

Human Resources Development Analysis Based on Total Quality Management at Daarul Qur'an Elementary School Semarang

Andy Wahyu H
 Politeknik Ilmu Pelayaran
 andy120605@yahoo.co.id

Kardoyo
 Universitas Negeri Semarang

Abstract---In the midst of the public's downturn and distrust of the world of Islamic education, Elementary School Daarul Qur'an Semarang which is under the Daarul Qur'an Foundation has succeeded in establishing itself as an educational institution that deserves to be taken into account by the community and other educational institutions. There are a number of problems faced related to improving the quality of education at Daarul Qur'an Elementary School, namely: How is the implementation of improving the quality of education at DAQU Elementary School, What obstacles are faced in implementing improved education quality at DAQU Elementary School, and How to improve quality education at DAQU Elementary School. The method used in this study is Qualitative Description. Qualitative descriptive research is one of the types of research included in this type of qualitative research. The results of this study are that the improvement of the quality of education at DAQU Elementary School is running well and always maintained its quality with the existence of an annual 1-year internal audit and 5-year external audit from the central Daarul Qur'an Foundation in Tangerang every semester or 6 months. The obstacles faced in implementing the improvement of the quality of education at DAQU Elementary School are that the planning and implementation of activities are often not in line with expectations. The coordination of the school with the committee of parents of student guardians is not optimal. Efforts made by the DaQu School school in improving the quality of education at DAQU Elementary School are Improving internal communication between the school and the parents guardian committee of students, adding the intensity of English and Arabic language training for teachers, Strengthening in the field of Tahsin and Tahfidz for teachers.

Keywords: HRD, TQM (Total Quality Management), Daarul Qur'an Elementary School

I. INTRODUCTION

In the midst of the deterioration and distrust of the community in the world of Islamic education, the

Darul Qur'an Elementary School in Semarang, which is under the Daarul Qur'an Nusantara Foundation, has succeeded in placing itself as an educational institution to be reckoned with by the community and other educational institutions. The institution also innovates constantly, makes improvements and changes in a directed manner and practices TQM so that it experiences a cycle of continuous improvement, always analyzing what is being done and planning improvements. In creating a culture of continuous improvement, the principal delegates decisions to his staff according to the appropriate levels with the aim of giving responsibility for delivering quality education.

Regular training of educators through weekly meetings is an effort by Daqu School to control and evaluate learning activities for one week, if there are obstacles, then they will be solved together to make revisions / remedies in the future. Not only that is done in terms of continuous improvement, but customers are also the main target for quality improvement, namely through a meeting of parents and teachers in knowing customer expectations so that it can be followed up to realize customer satisfaction. This is in accordance with (Walker, D. 2011) that staff development needs to be held by members. Quality improvement is driven by a group of teams that are designed to solve existing problems in the school environment, improve existing processes or design a new process, so that there is coherence and clear direction with the end result being benefits for customers, both internal and external as expressed in Yoeti, O. A (2005), which prioritizes the process of improving quality.

Darul Qur'an Elementary School was designed as an exemplary based Primary School in the concept of Integrated Islamic Education. Under the Daarul Qur'an Nusantara Foundation, the school strives to provide an integrated and balanced educational solution between worldly and ukhrawi,

namely education that combines: (1) religious and public education, (2) cognitive, affective, and psychomotor fields, and (3) school, family and community education. The willingness of schools to become a pioneer of quality Islamic education is not just a mere slogan, in fact the learning model that is presented is Full Day School (full day learning) and implementing active learning in which Pakem learns, making teachers an exemplary model so that of the parents of students who had been met in general, were satisfied with the service of the Daarul Qur'an School. They were satisfied not only with their academic achievements, but also an increase in the degree of faith, piety, honesty and independence of children. The statements of some of the parents are quite reasonable, because from the data obtained in the initial survey conducted on May 17, 2019, information on the results of the national examination in the past four years was obtained satisfactorily, thus encouraging researchers to conduct research related to quality management. The three approaches used as management approaches were examined in this study, namely focus on customers, continuous improvement, and teamwork.

The above research problem formulation can be elaborated in the following questions: How is the implementation of improving the quality of education in DAQU Elementary School? What obstacles are faced in implementing the improvement of the quality of education in DAQU Elementary School? How are efforts to improve the quality of education in DAQU Elementary School?

II. MATERIALS AND METHODS

Understanding TQM, Winston (2009: 2) is a name like another name. The purpose of the name is to identify the contents. The name Total Quality Management, is the continuous improvement of Organizational Learning, and Management Processes, all have weaknesses in it (Tjiptono, F. and Anastasia D. 2003). Weaknesses when the program is implemented, management usually has an expectation of instant success.

According to Umiarso and Gojali. I. (2010) customer focus means customer priority. TQM implementation seeks to prioritize customers both internal and external customers. Internal customers and external customers are drivers. External customers determine the quality of the products or services delivered to them, while internal customers play a major role in determining the quality of people,

processes, and the environment associated with the product goods or services.

Every product or service is produced by utilizing certain processes in a system or environment. This achievement requires continuous system improvement so that the quality produced can improve. Tjiptono and Diana (2003: 16) argue that systems in organizations must always be evaluated and continuous improvement be made. Improvement does not mean replacing employees or regulations, but must be interpreted more broadly and requires awareness of all involved in the system.

Organizations or institutions that are managed traditionally are often created competition between departments or sections within the organization so that competitiveness is boosted, but internal competition tends to only use and spend energy that should be centered on efforts to improve quality, so that in turn to increase external competitiveness (Usman, H.)

The method used in this research is descriptive qualitative. Qualitative descriptive research is one of the types of research included in the type of qualitative research. The purpose of this study is to reveal events or facts, circumstances, phenomena, variables and circumstances that occur during the research by presenting what actually happened. This study interprets and describes the data concerned with the situation that is happening, attitudes and views that occur in a society, conflict between two or more conditions, the relationship between variables that arise, differences between existing facts and their influence on a condition, and so on

III. DISCUSSION

Based on the observations of researchers to the Daarul Qur'an Elementary School Semarang and interviews with the Principal, the following results were obtained:

3.1. Implementation of improving the quality of education in DAQU Elementary School

Based on the results of interviews with the Principal of Daarul Qur'an School in Semarang from the 15th to the 17th of May 2019, Mr. SUTOPO, S.Pd, that the implementation of quality assurance of education in Daarul Qur'an schools is done in 2 ways, namely Internal and External. Internal audits are conducted once a year during the new school year by the government, while external audits are conducted every 5 years by the National Accreditation Board. Internal audit activities include curriculum, students, infrastructure, school policies, and others that are

technically carried out by the local Education Office. Besides that, the Central Daarul Qur'an Foundation also carries out Quality Education audits every semester or 6 months conducted by Supervision appointed by the Central Daarul Qur'an Foundation.

So that we can conclude that the implementation of improving the quality of education in Daarul Qur'an Elementary School went well and always maintained its quality with an audit carried out internally 1 year and externally 5 years and an audit of the central Daarul Qur'an Foundation every semester or 6 month.



Figure 1. Interview with principle of Daqu Elementary School

Daarul Qur'an Elementary School has Human Resources consisting of 28 Education Personnel and 14 Administrative Personnel. The flagship program of this school is the Tahsin and Tahfidz Program for students. The method used for the Tahsin program is the DAQU Rule, which is a product of the central Daarul Qur'an Foundation under the guidance of Ustadz Yusuf Mansyur.

The number of student registrations from year to year always increases. The target of 2019 student admissions is 80 students. The number of students per class is 20 children, so this year the target will open 4 classes for new students. The ratio of teachers to students today is 1: 17. During 2019 DaQu School has graduated 5 classes, with the first batch graduating in 2014.



Figure 2. Student activity



Figure 3. Classroom

To improve the ability of Human Resources, the principal has training programs, both for educational staff and for administrative staff. The trainings conducted for educational staff include: training on educational curricula, training in English and Arabic, as well as training in Tahsin and Tahfidz. Whereas training for administrative staff or staff includes: excellent service training from hospitality or cooperation with Graha Wisata. Daarul Qur'an Elementary School has adequate infrastructure, including a large classroom with AC facilities, a DaQu Mart, a shuttle car, and a large mosque.



Figure 4. DaQu Mart



Figure 5. Al Ikhlas Mosque

3.2. Constraints faced in the implementation of improving the quality of education in DAQU School

In implementing the improvement of the quality of education in DaQu schools experienced several obstacles. The obstacles encountered include:

1. Planning and implementing activities are often not in line with expectations. Educational staff and administrative staff who have carried out activities or trainings have not been able to optimally implement in work. Human Resources are less active and supportive in every activity carried out by the school. The results of the training obtained by education staff and administrative staff have not been maximized. This can be seen in daily activities, where the results of training activities cannot be applied to work.
2. School coordination with the parents' guardian committee. Coordination between the school and the parents' committee members cannot be carried out optimally. This is constrained by several factors, including communication between the school and parents not yet maximized, limited time to be able to carry out coordination because of the parents' guardianship preoccupations.

3.3. Efforts to improve the quality of education in DAQU School

Some of the efforts that have been made by DaQu School in overcoming existing obstacles are:

1. Internal communication with the school committee
The plan to be carried out by the school with the parents' committee is to carry out regular meetings with the school committee members and class coordinators. The purpose of this meeting is to discuss the obstacles faced by the school as well as the problems that occur between students in the school. Besides that, it also discusses strategies and innovations for the development of education carried out in the DaQu School. So that every school development will be able to be followed and known by parents of guardians of students through the school committee or class coordinator. In addition to regular meetings, the school and committee also created a WhatsApp (WA) group to make communication more effective between the school and parents of students.

2. Increased intensity of language training
Currently English and Arabic language training activities for DaQu School teachers are held once a week, and currently only a few teachers are active in providing material. Henceforth the school will carry out these activities every day and take place in the afternoon when students have returned from school. This activity also requires all teachers to be active in English and Arabic, not just one-way discussions, but more focused two-way discussions.
3. Strengthening in the fields of Tahsin and Tahfidz.
Strengthening in the field of Tahsin and Tahfidz for elementary daQu school teachers was carried out at the central Daarul Qur'an boarding school foundation in Tangerang. This activity is carried out regularly or continuously every year to maintain the quality of Tahsin and Tahfidz learning for students of DaQu School Semarang. The method used is the DaQu Method.

IV. CONCLUSIONS

From the results of the discussion above, this study can be concluded that:

1. The improvement of the quality of education at DAQU School is running well and its quality has always been maintained with an annual 1year internal audit and 5-year external audits and audits from the Daarul Qur'an Foundation center in Tangerang every semester or 6 months
2. Constraints faced in implementing improved education quality at DAQU School are
3. Planning and implementing activities are often not in line with expectations.
4. School coordination with the committee's parents' parents is not optimal.
5. Efforts made by the DaQu School school in improving the quality of education at DAQU School are
6. Improve internal communication between the school and the committee of parents' guardian students.
7. Added intensity of English and Arabic language training for teachers.
8. Strengthening in the field of Tahsin and Tahfidz for teachers.

Acknowledgements. The author would like to thank all the support of the Semarang Merchant Marine Polytechnic in this research. To Daarul Quran School for providing research data during the study. And to Mr Kardoyo for all his guidance and motivation.

REFERENCES

- [1] Moleong, Lexy, J. 2010. *Metodelogi Penelitian*. : PT Remaja Rosdakarya, Bandung.
- [2] Sallis, Edward. 2010. *Total Quality Management in Edu-cation*. Alih Bahasa Ahmad Ali Riyadi. Jogja-karta : IRCiSod.
- [3] Tjiptono, F. dan Anastasia D. 2003. *Total Quality Man-agement*. Yogyakarta : Andi
- [4] Umiarso, dan Gojali. I. 2010. *Manajemen Mutu Sekolah di Era Otonomi Pendidikan*. Jogjakarta: IRCiSoD
- Usman, H. 2006. *Manajemen, Teori, Praktik, dan Riset Pendidikan*. Jakarta : Bumi Aksara.
- [5] Wahyudi. 2009. *Kepemimpinan Kepala Sekolah dalam Organisasi Pembelajaran*. Bandung: Alfabeta.
- [6] Walker, D. 2011. *Mendahulukan Kepuasan Pelanggan*. Pamulang: Binarupa Aksara.
- [7] Winston, B. E. 1999. *Total Quality Management a heartleft approach to doing things right*. Regent University School of Business.
- [8] Yoeti, O. A. 2005. *Customer Service : Cara Efektif Memuaskan Pelanggan*. Jakarta : Pradnya Paramita