

Management of Education Quality Improvement at STKIP Bina Bangsa Getsampena of Banda Aceh

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Abstract: The purpose of this research is to see the management of improvement of education quality at STKIP Bina Bangsa Getsampena Banda Aceh, which includes program planning, implementation and supervision. Data collection techniques through: observation, interviews and documentation studies. The research subject includes the head of STKIP, vice chairman, lecturer, student. Data analysis by using data reduction, data presentation and withdrawal of conclusions. The results showed: The education quality improvement program is planned in the annual program and semester program, which is elaborated in the fields of general components, teaching, students, personnel, facilities and infrastructure, finance and cooperative relations. The implementation of the education quality improvement program is carried out through the application of the KKNI-based curriculum, the implementation of the Tridarma Perguruan Tinggi, improvement of learning facilities and infrastructures, requiring further study for educators, increasing collaboration and realizing transparency and accountability.

Keywords: management, education, quality improvement, STKIP Bina Bangsa Getsampena

Abstrak: Tujuan dari penelitian ini adalah untuk melihat pengelolaan peningkatan mutu pendidikan di STKIP Bina Bangsa Getsampena Banda Aceh yang meliputi perencanaan program, pelaksanaan dan pengawasan. Teknik pengumpulan data melalui: observasi, wawancara dan studi dokumentasi. Subyek penelitian meliputi ketua STKIP, wakil ketua, dosen, mahasiswa. Analisis data dengan menggunakan reduksi data, penyajian data dan penarikan kesimpulan. Hasil penelitian menunjukkan: Program peningkatan mutu pendidikan direncanakan dalam program tahunan dan program semester, yang dijabarkan dalam bidang komponen umum, pengajaran, siswa, personalia, sarana dan prasarana, keuangan dan hubungan kerjasama. Pelaksanaan program peningkatan mutu pendidikan dilakukan melalui penerapan kurikulum berbasis KKNI, pelaksanaan Tridarma Perguruan Tinggi, perbaikan sarana dan prasarana pembelajaran, memerlukan studi lanjut bagi tenaga pendidik, meningkatkan kerjasama dan mewujudkan transparansi dan akuntabilitas.

Kata kunci: manajemen, pendidikan, peningkatan kualitas, STKIP Bina Bangsa Getsampena.

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■ INTRODUCTION

Education is one of the most important aspects in advancing a state, education can be said to be the character of the nation, as it is every citizen has the right to get a decent education (Safavi & Håkanson, 2018). Education is the process of transforming a student's behavior in order to become an adult man who is able to live independently and as a community member in the surrounding environment where the individual is located (Núñez & Bode, 2019; Horton-Deutsch & Sherwood, 2017).

Development in the field of education must be ongoing all educators and education personnel must strive to improve the quality of education as the current demands, it occurs at every level of education in Indonesia does not exception of colleges (McGrath, 2018; Davydova et.al., 2016). Higher education is a level of education after secondary education that includes diploma programs, undergraduate programs, masters programs, doctoral programs and professional programs, as well as specialist programs, organized by universities based on Indonesian culture (Nabi et.al., 2017; Vo, Zhu, & Diep, 2017; Ma, Pender, & Welch, 2016). Achieving the university objectives in improving the quality of education relies heavily on the management applied.

The education standard has been established, and the main task of higher education executor is to conduct and apply the regulation (Scriven, 2017; Toivanen & Väänänen, 2016). Bina Bangsa Getsampena Banda Aceh as one of the educational institutions that focuses on the education of teachers, the readiness of this institution as a container of professional forming needs to be considered so that the human resources Generated by the quality of the ability to be in the capacity, should be examined more deeply so that the education that is applied is not impressed by the origin. As in producing a quality education, there are many things that need to be

considered by one of the management, which include planning an education program, organizing an education program, implementing an education program, Education program until the evaluation stage of the education program that has been established. Where the whole must be interconnected to improve the quality of education.

As such, this research aims to see the planning of Education Quality Improvement Program, implementation strategy of Education Quality Improvement Program and supervision of Education Quality Improvement Program. This research will be conducted in the high School of Educational Sciences (STKIP) Bina Bangsa Getsampena Banda Aceh.

Theoretical foundation Management

Management is an activity or a series of activities in the form of business Management process Cooperation group of people who belong to the educational organization in achieving educational objectives (Hugos, 2018; Alvesson & Gabriel, 2016). Management in a broad sense is the planning, implementation, and supervision of organizational resources to achieve objectives effectively and efficiently (Sharp, Green, & Lewis, 2017; Setó-Pamies & Papaoikonomou, 2016). Management is commonly known as the steps to be taken in an organization to achieve the common goal (Soobaroyen, 2019). The process of management control is a series of activities that start from setting objectives, strategy, policies, and then followed by strategic planning activities (Steiss, 2019; Rossiter et al., 2018). So sequentially the planned planning is long-term, then assembled with a short-term planning manifested in the form of budgeting.

Education

Education is an effort to gain knowledge, both formally through school and informally from

education in the home and community, in implementing a planned education process, it cannot be separated from the function of Management (Hirsch, 2019; Harris, 2016). The implementation of education in college, management should be able to give changes to the quality and quantity improvement of the institution, so that it can produce graduates who are highly competitive, because in the fact of the higher education is to produce professionals who are ready to use by the nation and state.

Referring to the law of the Republic of Indonesia 12 Years 2012 Through article 51 stipulates that higher education is a higher education with graduates who are able to actively develop their potential and produce knowledge that is useful for society, nation, and state. The government conducts higher Education quality assurance system to obtain quality education. The university performs functions and roles as: a). Student and Community Learning receptacles, b). Education containers for nation leaders, c). Science and Technology Development Center, d). The Center for the Study of Virtue and moral power to seek and discover truth, and e). National Civilization Development Center. (2) The functions and roles of the college as referred to in paragraph (1) implemented through Tridharma's activities regulated in the University's statutes. So in practice nobody escapes without special attention.

Education Quality

In general understanding, the quality contains the meaning of the degree of the product (the work/effort) in the form of goods and also services, in the context of this quality education refers to the process of education and educational outcomes. Quality is a dynamic term that keeps moving, if moving forward is said the quality is improved, and vice versa if the quality moves backwards is said to be degenerated. In educational institutions, quality is the part that

needs to be considered and is the main thing that should always be improved to produce quality human resources from the learning process to provide assurance of quality and quality, higher education should know exactly what its customers need.

The measure of achievement of education quality in Indonesia is determined by the achievement of each institution as established standard of content and standards of graduate competency supported by the fulfillment of the standard process of infrastructure, management, and valuation and financing, quality can be considered as a result formed from the process that done. The quality of college graduates is a crucial problem that is sticking lately most of the college graduates in Indonesia tend to be very low quality, this condition can be known from the low ability of college graduates High-level ready to compete in the job market, some graduates have not been able to compete optimally with higher education graduates abroad, the quality of these colleges is determined by the leadership and management that is applied to a college High (Hanushek et.al., 2019; Rosser, 2018).

METHODS

This research uses qualitative methods by reviewing the phenomenon and the incidence of research in accordance with the focus of the problems that have been determined. Research approaches are research plans and procedures that include measures, from broad assumptions to detailed methods of data collection, analysis, and interpretation. Qualitative research is a method of expressing and understanding the meaning by a number of individuals or groups of people considered to be derived from social or humanitarian issues.

On a qualitative approach, researchers are a key instrument in data collection, the focus of the research is on the perception and experience of the informant and the way they view life. In

essence qualitative research seeks to observe people in their environment interacting with them, seeking to understand their language and interpretation of the world around. Researchers strive to illustrate the context of the research interactively, display a variety of perspectives on the phenomenon, and continuously dig the data studied during the field that led to the management of quality improvement education in the high School of Education Science of Getsampena Banda Aceh.

Measures of data collection carried out include efforts to restrict research, collect information through observation and interviews whether structured or not, documentation, visual materials, and designing protocols to record and Record Information. In qualitative research, the data appears more tangible words, not a series of numbers. Qualitative Data is collected in a variety of ways for example: observations, interviews, the essence of documents, recordings are then processed through the subsequent recording, typing and editing of qualitative analysis. To avoid subjective data is required analysis, analysis is very decisive, because through optimal data analysis and precise interpretation will be obtained meaningful research results.

After all data is collected, the next step is to perform data analysis. The purpose of data analysis is the process of finding and structuring systematically the data obtained from interviews, observations and documents, data found through the research process will not necessarily be used unless the process Data grouping in advance to avoid the nature of subjectivity. Qualitative data analysis step is through data reduction, data presentation, and taking conclusions.

■ RESULTS AND DISCUSSION

Education Quality Improvement Program planning STKIP Bina Bangsa Getsampena Banda Aceh

The program STKIP Bina Bangsa Getsampena Banda Aceh to improve the quality

of campus education is organized into two forms of annual programs and semester programs. The program is based on strategic analysis of the Chairman and the range of campus management devices, because basically the quality of education develops with the development of the era, Education Quality Improvement Program is absolutely must get The attention of Kusus. In the world of education of absolute quality measures thus, the benchmark of good quality is not the benchmark of absolute nature, but the relative benchmark that is according to the needs of the customer. Quality is good, if it can present services that suit the needs of its customers.

The commitment of the STKIP about the improvement of the quality education prepared from formulating strategy precisely and in the program should be oriented to the quality improvement emphasized on the quality of students, energy quality Teaching, quality of facilities and infrastructure, and also supported by financing to produce a quality education. In the implementation of educational and scientific development, in college the academic freedom and freedom of the academic pulpit and scientific autonomy.

The Program of STKIP Bina Bangsa Getsampena Banda Aceh has a commitment to always improve customer satisfaction through the implementation of SMM (Quality Management System), in support of the following, STKIP provide adequate facilities, educators Capable, loyal, high quality education, conducting an educational process based on religious values in accordance with the competency-driven curriculum, the quality of the study Program with a minimum accreditation standards of B, graduates Ready to work and entrepreneurship. Continuous development or improvement in every field to get customer satisfaction. Periodically provide lecturers training to improve skills and competence. Quality achievement can be successful when facilitated by the implementation of adequate quality management. The term quality

management has a diverse understanding, all related to the evaluation aspect, design, implementation, evaluation and effort to improve the quality of the institution system continuously.

Based on the results explained that in supporting the education of quality, the organizers of education STKIP run several programs including: 1, improvement of facilities and infrastructure through: optimizing the use of facilities and To support the learning process, diversification of education through the opening of new courses, quality improvement of worship facilities and student activities. 2, improvement of productivity through: improvement of campus operational facilities and infrastructure based on information and communication technology, integrated Campus information system, the creation of a working climate that is improving the implementation of academic society In campus, improving work discipline, improving quality of performance evaluation. 3, capacity development of education system through: the development of staff that is determined on the number, type and quality and adequate composition and ratios, increased effectiveness and efficiency of management and development gradual number, type and Quality of staff, improving education management processes including general administration, personnel administration and financial administration, the development of financial resources by diversifying resources from various parties whose , campus development and other facilities such as libraries, laboratories/studios and their completeness.

Implementation of the Education Quality Improvement Program STKIP Bina Bangsa

Improving the quality of education is carried out through increased cognitive ability, psychomotor by giving birth to graduates who are moral so that the alumni of educational institutions are able to play well in the community. It is not an easy thing to produce quality

graduates need to be supported by excellent programs that are capable of producing professional education, as required by the Education law and Higher education law.

The implementation of STKIP education program is able to provide healthy competition among educational institutions, able to produce good quality output and can improve the accreditation of the campus by BAN-PT. According to the head of STKIP in improving the quality of education Minimum campus education should be held with science and technology based. A preliminary strategy in improving the quality of school education is guided the school program plan that has been compiled before. In doing so, it is not permissible to get out of the programmed and this commitment has to be held firmly by the stakeholders.

STKIP Bina Bangsa Getsampena in running programs is highly guided by the management principles. As an example of the Renstra was born as a product of mutual agreement by the stakeholder STKIP BBG and got approval from the Senate, the Renstra was compiled based on the results of analysis of internal and external conditions and guidance on the work program of the Chairman Bina Bangsa STKIP and strategic issues and policies. Improving the quality of education is also done by improving the quality of educators with competent and qualified lecturers will facilitate the delivery of science and technology So that what is conveyed to the students can be received and developed according to the ability of students with the study of the field chosen.

In the context of strategic decision making, the Bina Bangsa STKIP Bina Bangsa Getsampena Banda Aceh runs a meeting mechanism by a Senate consisting of leaders and representatives of all working units in the Bina Bangsa STKIP environment. This decision-making mechanism is hoped to be part of the organizational development through a transparent and

accountable process. These strategic decisions are the foundation for the social Civitas and answer the various dynamics and problems and problems that occur. Education organizing is essentially aimed at improving the quality of human resources nationwide.

The aim of the college's cooperation bond is merely to improve the quality and existence of the college so that the education process can follow the global competition, thus the graduates that we Make a good role in the job field. Each program that is run is also set up a kepan of the implementation, how much cost is used, who performs and how to implement it, so that all programs can be monitored and reviewed periodically.

Other efforts to improve the quality of education as well as the creativity of students, STKIP Bina Bangsa prepares one way in supporting the improvement of human resources quality by forming a field study center to the scientists for students in the establishment of Student Activities Units (SMES) and community field of student expertise. Until now it has formed 10 SMES among others: UKM religious (UP2KI), UKM Art of Dance (arts creations), UKM Choir, UKM entrepreneurship, UKM Sport, UKM Drama and theater, UKM English club, UKM Art drawing, UKM BOM (Bina Olympiad mathematics) Plus , The journalistic UKM. Student Activity Unit This aims to help students creativity.

To produce an education and graduate quality Bina Bangsa STKIP to share the division or assignment of educators and education personnel in accordance with the potential qualifications, conducting further studies for educators and implementing Scientific research, conducting a curriculum according to KKNI standards, procurement of education infrastructure, as well as the implementation of student devotion and research as the implementation of Tri Dharma colleges. In the

context of education, quality understanding includes three basic aspects that need to be considered, including; Input, education process, and education output. Input is everything that must be available because it is needed for the continuity of the process in the event of a college institute at least doing three things that are commonly called Tri Dharma Colleges namely: education, research, and devotion to society.

Supervision of Education Quality Improvement Program STKIP Bina Bangsa Getsampena

At the supervision of Education Quality Improvement Program, STKIP Bina Bangsa Run monitoring and evaluation system conducted by the unit of Quality Control Prodi (UPMP) in the body of quality assurance conducted periodically. Internal Monitoring and evaluation is carried out in the field of education, research and community service which is summarized in the book of academic quality Internal Audit (AIMA). This Monitoring is conducted so that the study program conducts academic activities in accordance with the academic quality standards that have been established. The academic evaluation conducted by the internal academic auditor has the function of seeing compliance with the programs that are made to achieve the academic quality standards. In quality improvement, human resources become influential because human resources in this case educators are a central factor in education, given its very important role in Improve the quality of education. By the utilization of human resources by managers (leaders) in an organization or educational institution effectively and efficiently, will optimize the achievement of the objectives of the institution, and the utilization of human resources started from Planning the right.

STKIP Bina Bangsa Getsampena Banda Aceh conducts monitoring and evaluation of the curriculum development program conducted by vice chairman of Academic bidamg, quality

assurance Body (BJM) and Prodi Quality Control Unit (UPMP). Commitment in quality assurance is continuously manifested in the form of internal audit activities conducted annually. The internal audit activity is the one to evaluate the implementation of the quality standards of the curriculum that was passed by the Bina Bangsa STKIP. The Human resource management system has been well planned, transparent and accountable. Human resources, both lecturers and educational personnel, play a key role in the development of educational institutions. Until the year 2019 the number of lecturers remained 90 people. The management system includes planning, recruitment, career development, remuneration, and is equipped with reward and punishment.

■ CONCLUSIONS

The planning of quality improvement programs for the STKIP Bina Bangsa Getsampena education program in Banda Aceh has been arranged in the form of an annual program and a semester program which includes several components including general components, teaching, student affairs, personnel, learning equipment, financial relations and cooperation. This program is fully prepared to support the improvement of the learning process by planning the procurement of facilities and infrastructure, carrying out further learning for educators and programming compulsory courses for all students.

In supporting the improvement of the quality of education, STKIP conducts human resource development by conducting further studies for educators. In addition to implementing the IQF-based curriculum and to support the teaching and learning process, the facilities and learning provided are centralized in easy access to all Academics. In carrying out the education program, STKIP Bina Bangsa Getsampena also

cooperates with various parties such as the Banda Aceh ACEH city government, and universities and forms SMEs as developers of student creativity during the educational process.

Supervision of quality improvement programs carried out agencies that have been formed. As a monitoring system conducted by the study program quality control unit (UPMP) which is in the quality assurance agency is carried out regularly. Commitment to the internal quality assurance system (SPMI) and guarantee (SPME) is stated by the establishment of the Quality Assurance Agency (BJM) STKIP Bina Bangsa Getsampena as an independent institution that routinely carries out internal audits and regular monitoring.

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