

Quality Control Management In Vocational High Schools (SMK)

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ABSTRACT

Education Can be said to be of high quality, if schools can develop the self potential of their student so that they can become human beings who have extensive knowledge, skills in technology, this is the hallmark of a work ethic in SMK with an awareness of social life, noble character, physically and mentally healthy. An indicator of educational success is where schools are able to compete with global society and are dedicated to high morals. A successful education program will be greatly supported by various resources that have high global competitiveness in order to face future challenges, especially to meet the needs of the community, nation and globally. Creating resources. Especially human resources who have global competitiveness, can be carried out through an educational process that meets the expectations and demands of users or managers of educational services. According to Minarti (2012: 123), educational staff management is a form of managing people who work in a school effectively to produce a good educational system or process. This management process begins with the planning of education personnel. The implementation of this education can be carried out a formal education process which has several levels of education, in accordance with Law Number 20 of 2003 Article 1 Paragraph 8 which explains that formal education levels consist of basic education, secondary education and higher education. One of the important challenges that must be faced by schools in increasing knowledge and resources to face global competition is how their children attend quality schools, therefore schools need to improve the quality of their schools.

1. Introduction

Education can be said to be of high quality, if schools can develop the potential of their students so that they can become human beings who have extensive knowledge, skills in technology, a high work ethic, awareness of social life, noble character, physically and mentally healthy. An indicator of educational success is where schools are able to produce graduates who can improve their economic welfare, are able to compete with global society and are dedicated to high morals. A successful education program will be greatly supported by various resources that have high global competitiveness in order to face future challenges, especially to meet the needs of the community, nation and globally. Creating resources, especially

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human resources that have global competitiveness, can be done through an educational process that meets the expectations and demands of users or managers of educational services.

According to Minarti (2012: 123), educational staff management is a form of managing people who work in schools effectively to produce a good educational system or process. This management process begins with the planning of education personnel. This implementation of this education can be carried out through a formal education process which has several levels of education, in accordance with Law Number 20 of 2003 Article 1 Paragraph 8 which explains that formal education levels consist of basic education, secondary education and higher education. One of the important challenges that must be faced by schools in increasing knowledge and resources to face global competition is how their children attend quality schools, therefore schools need to improve the quality of their schools. Anastasia and Tjiptono (2001:10) state that the best way to be able to compete and excel in global competition is to produce the best quality. To produce the best quality, continuous improvement efforts are needed on human capabilities, processes and the environment. The best way to improve the capabilities of these components on an ongoing basis is to implement Total Quality Management (TQM). TQM or quality management is a systematic approach to the planning and management of activities to meet customer needs (Munro, 1996). TQM is an expansion and development of quality assurance which is stated about efforts to create a quality culture in order to be able to encourage all staff members to satisfy customers (Sallis, 2011:59). Quality assurance is a way to produce products that are free from defects and errors. The good quality of goods or services is of course guaranteed by a system known as a quality assurance system which positions precisely how production should play a role according to quality standards and objectives. The quality standards are then governed by the existing procedures in the quality assurance system. One of the most prominent standard of quality management mechanism or quality today is ISO. ISO (International Organization for Standardization) according to Djatmiko and Jumaedi (2011: 3) is a guideline and requirements.

2. Literature Review

Educational units in order to improve the results of the implementation of education so that it is in accordance with the direction of educational policies that have been determined through increasing the effectiveness and efficiency of the educational processes and activities carried out. Educational units can carry out plans to improve the quality of education with four stages. The four stages are evaluating educational achievements, planning educational evaluation, improving the quality of education, and also monitoring the quality of education.

- a. Earl P. Strong, controlling is the process of regulating the various factors in an enterprise according to the requirements of its plans.
- b. Harold Koontz, control is the measurement and correction of the performance of subordinates in order to make sure that the enterprise objectives and the plans are devised to achieve them are accomplished. Meaning: Control is the measurement and correction of the performance of subordinates, so that the plans that have been made to achieve company goals can be implemented.
- c. Arief Suadi believes that management control is an effort to ensure that company resources are used effectively and efficiently to achieve company goals. Effective is different from efficient, effective is defined as the ability to do the right thing, while efficient is defined as the ability to do it right. This control is very closely related to the planning function and these two functions are complementary, because;
 - a. Control must be planned in advance
 - b. New controls can be carried out if there is a plan
 - c. The implementation of the plan will be good, if the control is carried out properly

Quality Control Management In Vocational High Schools (SMK)

d. The new objectives can be known whether they have been achieved properly or not after the control or assessment is carried out. Based on the above limitations, there are four steps in control, namely as follows:

A. Establish standards and methods for measuring performance. Establish standards and methods for measuring performance can include standards and measures for everything from sales and production targets to employee attendance and safety records. To ensure the effectiveness of this step, the standard must be specified in a form that is meaningful and accepted by the individuals concerned.

B. Measuring performance The step of measuring performance is a continuous and repetitive process, with the actual frequency depending on the type of activity being measured.

C. Comparing the performance according to the standard (compare the performance match with the standard) Comparing performance is comparing the results that have been measured with the targets or standards that have been set. If this performance is in accordance with the standards, the manager assumes that everything is running under control. Therefore, managers do not need to intervene actively in the organization.

D. Take corrective action This action is taken when performance is below standard and analysis indicates the need to take action. Corrective action can be in the form of making changes to one or several activities in the organization's operations or to previously set standards. The manager only monitors performance and does not carry out controls, unless the manager continues to follow the process to the end. What needs to be prioritized is to determine constructive ways so that performance can meet standards and not identify failures that have occurred.

2.1 Quality Control in SMK

According to Indraswati & Widodo (2021) in their research in controlling the effectiveness of the leadership of educational institutions; active participation of school committees from the business world, school community members and other parties with an interest in the school; the effectiveness of the teaching and learning process according to the needs of the program; climate-oriented vision and mission and goals and a conducive learning environment make it possible to actively innovate so as to achieve a high level of educational quality. Research on the implementation of human resource management, optimization of the control function in education (Widiansyah, 2019), According to N.S.Sukmadinata As quoted by Herawan (2011), the quality control process includes, planning, namely setting goals and standards, measuring real performance, comparing the performance of measurement results with standard performance, improving performance, the same was stated by Boone and Kurtz quoted by Herawan (2011) stated four stages control: establish performance standards based on organizational goals, monitor actual performance, compare actual performance with planned performance, take corrective action, if necessary. In his research, quality control in quality management is a system of regular technical activities designed to measure and evaluate product quality or services provided to customers. Therefore control is needed in quality management to ensure that activities follow predetermined plans so that the products produced meet customer expectations. quality aspect.

By education units in order to improve the results of education implementation in accordance with the direction of education policy that has been set through increasing the effectiveness and efficiency of the educational processes and activities carried out. Education units can design education quality improvement with four stages. The four stage are evaluating educational achievements, planning educational evaluations, improving the quality of education.

Control

Control according to experts

A. Earl P. Strong, controlling is the process of regulating the various factor in an enterprise according to the requirement of its plans. Meaning: Control is the process of regulating various factors in an enterprise, so that implementation is in accordance with the provisions in the plan.

B. Harold Koontz, control is the measurement and correction of the performance of subordinates in order to make sure that interprise objectives and the plans devised to attain then are accomplished. Meaning: Control is the measurement and

correction of subordinate performance, so that the plans that have been made to achieve company goals can be implemented.

C. Arif Suadi, argues that management control is an effort to ensure that company resources are used effectively and efficiently to achieve company goals. Effective is different from efficient, while efficient is defined as the ability to do the right thing, while effective is defined as the ability to do it right:

- a) Control must be planned in advance
- b) Control can only be done if there is a plan
- c) Implementation of the plan will be good, if control is done well
- d) Goals can only be known to be achieved properly or not after control or assessment carried out. Based on the above limitations, there are four steps in control, namely as follows:

i. Setting standards and methods for measuring performance (establish standard and method for measuring performance) Setting standards and methods for measuring performance can include standards and measures for everything from sales and production targets to worker attendance and safety records. To ensure the effectiveness of this measure, the standards must be specified in a form that is meaningful and accepted by the individuals concerned.

ii. Measuring Performance (measure the performance) The measuring performance step is a continuous and repetitive process, with the actual frequency depending on the type of activity being measured.

iii. Comparing performances against standards (compare the performance match with the standard) Comparing performance is comparing the results that have been measured against targets or standards that have been set. If this performance is in line with the standard, the manager assume that things are under control. Therefore, the manager does not need to actively intervene in the organization.

iv. Taking corrective action (take corrective action) This action is taken when performance is below standard and analysis indicates that action needs to be taken. Corrective action may involve making changes to one or more activities in the organization's operations or to previously set standards. Managers only monitor performance and do not exercise control, unless they follow the process through to the end. The priority is to determine constructive way to bring performance up to standard and not to identify failures that have already occurred.

According to Indraswati & Widodo (2021) in their research in controlling the effectiveness of the leadership of educational institutions; active participation of the school committee, the business world, the school community and other interested parties at school; the effectiveness of the teaching and learning process; program that are in accordance with needs; vision, mission and goals oriented climate and a conducive learning environment make it possible to actively innovate so as to achieve a high level of quality education quality. Research on the implementation of human data source management, optimizing the control function in the world of education (Widiansyah, 2019). According to N.S Sukmadinata quoted by Herawan (2011), the quality control process includes, planning, namely setting goals and standards, measuring real performance, comparing performance measurement results with standard performance, improving performance, the same is also stated by Boone and Kurtz quoted by Herawan (2011), suggesting four stages of control: establish performance standards based on organizational goals, monitor actual performance, compare actual performance with planned performance, take corrective action, if necessary. In his research, quality control in quality management is a system of regular technical activities designed to measure and evaluate the quality of products or services provided to customers. Therefore, control is needed in quality management to ensure that activities follow a predetermined plan so that the resulting products

meets customer expectations. Previous research conducted on researchers concluded that the management of education quality control (quality control) in an educational institution is supervision to pay attention to all aspects of quality.

3. Conclusion

the effectiveness of the teaching and learning process according to the needs of the program; climate-oriented vision and mission and goals and a conducive learning environment make it possible to actively innovate so as to achieve a high level of educational quality. Research on the implementation of human resource management, optimization of the control function in education (Widiansyah, 2019), According to N.S.Sukmadinata As quoted by Herawan (2011), the quality control process includes, planning, namely setting goals and standards, measuring real performance, comparing the performance of measurement results with standard performance, improving performance, the same was stated by Boone and Kurtz quoted by Herawan (2011) stated four stages control: establish performance standards based on organizational goals, monitor actual performance, compare actual performance with planned performance, take corrective action, if necessary. In his research, quality control in quality management is a system of regular technical activities designed to measure and evaluate product quality or services provided to customers. Therefore control is needed in quality management to ensure that activities follow predetermined plans so that the products produced meet customer expectations. quality aspect measurement results with standard performance, improving performance, the same is also stated by Boone and kurtz quoted by Herawan (2011), suggesting four stages of control: establish performance standards based on organizational goals, monitor actual performance, compare actual performance with planned performance, take corrective action, if necessary. In his research, quality control in quality management is a system of regular technical activities designed to measure and evaluate the quality of products or services provided to customers.

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