

# Implementation of Total Quality Management (TQM) TKQ Education Bogor District

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**Abstract** — Integrated Quality Management is a management approach that improves quality to match the quality standards of the community served in the general implementation and the community through continuous improvement of products, services, people, processes, and the environment. This study aims to determine how the implementation of integrated quality management (MMT) in Tk Aisyiyah Bustanul Athfal 1 Limau Kebayoran Lama, South Jakarta. This research uses a qualitative approach. using interview, observation, and documentation methods. Sources of data obtained are from school principals, teachers, committee heads, and school staff. The data obtained is then analyzed through data reduction, data presentation, data levers and draw conclusions. The results of this study indicate that in the Implementation of Integrated Quality Management (MMT) at Tk Aisyiyah Bustanul Athfal 1 Limau Kebayoran Lama, South Jakarta, the implementation of integrated quality management has been carried out, such as the level of consistency in providing public services and the implementation of development to improve the quality of human resources continues to increase. In working, the impact of causing dissatisfaction and complaints from the community being served is decreasing, time discipline and work improvement is increasing, namely by understanding the rules of working hours and behaving at work, as well as complying with the regulations on how to do work and dealing with other work units has been going well, Control take place effectively from direct superiors through supervision that has been carried out properly through CCTV, waste of funds and work time can get solutions and improve skills and work skills continue to be carried out and forms of teacher/team collaboration running very well. And there are indicator points which in their implementation have not been carried out optimally, such as inventory including taking notes, and reporting activities have not been fully carried out to the fullest, because the management at the school is still in a better stage of improvement , but in the activities of making reports on school equipment it has been properly implemented, because every year there must be a report related to the foundation

**Keywords**—*kindergarten, school quality, total quality management*

## INTRODUCTION

Along with the development of technology and the progress of human civilization, education continues to evolve and undergo changes to adapt to the conditions of the times. Moreover, coupled with increasingly developing technology and

education as an investment to prepare for education in the future[1]–[3]

While the condition of education in Indonesia continues to experience improvement and improvement, however, the problem of education in Indonesia is still inseparable from the classic problems that have haunted this nation from the past until now, namely the low level of equity in education, the low quality and relevance of education, the still weak management of education, besides the fact that science and technology excellence has not yet been realized among academia and the Ministry of Home Affairs[4]–[6]

The realization of quality education is not only seen from the quality of graduation, but includes various educational institutions that are able to meet customer needs in accordance with applicable quality standards and have noble morals in accordance with the teachings of the religion they adhere to,

The system called Integrated Quality Management is a program to meet the needs, desires and expectations of its customers, now and for the future. Before this is achieved, all parties involved in the education process, from school committees, principals, heads of administration, teachers, to employees must really understand the nature and purpose of education.

In recent years, school management has remained centralized, placing schools in a position that is less empowered, less professional, less independent, passive or waiting for orders and directions from the central government. As a result, school principals, teachers and supervisors and other stakeholders do not develop their potential. Creativity doesn't seem to emerge in situations like this, as a result, many schools have not reached the desired standards, both by the central and regional governments and even by the schools themselves.

The emergence of the theory of Total Quality Management in Education (TQME) or Integrated Education Quality Management (MMTP) as a form of effort to improve the quality of education in an integrated manner is now being implemented in stages and continuously at various levels of education, starting from improving the quality of preschool, elementary, secondary to tertiary education. [7], [8]. The MMTP approach not only involves achieving high quality but also influences all segments of the educational process, organization, management, interpersonal relations, materials and human resources [9]

The development of the times has a rapid influence on the development of school management. Currently the majority of people adopt a lifestyle towards an advanced society. The more developed the country, the more advanced schools will be demanded. Advanced schools are supported by advanced quality as well. Schools that want progress in the management system are schools that want changes or innovations in each of their programs.

Education in Indonesia is expected to be able to build the integrity of the Indonesian human personality as a whole by developing various potentials in an integrated manner. regarding the National Education system Article 3, Affirms:

"National education functions to develop capabilities and shape dignified national character and civilization in the framework of educating the nation's life, aiming at and fearing God Almighty, having noble character, and being knowledgeable, capable, creative, independent, and becoming a democratic and responsible citizen" .

The output of students expected by the Government of the Republic of Indonesia requires participation from management which focuses on customer needs, in this case, students and continuous improvement. In order to produce quality educational products, comprehensive school improvement efforts must be made, in which there must be integrated efforts to improve school culture and this must start from the behavior of human resources engaged in management.

The success of quality management in the industrial world has made managers of educational organizations participate in implementing quality management. Of course, with a number of adjustments and modifications that are needed, the concept of quality management in educational institutions is a way of managing all educational resources so that education produces educational services that match or even exceed customer needs. School success can be measured by the level of customer satisfaction, both internal and external. A school is said to be successful if it is able to provide services or exceed customer expectations. One solution that can help in dealing with downturns in the world of education is implementing Total Quality Management or Integrated Quality Management.

The concept of integrated quality management in the world of education is better known as SBM which allows the creation of school conditions that can optimize existing human resources such as education and education staff, students, parents and the community. In integrated quality management the success of schools is measured by the level of customer satisfaction both internal and external customers, as stated by Hadari Nawawi that integrated quality management is functional management with an approach that is continuously focused on improving quality, so that the product conforms to the quality standards of the community it serves. in the implementation of public service tasks and community development

**METHODOLOGY**

In this study the authors used a descriptive qualitative research method. The research method used in this study uses a qualitative approach, according to [10] qualitative research is research that produces several findings that cannot be achieved using statistical procedures or methods of quantification (measurement). Qualitative research is used to examine people's lives, history, behavior, organizational functionalization, social activities, and the economy. The results of qualitative research activities can be in the form of in-depth descriptions of speech, writing, or behavior that can be observed from a particular individual, group, community, and or organization that is studied from a certain point of view.

Location is a place used as a field in data collection and in the process of searching for information. This research was conducted at Aisyiyah Bustanul Athfal I Limau Kindergarten, Kebayoran Baru, South Jakarta. This school is under the auspices of the Aisyiyah Organization. This school is very popular even though it is a private school. This school is in great demand by the community because it provides religious instruction from an early age and provides very professional tutoring in teaching. In the progress of the school must be accompanied by elements of good management. The time from planning, carrying out the research to the estimated trial was carried out for 7 months, starting on December 1 – until June 2022

Data analysis is the process of organizing and sorting data into patterns, categories and basic descriptive units so that themes can be found and working hypotheses formulated as suggested by the data. The work of data analysis in this case is to organize, sort, group, code and categorize them. The purpose of organizing and managing the data is to find working themes and hypotheses which eventually become substantive theories. data analysis consists of three streams of activities that occur simultaneously, namely: data reduction, data presentation, drawing conclusions/verification.

**RESULTS AND DISCUSSION**

*A. Public service*

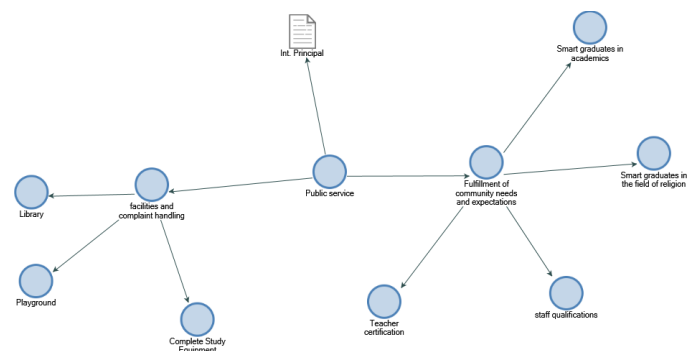


Figure 1. Visualization of public service data based on interview results

Based on the results of interviews with the school principal, it is known that Aisyiyah Bustanul Athfal 1 Kindergarten has tried to meet the needs and expectations of the community, this can be seen from the results of the achievements obtained by students, producing graduates who are not only smart in the academic field but also in the religious field, in addition Education also has an educator certificate and all teachers have PAUD undergraduate education status. Then if seen from the learning process related to facilities that are equipped with air conditioning in classrooms, complete learning equipment, libraries, playgrounds according to needs, as well as a safe and clean school environment so that the teaching and learning process can run well. As well as the existing infrastructure at TK Aisyiyah Bustanul Athfal 1 is functioning properly, and if there is damage repairs are always made, and the infrastructure is in accordance with the accreditation requirements obtained.

### B. Work Discipline

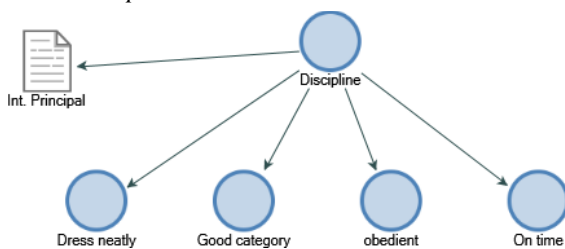


Figure 2. Visualization of work discipline data from the principal's interview

The main goal of discipline is to increase efficiency as much as possible by preventing wastage of time and energy. A good educational organization must strive to create rules of conduct as a guideline that must be obeyed by all teachers, educators and school staff. These regulations are related to time discipline and work discipline, namely hour regulations (hours of entry, hours of rest and hours of return), regulations of dress and behavior at work, as well as regulations on how to do work and relate to other work units.

Based on the results of interviews with the head of the teacher that the level of discipline is in the good category, in dressing, behaving at work, complying with regulations and relating to other work units in a broad and very good manner.

### C. Inventory of organizational assets

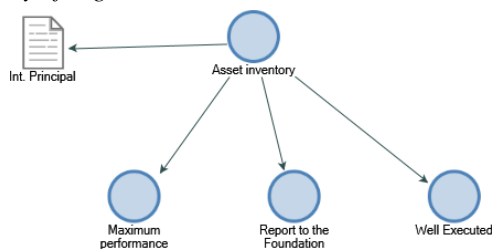


Figure 3. Visualization of organizational asset inventory data based on interview results

One of the activities in managing educational equipment at school is to record all the equipment owned by the school. Inventory of organizational assets is the recording and preparation of a list of assets in the form of school-owned goods to an inventory list of goods in a systematic, orderly and orderly manner. Through an inventory of educational equipment, it is hoped that order will be created in the administration of goods, financial savings will facilitate maintenance and supervision. In this case, inventory activities include two activities, namely activities related to recording and coding of goods, as well as activities related to preparing reports.

Based on the results of interviews with the school principal, it is known that the recording activities have not been fully carried out to the fullest, because the management at Aisyiyah Bustanul Atfal 1 Kindergarten is still in the stage of improvement towards a better direction, but in the activities of making school supplies reports it has been carried out properly, because every year there must be a report related to the foundation.

### D. Competency Improvement

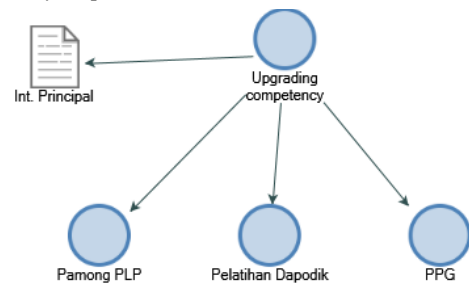


Figure 4. Visualization of competency improvement data from school principal interviews

Improving skills and expertise at work is carried out following PLP, PP, and Dapodik training so that the method or way of working is always able to adapt to changes and developments in science and technology, as the most effective, efficient, and productive way of working.

Based on the results of interviews with school principals, teachers and school staff at Aisyiyah Bustanul Athfal 1 Kindergarten that in improving the skills and expertise of teachers and staff, namely by having activities as Pamong PLP teachers (Curriculum Making Training Through Siplah), PPG (Developing Teacher Performance to be Professional Teachers in terms of Teaching), and Dapodik Training (to facilitate data input). Forms of cooperation have also gone very well, such as making curriculum, preparing for accreditation, preparing for children's competitions, preparing for musical drama performances at the end of the year, and preparing important events with parents.

## CONCLUSION

Based on the results of research and data analysis, that the Implementation of Integrated Quality Management at TK Aisyiyah Bustanul Athfal 1Limau Kebayoran Baru, South Jakarta is as follows:

1. Consistent. The level of concentration in providing public services and implementing development for the benefit of improving the quality of human resources by taking into account the needs and expectations of the community such as the qualifications of educational staff who have a minimum S1, then in providing comfortable facilities such as classrooms equipped with air conditioning, complete learning equipment, libraries, playgrounds according to needs, as well as a safe and clean school environment so that the teaching and learning process can run well. As well as the existing infrastructure at TK Aisyiyah Bustanul Athfal 1 is functioning properly, and repairs are always made if there is damage. infrastructure facilities are in accordance with the accreditation requirements obtained.
2. Discipline in time and discipline in work is increasing by complying with the rules for doing work and relating very well to other work units.
3. The inventory of organizational assets is more perfect, under control, and does not decrease or disappear for unknown reasons, namely with a school supplies report to be reported to the foundation every year.
4. Improving skills and working expertise continues to be carried out, and forms of teacher / team collaboration

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