Improving the Quality of Islamic Education Management Through *Total Quality Management*

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ABSTRACT

Quality issues always have an impact on the selling power of educational institutions. The success and reputation of an institution depends heavily on the quality of teaching, infrastructure and facilities, support services, teachers and students, and learning outcomes. This study intends to show how to improve the quality of Islamic Education Management through Total Quality Management. The research method used is library research, where data is obtained from books, internet journals and all data that can meet research findings. After collecting, presenting and evaluating data, the quality of education is the process of learning, learning and learning outcomes. High quality education if it meets the needs of all parties, if all parties involved in education are of high quality such as human resources and all the supporting facilities and infrastructure for the education. In Islamic educational institutions, the main goal of TQM is to meet the needs of society. Excellent Islamic educational institutions will always maintain community ties and improve the quality of higher quality resources. By implementing TQM, the quality of education will be realized.

INTRODUCTION

Educational institutions that focus on Islamic studies cannot compete with those that do not. Competition which aims to improve the quality of education is built on the basis of strategy, implementation and evaluation in accordance with National Education Standards (SNP). Because Islamic educational institutions have excellence in religious subjects, their quality actually exceeds general education. Islamic educational institutions benefit from moremarketable for interested parties (Dali, 2017)

In fact, there are various kinds of problems that Islamic educational institutions must face. starting with management, leadership, human resources, finance and institutional issues (Hadi, 2020). By putting forward quality analysis ideas and applying them to every managerial procedure, efforts must be made to improve the quality of

Islamic educational institutions. An emphasis on quality will help the education sector, not least because educational institutions are responsible for improving the quality of student service offerings. Apart from that, to ensure that quality graduates can be accepted both in society and the world of work (Toatubun, 2018).

Quality issues always have an impact on the marketability of educational institutions. The success and reputation of an institution depends largely on the quality of teaching, infrastructure and facilities, support services, teachers and students, and learning outcomes. On the other hand, if low quality leads to low graduation rates also affect student interest and retention in higher education institutions. This is why school education programs place a high value on educational excellence (Umar, 2018).

Every educational institution continues to strive to improve teaching standards. Because education will become the central point for the development of professional human resources throughout society with this effort. The aim is to produce graduates with specialization in scientific subjects who are ready to work. Some of these policies, however, aim to change the current education management system in a way that will make it more effective and efficient for teaching and learning to take place in all educational institutions (Mulyadi, 2020).

Many educational institutions are still unable to employ management that drives improvements in educational standards. The implementation of the policy only affects the external aspects of education, and does not yet address the fundamental implementation that occurs in many Indonesian educational institutions, which still has many problems that need to be resolved nationally, especially related to the implementation of new education that implements decentralization thereby completely changing the education management structure national. If the central or regional government has the political will to start concentrating on education management, this can be achieved (Mulyasa, 2022)

A culture of quality management is undoubtedly necessary in any effort to foster the conditions necessary to realize educational goals. School success will be more effectively realized with this management (Baro'ah, 2020). Total Quality Management (TQM) which is now mandatory in educational institutions refers to this. Because educational institutions are currently racing with changes that always demand excellence, education must pay attention to and include this in its implementation. biggest resource for schools (Kurniati, 2019).

How educational institutions can anticipate a society that has an evaluation orientation on the quality side is one of the problems faced by these institutions in the field of human resource development. Educational institutions must continue to expand and improve their standards. improving the quality of staff, student and community services, and relationships with organizations that have a direct or indirect interest in the education sector, both public and private (Kadarisman, 2017). An integrated quality

management system is used to manage educational institutions as a whole in an effort to empower educational resources (Total Quality Management). When TQM is used correctly, it can solve management problems that often occur in Islamic education (Ginanjar, 2017).

RESEARCH METHOD

This research uses a library research approach and is qualitative in nature. which utilizes published writings, such as books, journals and articles, which are then processed properly to discover new knowledge so that it is useful for academics and the general public (Pakpahan, 2022). Procedures and steps for investigating information begin with writing studies, various types of idea information being explored, conceptualization, examination and completion (Siregar & Harahap, 2019).

RESULTS AND DISCUSSION
Quality of Islamic Education Management

Educational management is the process of organizing a group of people who are part of an educational organization to collaborate successfully and effectively towards predetermined educational goals. education management as a process or system (Kuntoro, 2019) Education greatly determines the progress of Islamic civilization and the glorification of Muslims. According to its formal objectives, education is a way to discuss and develop human potential. Historically, no nation has been able to progress significantly without the help of progress in the field of education. The progress of European nations in the field of education is what led to their reputation as developed nations. The main problem in human life is education (Azhar, 2017).

The level of education in a country influences its development. This shows that a country's education system can create good "humans", both physically and spiritually. The country will automatically progress and experience peace and tranquility. On the other hand, if a country's education stagnates, it will be underdeveloped as a whole. (Sulasmi et al, 2019) High quality education if it meets the needs of all interested parties or stakeholders, both internal (students, teachers, school principals and other educational staff) and external (prospective students, parents, community, government, business world , and industry) (Iflaha, 2019).

In general, what is meant by "quality of education" is the learning process, learning and learning outcomes (learning outcomes). Islamic educational institutions must now demonstrate their existence. If the educational process becomes the focus of quality benchmarks, Islamic educational institutions must be able to raise their teaching standards starting from the Madrasah Diniyah, Raudhatul Athfal (RA), Madrasah Ibtidaiyah (MI), Madrasah Tsanawiyah (MTs), Madrasah Aliyah (MA), STAIN/IAIN

levels. /UIN. then pay attention to stakeholder demands regarding the technical skills and competencies of graduates needed in the world of work (Mubarok, 2019).

Process quality refers to the effectiveness or accuracy and overall effectiveness of the elements or aspects that contribute to the educational process. The level of graduate ability, including several aspects of mastery, will be determined by the services obtained during the learning process, including process services from qualified teachers, consultation services, supporting infrastructure, and an educational environment that encourages the creation of a quality educational climate. expertise, competence and excellence of graduates (Rahma, 2017). Susanto (2016) explains, if the measuring instrument used is a quality indicator, it can then be broken down into five categories, namely: 1) input quality; 2) process quality; 3) output quality; 4) quality of human resources; and 5) quality of facilities, education is declared to be of high quality

Implementation of TQM in Islamic Education Institutions

Integrated Quality Management (Total Quality Management) is a methodological philosophy of continuous improvement in an educational context that can offer a set of useful tools for any educational institution to meet customer requirements, desires and expectations, both now and in the future (Prihantini et al, 2022) A school principal must increase the effectiveness and efficiency of using resources to implement TQM in the field of Islamic education. A leader needs to focus on the demands of society, who are customers and consumers of education, and consistently improve quality. School groups play an important role in improving the efficiency and standards of school administration. This is because the effectiveness of the teaching and learning process depends on three things: the quality of teachers, the quality of students, and the quality of management. For this reason, the government and society must continue to place high priority on initiatives to increase the standards and applicability of Islamic education supported by good management (Fadriati, 2019).

Efforts to apply TQM to Islamic education in order to manage educational resources are interesting to research. This effort is carried out by improving the organizational structure of madrasas. Implementing integrated quality improvement initiatives, also known as integrated management, is important to improve the management of Islamic educational institutions at a personal level. Improving labor, facilities, management, and graduation standards are just a few ways to emphasize this integrated quality. From the explanation above, it appears that the implementation of Islamic educational institutions requires a scientific management strategy in order to utilize resources professionally (Nugroho, 2021).

In this context, TQM will provide new understanding in an effort to improve the quality of Islamic education. This effort is carried out by moving the following things: (Sormin, 2021) Optimizing the Role of Leadership Because each component is related to

achieving this effort, the madrasah head must be able to organize all components of the madrasah organization to achieve educational goals. A madrasa head must practice democratic leadership and be able to set an example. For example, using tools, language and data appropriately.

As a counselor and motivator for improvement initiatives when TQM is used as a key management process. This shows that to achieve the anticipated improvement in the quality of madrasahs, madrasah heads must understand the objectives, guidelines, and TQM supporting components and are able to manage them sustainably. A madrasa head must be able to create and communicate the mission and vision of the institution to all employees, as well as foster a quality-oriented philosophy to help the institution achieve its goals. Madrasah elements involved, either directly or indirectly, must understand well the idea of quality education. In this situation, the head plays an important role.

Cultural change is difficult to implement at first because it requires staff and employees in each school to adopt new attitudes and operational methods. The next step is standardization if it remains constant. Even though it has been standardized, adjustments can still be made in the future.

Focusing on community needs regarding the quality of education, institutional stability will indirectly be influenced by the community consisting of customers and clients who use educational services. The main goal of TQM in educational institutions is to meet the needs of society. A superior Islamic educational institution will always maintain community ties and be obsessed with quality. Madrasah leaders must be able to create a fresh perspective that can prioritize the enjoyment of the community. Focusing attention on the process of realizing the goals of an educational organization, each element of education must provide an optimal contribution by focusing on the teaching and learning process. It is important to optimize all networks and communication channels at both vertical and horizontal levels. It is very important to do this to build a favorable environment and foster a culture of communication in Islamic educational institutions and to further implement TQM.

Carrying out continuous innovation on the quality of education, the function of educational resources is intended to be improved and this is what is meant by quality of education. By making continuous quality improvements, madrasas will more easily accept changes in society. Leaders of Islamic educational institutions must have confidence in the capacity of their staff to make decisions at the appropriate level to foster a culture of continuous improvement. This may make employees more responsible for meeting quality and productivity standards. Staff in schools need the flexibility to work within a system that clearly achieves goals. The main objective and prerequisite for implementing TQM in Islamic educational institutions is gradual and sustainable development.

Professionalism and customer focus. A key strategy to achieve the goals of Islamic educational institutions is to combine the best aspects of professionalism with TQM. In the long term, professionalism is focused on meeting the needs and expectations of clients (students, parents and the community), with the consequences of client opinions for the development of the education service system in madrasas. Colleagues as customers, in Islamic educational institutions, TQM is mainly used to meet the needs of internal colleagues as well as external customers and substitutes. Satisfying proportionality of all internal and external clients is maintained.

Learning Quality Management of the quality of the learning experience service system is necessary for the implementation of TQM in Islamic educational institutions. Students differ in their preferences and personality traits. To effectively serve every student who has learning differences, madrasas that implement TQM must consider the learning system carefully. The mission must be defined in accordance with the TQM concept. Requirements that address the quality of the forum are necessary when creating collective agreements so that feedback can be provided and opportunities for students to control their own learning can be provided. To anticipate errors and find solutions, parent representatives are also needed.

Internal marketing is a method of informing employees about various information so that they know what is happening in the madrasah and have the opportunity to provide comments. It is based on the premise that if staff members do not know the goals of the institution, they will not share their ideas with the organization. The communication pattern for madrasah ideas is internal marketing. The success of internal marketing will ultimately benefit external marketing more generally if support for the implementation of TQM in education is successful.

CONCLUSION

Based on the data presentation and research findings, the following conclusions are drawn: Quality of education is a learning process, learning and learning outcomes. High quality education if it meets the needs of all parties, if all parties involved in education are of high quality, such as human resources and all the facilities and infrastructure supporting that education. In Islamic educational institutions, the main goal of TQM is to meet community needs. A superior Islamic educational institution will always maintain community ties and improve the quality of its resources. By implementing TQM, Quality education will be realized.

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