

ABSTRAK

Margareta R. Tolinggi. 2012. Implementasi *Total Quality Management* (TQM) di Madrasah Aliyah Negeri Insan Cendekia Gorontalo. Skripsi. Jurusan Manajemen Pendidikan Fakultas Ilmu Pendidikan Universitas Negeri Gorontalo. Pembimbing: (I) Dr. Asrin, M.Pd; (II) Dr. Arwildayanto, S.Pd, M.Pd.

Tujuan Penelitian: (1) Untuk mengetahui komitmen staf pengajar MAN Insan Cendekia Gorontalo dalam memberikan kepuasan pelanggan; (2) untuk mengetahui sistem penjaminan mutu akademik di MAN Insan Cendekia Gorontalo; (3) untuk mengetahui rencana tindak lanjut pelaksanaan *total quality management* (TQM).

Penelitian ini menggunakan pendekatan penelitian deskriptif dengan jenis penelitian kualitatif. Prosedur pengumpulan data dalam penelitian ini yaitu: (1) wawancara (2) observasi; (3) dokumentasi. Teknik analisis data dengan menggunakan: (1) reduksi data; (2) penyajian data; (3) penarikan kesimpulan atau verifikasi. Untuk pengecekan keabsahan data menggunakan: (1) kredibilitas (*credibility*); (2) transferabilitas (*transferability*); (3) dependabilitas (*dependability*); (4) konfirmabilitas (*confirmability*).

Hasil penelitian menunjukkan bahwa: (1) komitmen staf pengajar MAN Insan Cendekia Gorontalo dalam memberikan kepuasan pelanggan terdiri dari komitmen staf pengajar dalam perencanaan pembelajaran, media dan strategi pembelajaran, dan sistem penilaian; (2) sistem penjaminan mutu akademik di MAN Insan Cendekia Gorontalo terdiri atas: (a) sistem penjaminan mutu kurikulum; (b) sistem penjaminan mutu bidang kesiswaan; (c) sistem penjaminan mutu sarana prasarana; (d) sistem penjaminan mutu bidang ketenagaan, dan (e) sistem penjaminan mutu bidang Humas dan SDM; (3) rencana tindak lanjut pelaksanaan *Total Quality Management* (TQM) terdiri dari program kerja kegiatan pelaksanaan pembelajaran, program kerja kegiatan pelatihan dan observasi, program kerja kegiatan peningkatan profesi guru, program kegiatan penyusunan modul mata pelajaran, dan program kerja kegiatan bimbingan masuk PTN.

Dengan merujuk pada fokus penelitian, paparan data dan temuan penelitian serta pembahasan temuan hasil penelitian ini penulis dapat sampaikan saran-saran sebagai berikut : (1) hendaknya dalam implementasi *Total Quality Management* (TQM) staf pengajar untuk memberikan pelayanan kepada peserta didik harus memperhatikan substansi-substansi secara kolektif tentang kebutuhan pelanggan; (2) penelitian ini tentunya bukan suatu penelitian yang bahwa pelaksanaan TQM hanya dapat dilakukan di MAN Insan Cendekia Gorontalo, namun hendaknya pelaksanaan TQM dapat diadopsi oleh sekolah/madrasah lain; (3) peneliti mengharapkan adanya penelitian lanjutan tentang TQM pada masa mendatang sehingga terjadi analisis perbandingan implementasi TQM di sekolah/madrasah pada periode-periode berikutnya.

Kata kunci: Komitmen staf pengajar, sistem penjaminan mutu,

ABSTRACT

Margareta R. Tolinggi. 2012. Implementation of Total Quality Management (TQM) in Madrasah Aliyah Insan State Scholar Gorontalo. Thesis. Department of Management Education Faculty of Education, Gorontalo State University.

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Research objectives: (1) to determine the commitment of the teaching staff MAN Insan Scholar Gorontalo in providing customer satisfaction; (2) to determine the academic quality assurance system at MAN Insan Scholar Gorontalo; (3) to determine the action plan implementing total quality management (TQM).

This research uses descriptive research approach to the type of qualitative research. Data collection procedures in this study are: (1) interview; (2) observation; (3) documentation. Techniques of data analysis using: (1) data reduction: (2) the presentation of data; (3) conclusion drawing or verification. To pengecekan validity data using: (1) credibility; (2) transferability; (3) dependability; (4) confirmability.

The results showed that: (1) faculty commitment MAN Insan Scholar Gorontalo in providing customer satisfaction commitments consist of the teaching staff in lesson planning, media and learning strategies, and assessment system; (2) academic quality assurance systems at MAN Insan Scholar Gorontalo consists of (a) quality assurance systems curriculum; (b) the student area of quality assurance systems (c) quality assurance system infrastructure (d) quality assurance system field energy, and; (e) quality assurance system and the HR field of Public Relations (3) action plan continued implementation of Total Quality Management (TQM) consists of the implementation of the work program of learning activities, work programs of training and observation activities, work program activities to increase the teaching profession, program development activities subject modules, and guidance activities into the work program PTN.

With reference to the research focus, exposure data and research findings and discussion of findings from this research will be able to convey the following suggestions: (1) Should the implementation of Total Quality Management (TQM) is not only focused on training, and provide motivation, but also pay attention to these substances are collectively about customer needs; (2) research is certainly not a study of the implementation of TQM can only be done at MAN Insan Scholar Gorontalo, but should be the implementation of TQM can be adopted by the school / madrasah another; (3) Researchers expect the research continuation of TQM in the future resulting in a comparative analysis of TQM implementation in schools / madrasah in subsequent periods.

Key words: commitment of teaching staff, quality assurance systems,

