الأفكار : مجلة الدراسات الاسلامية مجلة المحالية محالية مجلة المحالية محالية محاليمانية محالية محالي محالية محالية محالي محالية 

# Vol.5, No. 3, 2022

al-Afkar, Journal for Islamic Studies is on publishing original empirical research articles and theoretical reviews of Islamic Studies, it covers various issues on the Islamic studies within such number of fields as Islamic Education, Islamic thought, Islamic law, political Islam, and Islamic economics from social and cultural perspectives and content analysis from al-Qur'an and Hadist.

ISSN Online : 2614-4905



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### IMPLEMENTATION OF FACILITIES AND INFRASTRUCTURE DEVELOPMENT BASED ON TOTAL QUALITY MANAGEMENT (TQM) IN SMP IT MASJID SYUHADA, YOGYAKARTA

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Received	Revised	Accepted
12 May 2022	12 July 2022	24 July 2022

#### ABSTRACT

The advancement of an educational institution is supported by many things, including educational facilities and infrastructure. Complex problems that occur in meeting the standardization of educational facilities and infrastructure in an educational institution are quite high at 88.8% in 2016. SMP IT Masjid Syuhada Yogyakarta has not been optimal in implementing facilities and infrastructure, the school continues to innovate in dealing with these problems and also continue to make improvements to achieve the maximum possible goals. the existence of TQM / Total Quality Management offers better management in various ways so that a school is able to be more creative, innovative, and dare to take big steps to move forward effectively and efficiently to bring about change. So that it can be seen that an educational institution that uses total quality management in an educational institution will lead to better goals.

*Keywords*: Facilities and Infrastructure, Total Quality Management, Education.

#### ABSTRAK

Majunya suatu lembaga pendidikan ditunjuang oleh oleh banyak hal diantaranya dilihat dari sarana dan prasarana pendidikan. Permasalahan kompleks terjadi dalam pemenuhan standarisasi sarana dan prasarana pendidikan yang ada dalam suatu lembaga pendidikan cukup tinggi di angka 88.8% pada tahun 2016. SMP IT Masjid SYuhada Yogyakarta belum maksimal dalam melaksanakan sarana dan prasarana namun pihak sekolah terus melakukan inovasi dalam menghadapi permasalahan tersebut dan juga terus melakukan perbaikan untuk mencapai tujuan yang semaksimal mungkin. Keberadaan TQM/ Total Quality Manajement menawarkan pengelolaan mutu yang lebih baik dengan berbagai cara agar suatu sekolah mampu lebih kreatif, inovatif, dan berani mengambil langkah besar untuk maju dengan efektif dan efesien membawa perubahan. Sehingga dapat diketahui bahwasanya suatu lembaga pendidikan yang menggunakan total quality manajement dalam suatu lembaga pendidikannya akan lebih mengarah kepada tujuan yang lebih baik.

Kata kunci : Sarana dan Prasarana, Total Quality Manajemen, Pendidikan.

#### **INTRODUCTION**

Based on research in 2016 88.8% of schools in Indonesia are not ready to meet the minimum standard that has actually been determined by the government itself.<sup>1</sup> The causes of the problem of facilities and infrastructure in Indonesia are motivated by many things, which should be fulfilled properly as a support for the running of the educational process carried out in an educational institution..<sup>2</sup> All aspects determined by the government in setting national standards consisting of content, process, competency of graduates, educators and education personnel, educational facilities and infrastructure, financing, and also educational assessments that have relevance in determining the quality of education in an educational institution. Of course, in managing this, the best quality management is needed which is an innovation and also a solution for an educational institution.<sup>3</sup>

So that in this case the role of quality cannot be separated from Islamic educational institutions which have a close relationship in building better educational institutions. The role of quality management has also become a philosophy and culture in an organization, which in recognizing its nature requires a management system commitment that will work in various ways to achieve the goals that have been set..<sup>4</sup> In a study discussed by the Ministry of National Education, Bappenas, and the

<sup>&</sup>lt;sup>1</sup> Mona Novita, "Sarana Dan Prasarana Yang Baik Menjadi Bagian Ujung Tombak Keberhasilan Lembaga Pendidikan Islam," *Nur El-Islam* 4, no. 2 (2017): 33.

<sup>&</sup>lt;sup>2</sup> Ade Sopiali, "Theory and Basic Concept of Cost in Islamic Education," *Jurnal Intelegensia* o6, no. 2 (2018): 16.

<sup>&</sup>lt;sup>3</sup> Hasyim Asy'ari, Zahruddin Zahruddin, and Syipa Fauziah, "Implementasi Prinsip-Prinsip Sistem Manajemen Mutu ISO 9001:2008 Di SMK Ekonomika Depok Jawa Barat," *MANAGERIA: Jurnal Manajemen Pendidikan Islam* 2, no. 2 (November 14, 2017): 205–33, https://doi.org/10.14421/manageria.2017.22-02.

<sup>&</sup>lt;sup>4</sup> Achyar Achyar, "Konsep Manajemen Mutu Terpadu Dan Implementasinya Dalam Pendidikan Islam Studi Kasus Di Pondok Pesantren Darul Muttaqien Bogor," *Tawazun: Jurnal Pendidikan Islam* 10, no. 2 (February 21, 2019): 193–218, https://doi.org/10.32832/tawazun.v10i2.1161.

world bank providing solutions to advance the quality of education must be improved from various sides, the most important of which is the teacher.<sup>5</sup>

#### **RESEARCH METHODS**

This research is qualitative. This research is descriptive in nature which explains the problems that occur in the field. In this study using data collection using observation, interview and documentation techniques at SMP IT Masjid Syuhada Yogyakarta in order to fulfill the information from the informants.

#### **RESULTS AND DISCUSSIONS**

# Management of Facilities and Infrastructure Based on Total Quality Management

Facilities and infrastructure are one of the most important parts of quality.<sup>6</sup> And the advantage of an educational institution lies not only in the quality of the building but also in the use of good management in managing the facilities and infrastructure so that the quality can be maintained properly and the quality will be good if managed as well as possible.<sup>7</sup>

In the management of facilities and infrastructure, of course, it cannot be separated from the minimum standards set regarding ratios, dimensions, management procedures, legality, planning, implementation, procurement and maintenance of facilities and infrastructure which in an educational institution is intended to achieve the goals of educational institutions effectively and also efficient.<sup>8</sup> In another study, it was stated that in addition to facilities and infrastructure that were already quite good in accordance with predetermined standards, it was necessary to instill the principle of facilities and infrastructure in an educational institution such as facilities and infrastructure that were safe and also comfortable for students, and were able to meet the requirements for make students develop to be better.<sup>9</sup>

The facilities used in educational facilities and infrastructure institutions are intended to support educational activities carried out at an educational institution,

<sup>&</sup>lt;sup>5</sup> Miftahul Ngulya and Asep Kurniawan, "Implementasi Supervisi Pendidikan dalam Meningkatkan Mutu Pembelajaran (Studi Kasus di Madrasah Aliyah Negeri 3 Kediri)," *Tawazun: Jurnal Pendidikan Islam* 12, no. 2 (December 31, 2019): 215–24, https://doi.org/10.32832/tawazun.v12i2.2535.

<sup>&</sup>lt;sup>6</sup> Mohammad Thoha, "Manajemen Peningkatan Mutu Ketenagaan Dan Sumber Daya Manusia (SDM) Di Madrasah Aliyah Negeri Pamekasan," *MANAGERIA: Jurnal Manajemen Pendidikan Islam 2*, no. 1 (June 7, 2017): 169–82, https://doi.org/10.14421/manageria.2017.21-09.

<sup>&</sup>lt;sup>7</sup> Delli Sabudu et al., "Analysis of the Management of Facilities and Infrastructure at the Language Laboratory Manado State University," *Tadbir : Jurnal Studi Manajemen Pendidikan* 5, no. 1 (May 7, 2021): 69, https://doi.org/10.29240/jsmp.v5i1.2726.

<sup>&</sup>lt;sup>8</sup> Badrudin Badrudin et al., "Strengthening the Quality of Ma'had Aly Graduates through Optimizing Management of Infrastructure Facilities and Lecturer Competencies," *Tadbir : Jurnal Studi Manajemen Pendidikan* 5, no. 1 (April 29, 2021): 33–54, https://doi.org/10.29240/jsmp.v5i1.2490.

<sup>&</sup>lt;sup>9</sup> Suharti Suharti, "Manajemen Pendidikan Anak Usia Dini (PAUD) Dalam Rangka Meningkatkan Mutu Pembelajaran (Studi Pada PAUD Negeri Pembina Curup Dan PAUD Pertiwi Kabupaten Rejang Lebong)," *Tadbir : Jurnal Studi Manajemen Pendidikan* 2, no. 1 (June 8, 2018): 51–70, https://doi.org/10.29240/jsmp.vzi1.397.

both intra-curricular and extra-curricular activities.<sup>10</sup> In developing educational facilities and infrastructure, it cannot be separated from various things such as improving quality management carried out by the principal at MAN 1 Pati including: paving the madsarah yard, construction of new buildings, making fences, building mosques, improving facilities and infrastructure through multi media. Of course, this is done to improve the quality of an educational institution.<sup>11</sup>

Quality can be interpreted as a suitability of goals to be achieved with satisfaction of needs or fulfilling pre-determined conditions properly. Institutions that implement TQM must be brave in taking early steps and making big decisions to be more advanced and innovative in achieving the goals, vision and mission of the educational institution. So that education customers will get satisfaction from the services provided by the school.<sup>12</sup>

The benefits of integrated quality management/total quality management in educational institutions include: first, the existence of TQM provides a clear direction on the description of the condition of a school, and explains in detail each task to fulfill the requirements of an education. The second helps to make plans related to education. Third, make it easier to design the plans used to build the school, with the existence of TQM it can increase the efficiency, effectiveness, and also the productivity of an educational institution that wants to bring its education to a better direction.<sup>13</sup> According to Heizer and Render stated that quality assurance is carried out in several stages including: planning (plan), implementation (do), inspection/evaluation (check) and also improvement/improvement (action).<sup>14</sup> In the concept of Total Quality Management holds the concept that educational customers hold the highest position so that the satisfaction of educational customers becomes very important in the process of improving the quality of an educational institution.<sup>15</sup> The concept of quality here will affect many things in the world of education, including psychology and the development of these educational institutions leading to more advanced directions.<sup>16</sup> The concept of quality here will affect many things in the world of

<sup>&</sup>lt;sup>10</sup> Ina Fauziana Syah, "Analisis Mutu Madrasah Unggulan di Aceh: Studi di Madrasah Aliyah Ruhul Islam Anak Bangsa (MA RIAB) and Madrasah Aliyah Negeri (MAN) Model Banda Aceh," *JURNAL ILMIAH DIDAKTIKA: Media Ilmiah Pendidikan dan Pengajaran* 17, no. 1 (August 1, 2016): 54–78, https://doi.org/10.22373/jid.v17i1.1590.

<sup>&</sup>lt;sup>11</sup> Subaidi Subaidi, "Kepemimpinan Kepala Madrasah Dalam Upaya Meningkatkan Mutu Pendidikan Dan Kinerja Guru di MAN 1 Pati," *Tadbir : Jurnal Studi Manajemen Pendidikan* 4, no. 2 (December 2, 2020): 161–74, https://doi.org/10.29240/jsmp.v4i2.1428.

<sup>&</sup>lt;sup>12</sup> Asy'ari, Zahruddin, and Fauziah, "Implementasi Prinsip-Prinsip Sistem Manajemen Mutu ISO 9001."

<sup>&</sup>lt;sup>13</sup> Ela Siska, Hade Afriansyah, and Rusdinal, "Artikel Manajemen Mutu Terpadu," *Universitas Padang*, 2019, 6, https://doi.org/10.17605/OSF.IO/4UQEK.

<sup>&</sup>lt;sup>14</sup> Santa Manurung et al., "Peningkatan Efektivitas Kerja Melalui Perbaikan Pelatihan, Penjaminan Mutu, Kompetensi Akademik Dan Efikasi Diri Dalam Organisasi Pendidikan," *MANAGERIA: Jurnal Manajemen Pendidikan Islam* 3, no. 1 (July 19, 2018): 69–85, https://doi.org/10.14421/manageria.2018.31-04.

<sup>&</sup>lt;sup>15</sup> Subaidi, "Kepemimpinan Kepala Madrasah Dalam Upaya Meningkatkan Mutu Pendidikan Dan Kinerja Guru di MAN 1 Pati."

<sup>&</sup>lt;sup>16</sup> Silahuddin Silahuddin and Ana Sofia, "Evaluasi Program Sistem Pendidikan Terpadu Dinas Pendidikan Dan Kebudayaan Kabupaten Aceh Besar (Evaluating the Program of Integrated Education

education, including psychology and the development of these educational institutions leading to more advanced directions.

The strategy for implementing standard facilities and infrastructure at the Londin School of Public Relations consists of the availability of a formulation of graduate learning outcomes, the achievement of a learning achievement formulation that refers to the description of the learning outcomes of KKNI graduates and also has equality with levels in accordance with the KKNI and also the achievements in attitudes, knowledge, and skills include various learning processes, work experience, and research/community service.

#### Implementation of Facilities and Infrastructure Management Development Based on Total Quality Management at SMP IT Masjid Syuhada Yogyakarta

According to Paul's research, educational institutions really need educational facilities and infrastructure which will be used to support all educational activities.<sup>17</sup> Such as: co-curricular, intra-curricular, and extra-curricular in an educational institution. This is again strengthened by Sika's opinion which states that in the management of educational facilities and infrastructure, it is necessary to take steps that are carried out at the PDCA stage.<sup>18</sup> Planning for educational facilities and infrastructure at SMP IT Masjid Syuhada in procuring educational facilities and infrastructure is carried out based on a priority scale and also making decisions according to the school's financial situation.

- 1. Planning for Facilities and Infrastructure at SMP IT Masjid Syuhada Yogyakarta. The planning of facilities and infrastructure carried out at SMP IT Masjid Syuhada Yogyakarta include:
  - a. Build a special room for teachers, because the IT teacher at Masjid Syuhada Yogyakarta Middle School is also still made of classrooms.
  - b. The construction of a science laboratory is needed in developing the knowledge of students in developing the knowledge of students in the field of science, which is deemed insufficient if the implementation of learning is only limited to material.
  - c. Renovation of the front of the school, this is done for the convenience of the entire school community.
  - d. Procurement of library collections. This library problem has become very crucial at the Syuhada Mosque IT Junior High School Yogyakarta because it is still made of classrooms, but the teachers of the Syuhada Mosque IT Junior High School Yogyakarta are managed by making reading corners in each classroom. However, library planning is very much needed at SMP IT Masjid

System of the Department of Education and Culture, Aceh Besar District)," *JURNAL ILMIAH DIDAKTIKA: Media Ilmiah Pendidikan Dan Pengajaran* 21, no. 2 (February 28, 2021): 208–20, https://doi.org/10.22373/jid.v21i2.5025.

<sup>&</sup>lt;sup>17</sup> Odundo Amollo Paul, "Devolution of Early Childhood Development and Education in Kenya: Improvement in the Status of Infrastructural Facilities and Its Influence on Enrolment in Siaya County," *Journal of Education and Training* 5, no. 2 (August 20, 2017): 221, https://doi.org/10.5296/jet.v5i2.13614.

<sup>&</sup>lt;sup>18</sup> James Ochieng Sika, "Parental Participation in Provision of Infrastructural Facilities and Their Influence on Students' Performance in Public Day Secondary Schools in Gem Sub County, Kenya," *International Research in Education* 7, no. 2 (July 23, 2019): 58, https://doi.org/10.5296/ire.v7i2.14477.

Syuhada Yogyakarta.

Planning for educational facilities and infrastructure at SMP IT Masjid Syuhada Yogyakarta in procuring educational facilities and infrastructure is carried out based on a priority scale and also making decisions according to the school's financial situation. Based on the facilities and infrastructure development program at the Syudaha Mosque IT Junior High School, Yogyakarta, it is anticipated that various educational activities are still running smoothly even though they are in limited facilities and infrastructure that have not been maximized at the Syuhada Mosque IT Junior High School Yogyakarta.

Planning discusses the discussion of the future implementation framework which will be carried out effectively and efficiently in accordance with the need to achieve the goals that have been set, with this planning, it is possible to formulate priority matters needed by using long term, win, short term planning, based on scope. , macro and micro and others that are used for the purpose of making the implementation process.<sup>19</sup> It was further explained that planning is very important in the implementation of an activity that will make the preparation more mature.<sup>20</sup>

This planning is not just making a plan, but this planning is very important because it is also discussed in the Qur'an.<sup>21</sup> As the word of Allah SWT in Surah Al-Hasyr verse 18 which reads:

Meaning: "O you who believe! Fear Allah and let everyone pay attention to what he has done for tomorrow (hereafter), and fear Allah. Verily, Allah is aware of what you do."

#### 2. Do/Implementation

Implementation in terms of TQM educational facilities and infrastructure in management education institutions includes the use and maintenance. The use of facilities and infrastructure at the Syuhada Mosque IT Junior High School Yogyakarta is carried out in every educational activity that takes place at the Syuhada Mosque IT Junior High School Yogyakarta such as the use of classrooms, the use of library collections, the use of chairs, tables, LCDs and so on. Meanwhile, the maintenance at SMP IT Masjid Syuhada Yogyakarta is carried out within a certain period of time and also periodically. Which is intended as a form of maintaining facilities and infrastructure to check the feasibility of all existing facilities and infrastructure at SMP IT Masjid Syuhada Yogyakarta.

<sup>&</sup>lt;sup>19</sup> Aisyah Aisyah, "Perencanaan Dalam Pendidikan," *Adaara: Jurnal Manajemen Pendidikan Islam* 7, no. 1 (November 1, 2018): 715–31.

<sup>&</sup>lt;sup>20</sup> M Yacoeb, "KONSEP MANAJEMEN DALAM PERSPEKTIF AL-QUR'AN: Suatu Analisis dalam Bidang Administrasi Pendidikan," *Jurnal Ilmiah Didaktika* 14, no. 1 (August 1, 2013), https://doi.org/10.22373/jid.v14i1.490.

<sup>&</sup>lt;sup>21</sup> M. Ma'ruf, "Konsep Manajemen Pendidikan Islam dalam Al-Qur'an dan Hadis," *Didaktika Religia* 3, no. 2 (July 24, 2015): 19–36, https://doi.org/10.30762/didaktika.v3i2.160.

At SMP IT Masjid Syuhada Yogyakarta it is also carried out on a daily basis as there are janitors who clean schools in general and also students who are taught independently to maintain the cleanliness of their respective classrooms and also in the classroom there is a reading corner which is made by students and is also the personal responsibility of each class.

According to Tjokroadmudjoyo, implementation is an act of the entire process of providing motivation, innovation, action, to all elements to wish to carry out the goals of the organization effectively and efficiently.<sup>22</sup> The implementation of existing facilities and infrastructure in an educational institution is related to the provision of existing facilities and infrastructure in an educational institution, such as: drooping from the government, buying, donations from parents, and donations from the community.<sup>23</sup>

#### 3. Check

Check in educational facilities and infrastructure based on total quality management in Islamic educational institutions is supervision. Supervision of educational facilities and infrastructure at SMP IT Masjid Syuhada has a relationship with maintenance which is carried out to carry out the feasibility of being ready to use these facilities and infrastructure.

#### 4. act

The action in the concept of educational facilities and infrastructure based on total quality management in Islamic educational institutions is the adjustment of facilities and atmosphere. In which at SMP IT Masjid Syuhada Yogyakarta, deletion is carried out only if the item cannot be reused, but if the facilities and infrastructure can still be used. The Syuhada Mosque IT Middle School Yogyakarta implements standardization by positioning itself to meet the standards that have been set, by striving to provide the best facilities and infrastructure for students at the Syuhada Mosque IT Middle School.

#### CONCLUSION

In an educational institution, total quality management / TQM is needed to balance the journey of the institution, especially in the case of educational facilities and infrastructure which has the problem of the inability of all schools to complete educational facilities and infrastructure based on the national education standards that have been set. At SMP IT Masjid Syuhada Yogyakarta, TQM has been carried out as an improvement in facilities and infrastructure but has implemented it optimally with various conditions and shortcomings that are currently in the repair stage. So that with this TQM it will be easier to solve complex problems and also be able to be more creative and innovative in dealing with them as well as the ability to take big steps towards achieving the goals of educational institutions effectively and efficiently.

<sup>&</sup>lt;sup>22</sup> Siti Hertanti et al., "Pelaksanaan Program Karang Taruna dalam Upaya Meningkatkan Pembangunan di Desa Cintaratu Kecamatan Parigi Kabupaten Pangandaran," *Jurnal Moderat* 5 (2019): 11.

<sup>&</sup>lt;sup>23</sup> Nurbaitu, "Manajemen Sarana dan Prasarana," *Manajer Pendidikan* 9, no. 4 (2015): 11.

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