

Student Management Based on Total Quality Management in Character Building in Boarding School

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Abstract—This study aims to analyse character building in boarding schools through student management based on Total Quality Management) The research method used is descriptive - analytic method using a qualitative approach that is limited to the principal, vice principal, head of the boarding school, teachers, students and parents. The data were carried out by means of observation, questionnaires and interviews. Quality requires preventive action, therefore it requires proper management, considering the many problems caused by the quality of education, especially by less qualified graduates. Efforts that can be made through the implementation of a sustainable and comprehensive character building program in schools and dormitories, through the formation of religious values, truth, togetherness, independence and economics. The results showed that student management based on Total Quality Management through educational planning consisted of acceptance, selection, placement and service provision as well as the implementation of the teaching program and the learning process that started and ended with the remembrance of Allah's greatness in boarding-based schools which had a positive effect on the character building of students. Students become religious, disciplined, and independent.

Keywords—character building, student management, Total Quality Management

I. INTRODUCTION

Character education cannot be separated from the moral and religious values instilled in students. The importance of implementing values, morality and religion in accordance with the main pillars of education is to create change for the better in the future. The goal of education is not only about teaching knowledge and skills but also shaping the character of students to prepare them for the future [1]. Moral degradation makes education actors even more worried, especially with the development of knowledge, information and technology that is increasingly fast and easily accessible to every individual. Achieving educational goals is not easy in forming a quality generation. The rapid development of the social environment increases the challenges and disturbing influences

for the development of education and character building, such as the spread of drug trafficking, promiscuity, student fights, theft and even murder. This apparent moral degradation is one of the failures of the national education system. Education is an effort to overcome moral degradation, not only providing knowledge but also forming a character that has good morals and can be used as a guide in living a more directed life. This means that there is continuity between knowledge and religious values.

The character building set forth in the current education system has not been optimally implemented. Character education requires standardized school management in order to achieve the vision, mission and goals of education. Student management based on Total Management Quality is an effort to improve student character. Student management is part of the educational process in schools that ensures all potential and competencies of students can be appreciated.

Student management occupies a very important place. It is said so because the education service centres in schools are students. All aspects of educational management related to curriculum management, teaching staff, infrastructure, public relations, finance, and special services are all directed at students. This is so that students get the best service to support achievement in the learning process [2].

Deming argues that quality is characterized by supervision, internal quality formation, education and training as well as the role of top management. So that Deming continues to develop and repeat plans (collect data, analyse problems, plan solutions), do /work on, examine/measure changes and take action. This is known as the plan, do, check, and take action / PDCA. Joseph M. Juran presents the quality trilogy of quality planning, quality control and quality development. In quality management there are several things that must be considered, among others (1) Quality is adjustment to all requests, (2) Preventive action on quality is more important than inspection of quality, (3) Zero error is the standard in forming quality, (4) Quality is measured in monetary terms - price is not negotiable [3]. The built quality of the training firm, education and development of

plan, do, check and take action / PDCA. In the management of quality, there are several things that must be considered include (1) Quality is the adjustment on demand, (2) Preventive measures against quality take precedence over inspection of quality, (3) Zero error is the standard in shaping quality, (4) Quality is measured in monetary terms - price is non-negotiable [3,4].

Total Quality Management (TQM) has been widely used in education management systems, especially in the learning process. Student satisfaction in obtaining services and increasing competence is an effort to improve quality [5]. Improving the quality of students who meet the needs and desires of the business community is one of the goals of education. Increased competence is not only in knowledge but also in understanding religious values. Character building must be supported by every educational actor starting from the classroom, school and community [6]. The formation of the character of students is the output produced by the school in achieving goals. Educational output is school performance, namely school achievement resulting from school processes or behaviour. This can be measured from the quality, effectiveness, productivity, efficiency, innovation, quality of work life and work morale. The quality of the school output is of a quality if the school achievement, especially student learning achievement, shows high achievement in (1) academic achievement in the form of test scores, national examination scores, scientific works and academic competitions; (2) non-academic achievements such as Faith and Taqwa, honesty, courtesy, and other extracurricular activities [7]. The moral degradation that occurs is a picture of the failure of education in character building, therefore the school seeks to improve non-academic quality through school activity programs that support character building as an effort to overcome moral degradation. In this case, the implementation of *boarding school* education has implemented equal portions of education and application of religious values. Through the application of religious values in every activity in schools and dormitories through the habituation of memorizing hadith, al-Qur'an verses and strengthening Islamic material. So that the learning time is longer and varied, this is useful because students can make effective and efficient use of their time and minimize doing things that deviate from religious norms. This study aims to determine the application of student management, character building and the influence of TQM-based student management on the character building of students in boarding schools.

II. RESEARCH METHODS

This research is a qualitative research, which is limited to the principal, vice principal, teachers, students, parents and the principal of boarding school. Descriptive approach is used in this research to solve problems that exist at this time. The data were carried out by means of observation, questionnaires and interviews. This research was carried out at El Fitra Junior High and High School, which are boarding-based schools by implementing student management based on Total Quality Management through the application of a religious habituation program and learning process activities that emphasize religion.

The foundation establishes a dormitory to maximize the learning process in schools by creating continuous programs between the school and the dormitory in shaping the character of religious, independent and creative students. El Fitra Junior High and High School are located on Street H. Hasan No.4, Cisaranten Kidul Village, Gedebage District, Bandung City.

III. RESULTS AND DISCUSSION

The results showed that the religious habituation carried out included tadarus, murojaah, dhuha prayer, tahfidz, starting and ending the learning process by reading the al-Qur'an and implementing independence and living frugally and sharing brought positive results on character building of students, namely students who were more religious, independent, economical, understand religious values, discipline and orderly in worship and daily behaviour. Meanwhile, feeling abandoned by the family, heavy with the dense learning process between academics and religion, the difficulty of not being able to freely access social media, restrictions on the use of mobile communication devices are negative things felt by students.

This study identifies the problems of student management, character building and student management based on TQM on character building of students in boarding schools. Based on interviews, questionnaires, and observations made at El Fitra Junior High and Senior High School, the character building of students is based on the habit of implementing school activities as an actualization of school program planning in an effort to improve quality in shaping student character. The scope of student management that can be used to help smooth growth and development efforts of students through the educational process in schools includes: (1) Analysis of student needs, (2) Recruitment of students, (3) Selection of students, (4) Orientation students, (5) placement of students, (6) recording and reporting, and (7) graduation and alumni [7]. According to the Principals of SMP and SMA school planning is an important thing in school management. School management is contained in good planning, which includes a program of activities, especially the application of character building for students through habituation of religious values. Students are accustomed to being disciplined with rules and independent and have the courage to express their opinion. Student management that is applied starting from admission selection to placement is carried out by oral, written and religious practice tests. Placement and development of students according to their interests through psychological tests from expert institutions, this has a positive impact, namely that graduates experience an increase in the achievement of national exam scores. Program activities in both the school and the dormitories are made attractive and do not make students feel overwhelmed. Guest teacher programs, science projects, robotics, advice and the implementation of sacrificial animal slaughter and Eid al-Adha circumcision prayers are carried out by involving students in the committee. The response and trust from the community is getting bigger, this can be seen from being given the opportunity for students to contribute to community activities. The role of the teacher according to the principal is very important because the process of forming the

main character is in the classroom, through memorization, cult, and tadarus and murojaah assistance together at the beginning and end of learning. So that students get used to chanting the holy verse al Quran. The school principal ensures that the conditions for learning are conducive and that supporting facilities are available.

The application of student management in boarding schools plays an important role in the effort to build student character. Admission of students to the learning process is an important series in student management that will provide optimal results for graduates. Student management is divided into three categories, namely (1) acceptance / input, (2) learning processes / processes, and (3) distribution / output [2]. Character education can be interpreted as value education, character education, character education, or character education which aims to develop students' abilities to be able to make good and bad decisions, maintain what is considered good and do good in everyday life. Character education can foster students' awareness of the social implications of character values, become independent individuals, and are able to recognize, accept, and internalize the student's role in social life [8].

The application of student management in an effort to increase character building is carried out both in schools and dormitories through programs contained in annual education planning. Student management is contained in the student work program. The Vice Principal for Student Affairs made an Annual Work Plan which focused on character building. Because character building is something that must be continuously developed so that the quality of student character is formed. The program starts with educational planning as outlined in the Strategic Plan and Annual Plan, then it is developed into a program of activities including habituation consisting of dhuha prayer, tadarus, murojaah, and tahfidz; science projects and robotics; guest teacher; request; and science camp as well as sports and competitions both academic and religious. This program is an effort to build students' character, not only academically, but also in religious values. According to the Vice Principal, students initially had to get used to the memorization program, not all of them had fast and strong memorization competencies and this was difficult for students who were not fluent in reading the Qur'an. Restrictions on the use of cell phone communication media and social media, and public speaking in cult activities and rote test in public, namely the school, parents and other students foster a character of discipline, courage and responsibility that is not easily formed. At the beginning of entry, 50% of students were not fluent in reading al Quran through the tahsin and rote programs when students graduated 95% of students could read al Quran and met the graduation requirements, memorizing 3 juz.

The dormitory makes a character building syllabus in the hostel that is continuous with the school program. According to the interview with the head of the dormitory, activities in the dormitory that apply religious values have a positive influence in efforts to build student character. Activities in the hostel are

delivered by the head of the hostel, namely general and religious learning, congregational prayer habituation, circumcision prayer, circumcision fasting, tadarus, memorizing al Quran, and organizing are activities that can foster academic and non-academic achievement. 66.7% of students who come from Islamic-based schools and dormitories are accustomed to being independent, disciplined and able to carry out religious activities. 33.3% of students who come from public schools still need guidance because they are not familiar with the dormitory learning system and memorizing al Quran. Adequate facilities and a planned program with a detailed activity scheduling system to develop self-potential and dare to appear in public in boarding activities.

The results of questionnaires and observations to students stated that student management which was divided into student admission through selection 92.6% said it was effective in an effort to improve school quality. School management based on Total Quality Management in an effort to build character is carried out by making a program of habituation to the application of religious values in the form of tadarus, murojaah, memorization, impulse, kultum, and super science camp 92.6% of the opinion that besides being able to develop self-potential and competence it also increases feelings self-confidence, independence and discipline in students. The role of the teacher in providing motivation and teaching religious values in classroom learning 96.3% think it is student management based on Total Quality Management which is successfully applied in character building in boarding schools. Both tahfidz activities carried out in schools and dormitories 100% of students think that this can teach concentration and memory. Students are used to leading forums, so they are more creative and active.

The results of the teacher's observations and questionnaires were 80% of the opinion that the placement of students was carried out in accordance with the results of the psychological test and interest talents. Student management in program planning 100% of teachers are given the opportunity to express their opinions in making lesson plans. Student management in new student admissions is well implemented according to 70% of teacher respondents' opinions. School programs are made to lead to character building of school programs according to 90% of respondents. TQM-based student management in character building emphasizes religious values so that students become more religious, very effectively and efficiently implemented.

The character building expected by parents when deciding to provide education in boarding schools for boys and girls is the main orientation. Parents get information on student admissions by coming directly to school. Parent respondents 100% thought that the placement of students was in accordance with their talents and interests through the psychological test facilities carried out on students. Learning support facilities are complete according to 67% of respondents. Efforts to build character through student management based on TQM which are focused on habituation and development of student characteristics are directed towards religious values. 100% of respondents stated that they have been implemented effectively and efficiently so that it is optimal in shaping the character of

students. Students are accustomed to being independent, disciplined, creative, and able to memorize and implement the verses of the al Quran in everyday life, a character that loves Allah is formed and a character that is embedded in students becomes better and changes in a positive direction.

The function and role of boarding-based schools will always develop from time to time, because as a formal education institution it is affiliated with religious education in accordance with the national curriculum [9]. TQM is an approach to obtain and maintain high quality output, with a focus on maintenance, continuous improvement, and failure prevention at all levels and functions of the organization to meet or exceed consumer expectations [10]. Based on the data obtained, TQM-based student management research in building student character in boarding-based schools must be continuously carried out and continuously improved in order to obtain optimal results. The school program, namely memorizing / tahfiz, murojaah, tadarus, congregational prayer and fasting and cult have significantly shaped the character of students to be better. Students are more familiar with religious values and are accustomed to using time for positive activities. Students are more creative, religious, independent, disciplined and dare to appear in public because they are familiar with school and boarding programs. The training program is a forum for the courage of students in facing open competition.

IV. CONCLUSIONS

Student management based on Total Quality Management is one of the efforts carried out by schools in increasing educational output, namely school performance. Character building is the main goal which is carried out continuously and thoroughly. Quality improvement through student management based on Total Quality Management cannot be predicted, but it must be analysed the competence and potential of students, student management, curriculum management and school programs as well as the methods and learning media that will be used.

From the research results, there are students who cannot meet the memorization target due to their ability and discipline in implementing tahfidz and not all students live in the dormitory, there are 5% of students who do not live in the dormitory because the dormitory quota is limited only for students outside the city. 7% of students cannot participate in school and boarding programs because they do not fully receive support from their families. 95% of students have successfully met the Tahfidz target and graduated with satisfactory academic grades. Based on the research of students who have memorized tahfidz, many academic values obtained are higher and can continue their education to the next level and have religious, disciplined, independent, responsible and always grateful characters. While others take the matriculation

program after the academic exam. This is the main focus in character building by implementing student management based on Total Quality Management.

Schools carry out quality control and quality development through continuous updating and evaluation of educational planning and programs implemented. Programs that make contributions will be continued in the following year, while programs that do not make a large contribution or require changes and improvements will be discussed and new programs are created that can support the implementation of student character building.

The character building in this study is based on the application of student management, which of course can still be developed through other research using curriculum management and school management in order to be more optimal. Research can be developed not only using student management and on character building but on school quality management as the main focus of school performance achievement.

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