks based on the level of performance; (3). Doing 6 K's, namely: Involvement, discipline, security, kinship, beauty, and cleanliness. The application of a quality management system for the management of professional-style Islamic guidance institutions: (1). Doing it together instills a sense of Islam, togetherness, and openness; (2). The belief that a strong generation is instilled with a sense of religion or faith, knowledge and skills; (3). Increasing the professionalism of analytical work in order to face the era of globalization; (4). Doing charity together sincerely. Meanwhile, the increase in funding weight is controlled by the foundation starting with monthly fees and donations for guidance. "The school only proposes a budget for



one year, the realization depends on the foundation. Establish a definitive activity program based on consideration of budget availability and the level of urgency of the program unit and, socialize the activity program and sources of financing funds to all parts of the foundation's original school. Furthermore, upgrading institutions practice a school management and financing system based on independence, partnership, participation, openness, and accountability. As in line with PP. No. 19 of 2005 article 49, that guidance institutions must manage their guidance institutions together "independence, partnership, participation, openness, and accountability". In addition, the analytical view of Islam is that the management of Islamic guidance institutions must be carried out in a neat, correct, orderly and orderly manner.

Evaluation at SDIT Muhamadiyah Cirebon City interpreted that an evaluation carried out could make analytical innovations in managing professional-style Islamic guidance institutions very necessary, because analytical guidance management required creative hands to attract parents' interest to send their children to Islamic guidance institutions. When a head or leader is evaluated on the performance weights carried out by SDIT Muhamadiyah Cirebon City, they can go above the planned goals and keep the program focused, and exercise control over activities that deviate and are not on target for their goals. For this reason, evaluation is an important function for school or madrasa leaders and as a very important function begins with the overall management function. SDIT Muhamadiyah Cirebon City evaluates and supervises the upgrading process at every stage of planning, implementing and conducting upgrading. "First, the school principal prepares a program for supervision and evaluation of upgrading methods, second, the principal carries out a comprehensive upgrading supervision and evaluation program which includes upgrading agendas, upgrading implementation, and upgrading activities.

The School Self Evaluation was compiled from SDIT Muhamadiyah Cirebon City to analyze data on management methods as a form of evaluating the weight of the two guidance institutions. Based on the school's self-evaluation, the two guidance institutions carry out self-evaluations on the performance of sustainable-style institutions to find out the impact on the improvement of mentoring, including: "First, the two institutions carry out self-evaluations on school performance, Second, the two institutions carry out an evaluation of the upgrading method at the end of each semester, Third, both institutions carry out an

annual work program evaluation or RKAS at the end of each year, Fourth, the two institutions prepare reports for school self-evaluations, Fifth, the two institutions develop a priority scale for activities and follow-up programs to be made by EDS."

IV. CONCLUSION

1. Theoretical Implications

This research concerns the management of integrated quality assessment of guidance in Islamic guidance agencies performing analysis of SDIT Muhamadiyah Cirebon City. The substance of the study is core to the discipline of quality assessment management, especially guidance management. The results of the study regarding quality assessment management which have implications for the performance of the management of the guidance agency are strongly influenced by the leadership style and optimization of the utilization of the roots of analytical human capacity giving birth to performance. The involvement of all members of the organization forms a business strategy that focuses on achieving analytical customer satisfaction in order to improve the quality assessment of the management system. The management of the guidance agency that is based on the principles of quality assessment management in a total and consistent manner can be ensured that it is easy to achieve high-level organizational performance.

2. Practical Implications

To implement weight management, a comprehensive and consistent understanding of the concept is needed so that it will be able to produce a high-performing guidance body. SDIT Muhamadiyah Cirebon City is an Islamic-based guidance agency that has proven its status and the community as stakeholders grows trust. This reality is shown by the very high public interest in being able to send their children to this guidance agency. The conclusions of this study have practical implications that the management of the guidance agency guided by the TQME Plus SNP is able to lead the guidance agency to perform. The concept of management as the operational basis for the management of the guidance agency will foster the active participation of many interested parties in bringing the degree and quantity towards a credible and accountable guidance agency.

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