

# **TOTAL QUALITY MANAGEMENT OF VOCATIONAL EDUCATION**

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## **Abstraction**

*This nation's complexity problems become unstopped issue. The blow of the crisis economical, political up to morality can't be avoidable. Education as one of the nation pillars was affected by those current multicrisis. Education building as fungtion to develop the skill and shape the character and also rise up nation civilization status, become priority to take an active action to handle the nation problem.*

*Total Quality Management ( TQM ) in vocational education fields is a management model which give bigger autonomy at vocational education institute to do an action to make participatif decision to fully the quality needed, inside national education plan.*

*Vocational education are education at middle level which get priority to develop the students skills to do certain kind of jobs, until became superior human, creative and survive as compatible with self potential.*

*Perfect managed pattern of self potential, include IQ, EQ and SQ management can be happen as an effort to clever nation life, and to have develop students potential as purpose to become a human which faith and belief to The Only One God, lofty morals, healthy, scholarly, skilful, creative, survive, and became country citizen which democratic and responsible.*

**Keyword:** *total quality management, vocational education*

## **Precontents:**

Contribution of management knowledge to increase the quality of a product (industry) this moment rapidly increased. Development started from industrial world and regard success to increase efficiency and product sale of this industrial world. This success also going into every activity which used management to rise up the organization work, include the vocational education world. One of the management form which try to increase and defend those quality is *Total Quality Management ( TQM )*, or same as quality reins management, or quality increased management.

Inside *Sisdiknas* law number 20 year 2003, section 3 wrote:

National education have fungtion to develop the skill and shape the character and also rise up nation civilization status, and to have develop students potential as purpose to become a human which faith and belief to The Only One God, lofty morals, healthy, scholarly, skilful, creative, survive, and became country citizen which democratic and responsible.

Determined of this *Sisdiknas* law year 2003 as changed for *Sisdiknas* law number 2 year 1989 weren't without cause.

Many trouble get to our nation which triggered by economical crisis have developed to be crisis of social, political, moral, increased number of unemployment, and increased debt to outer state. With this *Sisdiknas* law perhaps education sector, especially vocational will be government leading partner to solve multi dimension crisis by rise up the human power source quality.

Could the vocational education in Indonesia change the crisis condition to survive and stable?

In German, vocational education had been seen to be a big activity at the industrial development. According to Sugiono ( 2003) told "German became a strong industrial country because power up with graduated skilled workers of vocational school. About 80% high schools in German were vocational schools, other 20% is common schools.

## **Total Quality Management ( TQM )**

Many idea, concept and definition have told about total quality management ( TQM ), According to Ross (1995) give a definition TQM as integration from all functions and process inside organization to get and reach repaired and increased goods quality as product and continuity serves. Primary purposes are satisfied consumers/customers. Because the references are economics sector, trade, and business, so quality reins are a base to give guarantee to compete the global market. Then, he explains that TQM concept based on a number of ideas. That's means that think about quality must be seen from many function of the business which started from the first process until the last process which get to integrate many function which are interdependent to all levels. Those are system to get close which have an opinion that every interactions must be happen between one another or the part inside the organization. With this, the whole effectivity from the system will be higher, than the quantity of each sub system product as its own. Sub systems are all products, like designs, plans, productions, distributions, and serves on the outdoor. Sub system management give requires and integration to (1) strategy which gave primary attentions to integration or costumers, (2) tools, qualities, and employees participate (chain eyes process which integrate everything). The naturally results are every products, processes, or serves must can be increase. Success organizations are conscious effort and benefit occasion to repairs and increases all stages. Responsibility structures which must be responses are the costumers's satisfies, so the slogan that must be took attention were continuity rises up. Other opinions, Murgatroyd and Morgan (1994) told that the qualities focus to costumers were things which escort to the developing body of theories, tools, and applications inside the management worlds. Bennet and friends (1992) were avoid give definition and conceptualization to TQM, because there are no TQM theories which could be called the only one, so they were identify base principles with mixing every important things (keys) which mustn't be not (must be) in the beginning of developed TQM such:

1. quality definition must be referenced to consumers, not to suppliers,
2. the consumers are humans to get products or serves, like they were as internal and external had connection with organization and not only a buyers or payers,
3. quality must be fully requested needs, requests, and standards,

4. the qualities can be reach with avoid the under standard works, and can't be reach with find out the failed but continuously rise up the serves and products.
5. Rising quality were reined by seniors management, but every thing that connected with organization must be take responsibility; quality must be built in every process,
6. the qualities measured by statistics process, quality's calculations are calculate (cost) which appropriated to demand requested, so discrepancy happen between guess and giving things.
7. the powerful tools to guarantee the connected to the qualities are effective cooperation (team), and
8. educations and training are fundamental thing to qualities organization.

In the education field, total quality management must be supported by education institute to continuously rise up the capacity and capability of the organization to fully the requests and needs of the students and societies. Inside the Total Quality Management ( TQM ) of education have efforts: (1) organize the process that happens in the education institutes/schools by curricular also administration, (2) let diagnose process and action process to take apart to hand over the diagnose, and (3) rising up the quality must by based on the file and fact, by qualitative also quantitative, (4) rising up the quality must be continues, (5) rising up the quality must to powered and wrapped all element in the education institute, and (6) rising up the quality have purposes which explain that schools could gave satisfied to students, parents, business world and society.

### **Vocational Education**

Inside PP 29 year 1990 there is some section talking about vocational education:

First; section 1 subsection (3) : “vocational education are education at intermediate stage which give priority to develop students skills to do a kind of jobs”

Second; section 3 subsection (2) : “intermediate vocational education give priority to prepare students to enter the jobs fields and also develop professional attitude.

Third; section 7 : “ built the intermediate vocational schools are to fully the certain implementation request, quantity and level of teacher’s education, curriculum, facility, cost, institution partner and business and industrial world.

To support between the skill which jobs needed with graduated of vocational schools, the government applying the *link and match* concept in the vocational school’s implementation (Djojonegoro, 1993), which the implement realization do with double education systems programs.

### **Design of education’s total quality management**

TQM’s implement to schools based of thinking that the education’s managers needs to find new design inside that education institutes ownself, which can be possible to quality supports and school’s activities and education institutes which became their responsibility. Murgatroy and Morgan (1994) gave four base ideas which very important to made effectives the school systems.

First, the education institute were the chain eyes which connecting the costumers and suppliers. Schools in the fact are an organization which reins the consumer’s chain eyes. The teachers were service suppliers to the students, parents, business world and industrial world, government were service suppliers to the teachers, school administrators were service suppliers to the teachers, and the teachers give the service to each others. There are internal costumers (they who works to schools) and there are external consumers (they who have request or significant service from the schools). Beside of that, there are external suppliers to a service to schools. Every thing were connecting costumers-suppliers which limited by organizations called schools.

Second, key ideas are all connects between costumers-suppliers (internal-external) interrupted by process. The teacher which implement the study to students, staff which give Importance service or administrators which plan the every year school;s activity schedule, all of that were bunch of management of process. Quality can be reach by banking process which hopefully could be supported the different products from that process.

Third, The only man who can do the repair of the process are they who close to the costumers in that process. That declaration must be seen as a little radical implication to the watchers, management and school design as an organizations. Those are declared that management identify as reverse pyramid. (On the top : the costumers, in the middle : the teachers, in the bottom : senior managers). Central of the organization are the clients : the parents and the students. Without that, the fact there is no school. Then, the important process to the managers at the schools were levels and teacher's notes – because they are the closest to the costumers/clients and their works in the key study process, study development and curriculum implementation facility, reflective evaluation, formative evaluation and sumative and protect and save the important notes were the primary think to the school's duty. In return, they give support to their jobs by the teachers help. Technician, school's librarian, and the staff, which also, reverse, get the support from the school administration implements or managers team. Those are *costumer driven hierarchy* which exist inside the school. Beside the parents and the students, prime and the managers which also important at the school are the teachers. They responsible to the process at the class to study, and because of that, they are the real work prime.

Fourth, the view that think radical to many managers which have raise in the school, are think that they chosen to lead the organization. In the organization's channel, they all must to report and responsible to them. Because of that, there are critical things acted in such leading action at the schools. Important thing that must be known here are the leader for point of view, quality and performant, and also leads to watch are two different things in the implementation. To guarantee the support performant quality to school requested leader which point of view that support and rising up the work to they who close (familiar) to the clients.

### **Total Quality Management's Strategy**

Dikmenum (1999) get in front the four strategy of TQM, there are:

(a) school review

process to mustn't be not to all school's component cooperation with some side which have connected, like parents, partner institution

(b) benchmarking

The action to get the standard, by process or product which will be done in a time. To get the desired result between school and industry, there must be a minimal competition standard.

(c) quality assurance

Oriented process, means that this concept has a guarantee that the process happens as appropriate to standard and procedure which have been agreed.

(d) quality control

a system to detect the deviation of output which is unappropriated with standard. This concept is oriented to output to ensure the output quality is standard or not yet, with the way reach indicator.

### **Management IQ, EQ, and SQ to rising up the SDM quality**

Humans are special creatures than other ones. They are special because the brain has healthy ideas or called Intelligence Quotient (IQ), and also humans have the Emotional Quotient (EQ) and Spiritual Quotient (SQ).

Intelligence Quotient (IQ) are minimal competition requires. But to reach the top achievement, spiritual quotient had the bigger act. In other words, intelligence and spiritual quotient, both need to develop to reach the successful. But to get the special output, spiritual quotient must be developed more optimal.

Intelligence Quotient (IQ) can be optimal developed by understanding how the human's brain system works and a set of practical exercises. To do that, let's start to discuss our self by examine the human's brain.

The emotional quotient was just known at middle 90's with the appearance of Daniel Goleman's book: *Emotional Intelligence*. Truly, Goleman had done this emotional quotient (EQ) research for more than 10 years. He waited for a long time to collect the strong scientific evidences. Until when he had publication his research, Emotional Intelligence, got positive response from academic and practical.

Goleman (1999) explicit that emotional intelligence are skill to known our own fells, and skill to motivate our self, and skill to better emotional manage to our self and in relation with other peoples. Use Howard Gardner word, emotional intelligences are 2 skills: intrapersonal intelligence and interpersonal intelligence. This emotional intelligence harmony with the biggest spiritual man learned, *Illumination philosophy's builder*, Syihabuddin Suhrawardi al-Muqtul, "...he – Aristoteles- start talking to me in a appearance about idea that human must do first time observant about (problem) knowledge about his own realize, and then, observe (other mans knowledge) which out off his self (his realize)"

Emotional intelligences are difference skills, but completing each other, with academic intelligence, there are pure kognitif skills which measured by IQ. Although the higher IQ, but if low emotional intelligence give not much help. Many clever peoples, means graduated, but haven't emotional intelligence, in fact work under the man who have lower IQ but more skilful emotional intelligence.

Two kinds of this difference intelligence – intellectual and emotional intelligence – express activity of difference part of brain. Intellectual intelligence especially based to neokorteks work, layer which in the last evolution developed of brain. But the emotional centre's was at the deeper brain, at subkorteks which as evolution its more ancient; emotional intelligence effected by this emotional central work, but at harmony with intellectual centre's work.

Danah Zohar(2001) opinion, Spiritual Quotient (SQ) was "intelligence which footing on the part of our inside which connected with intelligent outer ego, or conscious soul. This intelligences are what we use not only for knowing the exist values, but also creatively find new values."

Khalil Khawari ( at Agus Nggermanto, 2005) opinion, Spiritual Quotient was faculty of our nonmaterial dimension – human's soul. This is the diamond which hasn't grinded that all of us have it. We must know it like the real, grind down until shining with big determined to do and use to get eternal happiness. Just like two other kinds of quotients, Spiritual Quotient can be rising up and falling down. But, the skill for rising seen unlimited."

With same opinion, Muhammad Zuhri (1993) gave attractive definition of SQ. IQ are human's quotient which, especially, used for human to relate with and manage the nature. Every man's IQ effected by his brain materials, which sure by genetic



factor. But IQ potentials were very large. EQ are human's quotient which, especially, used for human to relate with other peoples.

Someone's EQ effected by his own condition on the society, like tradition. Human's EQ potentials are bigger than IQ. SQ are human's quotient with the God. Every man's SQ are very big, and not limited by descents factor, surroundings, and other materials.

Those three quotient must be walk together to cooperate until become perfect human.

## **Conclusion**

This nation's complexity problems become unstopped issue. The blow of the crisis economical, political up to morality can't be avoidable. Education as one of the nation pillars was affected by those current multicrisis. Education building as fungtion to develop the skill and shape the character and also rise up nation civilization status, become priority to take an active action to handle the nation problem.

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Total Quality Management ( TQM ) even seen theoretical and philosophical, but the fact contains principal meaning which fundamental about effort to rise up the vocational education's quality. If these done with real desire, country problems like unemployment blow will not be decrease.

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