



**Application of Risk Management Quality Integrated And Impact on the Quality Students Improvement MAN 2 Medan Model**

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**ABSTRACT**

Implementation of Total Quality Management of in school has a purpose main give satisfaction to the customer services of education either internal or external to the results of product quality . Implementation of Total Quality Management in schools requires at least three stages of implementation , namely : preparation , planning , and implementation . Problems are contained in the study times this include How the implementation of management quality integrated in Man 2 Model Terrain , How is the impact of the implementation of management quality integrated in the improvement of the quality of the participants didikdi Man 2 Model Medan method of research that is done is to use approach qualitative with technique of collection of data such as observation , interview and documentation . The results of his research is the management quality integrated merupakan a theory of knowledge management who directs the leadership of the organization and its personnel to carry out repairs quality constantly are focused on achieving the satisfaction of customers internal and customers externally. Implementation of the management quality integrated in MAN 2 Model Terrain increasingly in improved based on the needs of customers in order to graduate from madrash that can fulfill the wishes and expectations of the community . The impact of the implementation of management quality terpdusejauh it can be seen from the attitude , behavior behavior , and ways of view of students and residents madrasah lainny to continue melakukn repair and can compete dier digital now this. Constraints that expressed by the head of the madrasa in the improvement of the quality of the participant students in the form of time which is in charge sometimes not in accordance with the conditions and expectations

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**INTRODUCTION**

Islamic education institutions have a very large role in national education . It is caused due to education nationally not be separated by the values of religion. Value- the value of the divine has been used as a base in the implementation of each process of learning in the institution of education Islam. Institute of education of Islam in addition to encouraging students in aspects of religion are strong also put learning in the field of science knowledge and

technology that is not inferior when compared with institutions of education generic equivalent .

It was caused by the influence of the ideas of reform are growing in the Islamic world and the resurrection of the nation Indonesia so that bit -by- bit instruction general entry into the curriculum of madrasas. Books teaching religion began compiled specifically in accordance with the level of madrasas, as well as a book of knowledge that come into force in schools public . Of things that , the management of the institution madrassas in order to increase the quality of education , must contain five things important : aspects of management , use of computers and the Internet in learning , the culture of work teams (team work), the use of tools to help learning and involvement of teachers, students , the elderly and stakeholder (Moh.Arif, 2013). TQM a component or e lemen which is very important in meningkatkan quality / quality which focuses on the satisfaction of customers who engage the entire group ( members ). In improving quality is a way for the prerequisite in the era of modernization that has the power competitiveness of the competition which is very strong . By the terms of the institutions of education of Islam not be far from the competition globally. So from that peningkat quality of the quality of madrasah an that is very important to improve the quality of madrasah in order to survive in the era of modernization .

Total Quality Management or abbreviated TQM is a system of management of quality that is focused on the customer by involving all levels of employees in the increase or improvement continues constantly . TQM use strategies, data and communications are effective to integrate the quality of discipline into the culture and activities of the organization . In short, TQM is management to achieve long-term success through customer satisfaction (Sutirna, 2020). The application of TQM is also not terlepas of methods in education , by because it needs their several methods to improve the quality of the quality of madrasah. The purpose of the application of TQM it alone to determine the quality of the quality of the madrasah, because with the TQM can improve the quality of the quality of madrasah. From the concept of improvement of quality is integrated in the field of management and still quite new in the world of education hence the need for the implementation of TQM (Wafi, 2018). Total Quality Management ( TQM ) or Management Quality Integrated in the field of education Islam purpose ultimately is improving the quality , power competitiveness for output ( graduates ) with indicators of the competence of both the intellectual and the skill and competence of social students / graduates are high . In achieving the result that , the implementation

of TQM in the organization of education Islam needs to be done to actually not with half a heart . By utilizing all of the entities qualities that exist in the organization of the education we are not going the way at places like the time is.

The application of TQM is supported by transformational leadership , awareness , mutual respect , character and cooperation between staff and resource management . Also the limitations of the infrastructure that is focused on the resources of human and financial , the involvement of the entire components of the madrasa as an indicator of the performance of the complex is an obstacle in the implementation of TQM. TQM is expected to meet the expectations and the role of new and implementation of TQM is expected to solve the problem and get a solution that is the right of every obstacle (Papanthymou & Darra, 2017). The implementation of TQM in educational organizations, especially in Islamic education institutions , is not easy . The existence of barriers in the culture of work , performance of the work of teachers and employees very mempengaruhi. Tidak need is undeniable that the culture of work , performance of work and discipline employees of foreign civilians in the country we have very rendah. Ini greatly affect the effectiveness of the implementation of TQM (Hermanto, 2018). TQM means applying the mental and physical abilities of staff at various levels of an organization . In TQM, sole responsibility of teaching , learning and quality there are all members of the organization of education and not just on one unit of special . So that it involves everyone and makes use of the different abilities of staff at various levels (Aminbeidokhti, 2016).

The influence of total quality management achievement of academic student school secondary in Pakistan with the innovation of teaching and satisfaction of work . Generally , the innovation of teaching as part of the management quality of the total considered to be a factor as the most important in the system of education . Even though the teaching method is an problems in the performance of academic students , increase the capacity of teachers still be a problem that is debated in Pakistan. There is a gap that is outside the usual dipenyediaan teacher berkualitas and the performance of students in Pakistan is as a result of teachers who do not meet the requirements in schools . By because it is , the paper is to discuss the influence of methods of teaching that is centered on the participant students as the innovation performance of students and influence the development of the capacity of teachers as a factor attainment of academic of the research school has demonstrated case that an increase in the

methods of teaching and a little spending for teacher training development is associated with an increase in achievement school (Mahmood & Ismail, 2018).

The concept of Total Quality Management ( TQM ) in MI Wahid Hasyim has the characteristics as follows : focus on the customer both customers internally and externally , has an obsession that is high on quality , using the approach scientifically in making decisions and solving problems , have a commitment period of long , requiring the cooperation team (teamwork), fix the process is continuous , conducting education and training , provide freedom are controlled , have unity of purpose , and the involvement and empowerment of human resources. While the implementation of the Management Improvement of Quality Integrated Madrasah include Planning Strategy Quality ( vision , mission , objectives , strategies, institutional term length , monitoring and evaluation ), improvement of the quality of the process ( curriculum and Process pembelajaran ), improvement of the quality of Source Power Man (SDM), an increase in quality environment , improving service quality , increasing the quality of output (Maghfiroh, 2018).

Implementation of Total Quality Management of in school has a purpose main give satisfaction to the customer services of education either internal or external to the results of product quality . Implementation of Total Quality Management in schools requires at least three stages of implementation , namely : preparation , planning , and implementation . Barriers to implementation of Total Quality Management of in school , among others their refusal to change , yet their commitment to quality , and the lack of readiness , willingness and competence boast the power of man . Solution alternatives need any information about the importance of changes to achieve quality , maintain and develop it , so that the growing commitment together towards quality (Surahyo, 2015).

Some of the principles of TQM which should be applied in the world of education is 1) Standards of Quality , the settings ( guarantee of quality ); 2) Cultural changes ; 3) Organizational change ( reverse organization ); and 3) Maintain relationships with customers ( stay close to customers ). The concept of quality in education management is in accordance with the Koran and the Prophet's Hadith . The reference to quality in the Koran is the word ihsan . Ihsan means quality which has implications for the quality of the process, the quality of planning and control which ultimately results in a quality development framework in accordance with the Qur'an and Hadith (Saihu, 2020).

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Madrash Aliyah 2 which is located at Jln . Williem Iskandar No. 7A Medan. From the results of the visit the website looks berakreditasi A as well as the number of teachers 73 and teachers do not remain numbered 25. MAN 2 Terrain Model is one of the madrassas produce graduates who are spread widely and entered into several universities in the country either the private or the country and also outside the country. Similarly, also supported by the level of education personnel educators that nearly 70% telah complete education distrata 2. It 's become one of the keunggula that dimiliki by MAN 2 Terrain Model. All was not separated from the working together between the head of the madrasa, teachers, staff and residents of the madrasa other to make the MAN 2 Terrain Model salah one mandrash renowned city of terrain yaang in demand by the public and demand by the participant students to enter and study in MAN 2 Terrain Model.

## **RESEARCH METHODE**

According to Strauss and Corbin, qualitative research is a type of research in which the discovery procedure is carried out not using statistical or quantification procedures . In the case of this research qualitative is research about the life of a person , stories , behavior , and also about the function of the organization , the movement of social or relationship lead behind.(Syahrums, 2015) Phenomenologists describe the meaning for some individuals of their life experiences from concepts or phenomena . Phenomenologist fok us on describe what all participants are equal because they are experiencing the phenomenon . The basic aim of phenomenology is to reduce an individual's experience with a phenomenon to a picture of universal agreement . (Creswell, 2007) The study is done to understand and provide an overview of the contents of data that exist in the Application Management Quality Integrated And Impact In Improving

Quality of Participants Didik MAN 2 Model field . Qualitative research can be used to view data through in- depth observations of the focus of research , interact with field implementers so as to obtain information from informants.

## RESULT AND DISCUSSION

### Application of Integrated Quality Management in Man 2 Medan Model

One of the concepts basic Total Quality Mnagemen (TQM) in education is the concept of team , meaning that the members of the organization of education and units of education , working together in groups small for a tujuan are set to focus on the quality of customer learner , which has implications on the quality of graduates as a product of education . In the concept of TQM (Total Quality Management), the organization is seen as a system that has inputs, processes and outputs.

Head madrasah pursue the implementation of management quality integrated in MAN 2 Model Medan to remain done by way of preparation of the device pembelajaran were prepared by staff of educators unite ntara science with charity so that the process of learning to teach not only sebagai process mentransfer knowledge from the teacher to the participants of the students but also to be in the mix dengn charity so that not only the science that was obtained by the participant students but also as the process of forming the character of the participant students .

As for some of the programs featured in the MAN 2 Terrain Model between lin as follows :

a. Full Day School Program \

Since the 2014/2015 academic year, MAN 2 Medan Model implements the School. The program is carried out after learning in the morning today . The curriculum of this program strengthens the abilities of students in English , Arabic and Mathematics to increase student motivation in joining this program , the madrasah collaborating with the Islamic State of North Sumatra, Medan State University and Arabic and English Language Institutions .

b. Tahfizul Qur'an program

The tahfizul Qur'an program has been implemented in MAN 2 Model Medan since the 2014/2015 school year until now . In supporting this program , the madrasa collaborates with *the North Sumatra Islamic Center Foundation and the Huffazh Center institution* . force teachers who are recruited should have the ability memorizing between 10-30 chapters .

c. One Day One Juz Program

In increasing the love of students for Al, implementing the One Day One Juz program . Qur'an as much as 1 ( one ) juz every week , and every day

Saturday after the completion process of learning , the students carry out Khataman were guided by teachers who teach in les final . Furthermore , specifically for class XII students carry out Khataman Al before the implementation of the national exam.

d. National Adiwiyata School Program

In the month of November 2015, the MAN 2 Terrain Models designated as School Adiwiyata Rate province of North Sumatra in 2015 by Ir. H. Tengku Erry Nuradi , M.Si as Executor Duties Governor of North Sumatra. Furthermore, in 2016-2017, MAN 2 Model Medan improved itself to take part in the National Adiwiyata School Program .

principles that guided TQM includes several things : promotional environment that focuses on quality , the introduction of the satisfaction of the customer as an indicator key pelyanan quality , change the system , behavior and processes in order to carry out repairs selangkan -by- step and continuously against the goods and services that are provided by an organization. environment that focuses on quality is an organization in which the provision of services that is tailored to the needs , needs of customers , and the cost affordable are becoming the consensus among members of the organization are . core approach is sort of this is the level of kepuasan customers to pelayanan , which by itself menunjukkan effectiveness of services (Halim, 2005).

Same as with the principle of improvement constantly in management quality integrated , Terrain Model MAN 2 continues perfikir about how to order the participant students continues to rise so that in accordance with to want and need from the Community now this . By thus head of the madrasa and residents madrasah more continuously seek various models and methods of the new . It is can be seen that the MAN 2 Terrain Models were improving and heading madrasa -based credits are almost sma as college high . It is intended to prepare and train the participant students to continue keperguruan high that demand .

**Impact of Implementation of Management Quality Integrated In Improving Quality of Participants Didik At MAN 2 Terrain Models**

The application management of the quality of the integrated impact on ethics , behavior behavior , actions and ways of view of students , teachers, staff and residents of the madrasa more about the changes and needs that need to be acquired and owned by by an institution . By because it's , an institute of education requires cooperation between leaders , citizens madrasah and students in menemukan madrasahs and advancing individual pesert students dn

citizens madrasah so it can compete with the institution of education more . Interview with the deputy head of the madrasah "a teacher was not solely as a source of knowledge , nah us if what we allow children to see hp at times certain , try to see the developments of a material . Well kemudin again we gave again the references mengenai school where the best we held study appeal. In the digital era now the influence of the internet really great for the participant students . To meminimalisirkan influence of these on the needed role of the parents and the school. Efforts MAN 2 Terrain Model in terms of this by giving an understanding to participants students dalam terms of the use of the internet and gadgeted to the needs of learning . Teachers provide an opportunity for participants learners to use gadgeted in the realm of necessity of learning to can both see and search for materials learning so that the participant students gain insight into the area which may not be obtained from the teacher in the process of learning to teach . It is also to build awareness of the participant students in the use of internet and gadgeted for the purposes of the positive to support the achievement of the participant students. to determine the level of ability of the participant students was through evaluasi learning that can be done by teachers in the form of ratings daily , monthly and semester into a starting measuring process of learning . efforts of teachers in improving the quality of peserta students who are not only from the aspect of science and technology but also instill the value of religion based al qur`an .

What becomes an obstacle in improving the quality of students which can be concluded is that the time is not in accordance with the conditions and planning and the students' lack of reading interest . Such that we know that reading merupakan source of knowledge that should be a factor major in understanding the science of knowledge. Institute of education that quality is the institution of education is able to give satisfaction to the public. This is because the institution is able to produce quality outputs, which creates a strong social resonance . Standard of competence can be in makna as boundaries and direction capabilities that must be mastered , do , or show the participant students after following the process of learning , was the ability of the base is the ability of the minimum should be controlled by the participant students . Definition mastering and is able to perform or to show it in accordance with the demands of karakteristik each eye subjects .

To determine the extent to which the ability peserta students then in doing evaluations pembelajaran daily , monthly and semiannual . The purpose of evaluation which did teachers to melihat level of mastery and understanding of the participants of students in each eye subjects . Not only understanding eye

subjects that dilihat pada participant students but dexterity , attitude , style and action that becomes a value added for each participant students who later became the character and morals noble who also can and studied . Participants are students who have a certain noble can be seen from kesopana against teachers and habits greet eraser teachers encountered both in the classroom and outside the classroom .

Efforts are in lakuka teacher is different every day , it aims to train pesert students in berkomunikasi which is good , that is :

- a. Monday : orderly in the flag ceremony
- b. Tuesday : reading Al-Qur`an in class to bring themselves to the khaliq
- c. Wednesday: guidance from the homeroom teacher
- d. Thursday : reading Al-Qur`an dn in see by his friend
- e. Friday : teachers, students and staff read Yasin in the field
- f. Saturday : give motivation to the participants of learners with a way to bring alumni achievers

Constraints that expressed by the head of the madrasa in the improvement of the quality of the participant students in the form of time which is in charge sometimes not in accordance with the conditions and expectations . And the second is the lack of interest in reading of the participant students . While the were supposed to read merupakan one of the factors that must be owned and favored by the participant students . In demanding science not only receive knowledge from the teacher but also through the efforts of individual participants learners through reading . By reading sometimes when we can get and understand a science that might not we get at the school or institution of education more .

## CONCLUSION

Management Quality Integrated merupakan a theory of knowledge management who directs the leadership of the organization and its personnel to carry out repairs quality constantly are focused on achieving the satisfaction of customers internal and customers externally. Implementation of the management quality integrated in MAN 2 Model Terrain increasingly in improved based on the needs of customers in order to graduate from madrasah that can fulfill the wishes and expectations of the community. The impact of the implementation of management quality terpdusejauh it can be seen from the attitude , behavior behavior , and ways of view of students and residents madrasah lainny to continue melakukan repair and can compete di era digital now thi.

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