

PENINGKATAN LAYANAN MUTU PENDIDIKAN BERSTANDAR ISO 9001:2008 MELALUI PENGEMBANGAN MODEL *TOTAL QUALITY SCHOOL* DI SMK DIY

Oleh:

**Giri Wiyono, Setya Utama, dan Sunyoto
Fakultas Teknik, Universitas Negeri Yogyakarta**

Abstrak

Penelitian ini bertujuan untuk menghasilkan rancangan model *Total Quality School* di Sekolah Menengah Kejuruan (SMK) DIY yang dapat meningkatkan layanan mutu pendidikan berstandar ISO 9001: 2008. Desain penelitian ini adalah penelitian dan pengembangan (*research and development*). Penelitian dan pengembangan ini dirancang untuk dua tahap. Dalam penelitian tahap pertama ini dilakukan untuk mengumpulkan informasi guna menyusun suatu rencana model *Total Quality School* di SMK yang mengarah pada peningkatan layanan mutu pendidikan berstandar ISO 9001: 2008. Penelitian pada tahap pertama ini dilaksanakan di sejumlah Sekolah Menengah Kejuruan (SMK) Negeri dan Swasta di Daerah Istimewa Yogyakarta (DIY), yang meliputi: (1) Bantul, (2) Gunungkidul, (3) Kulonprogo, (4) Sleman, dan (5) Yogyakarta. Populasi penelitian ini adalah seluruh SMK Negeri dan Swasta yang ada di Daerah Istimewa Yogyakarta (DIY) berjumlah 211 SMK. Sampelnya adalah SMK Negeri dan Swasta yang sudah memperoleh sertifikasi Sistem Manajemen Mutu (SMM) berstandar ISO 9001:2000 (ISO 9001:2008), atau sedang mengajukan proses sertifikasi Sistem Manajemen Mutu (SMM) berstandar ISO 9001:2008 yang berjumlah 110 SMK.

Berdasarkan atas hasil pengujian *first order* dan *second order* CFA, dan sintesis dari model *Total Quality School* dapat disimpulkan sebagai berikut: (1) Model pengukuran dalam penerapan model sistem manajemen mutu berstandar ISO 9001: 2008 di SMK dilakukan melalui 8 dimensi, yaitu: keterlibatan total, fokus pada pelanggan, pendekatan proses, pendekatan sistem, pendekatan fakta untuk pengambilan keputusan, perbaikan berkesinambungan, hubungan pelanggan yang saling menguntungkan, dan kepemimpinan; (2) Rancangan model *Total Quality School* berstandar ISO 9001:2008 di SMK yang mengarah pada peningkatan layanan mutu pendidikan mempunyai 6 prinsip utama sebagai pilar mutu, yaitu: keterlibatan total, fokus pada pelanggan, pengukuran, perbaikan berkesinambungan, kepemimpinan, dan komitmen.

Kata kunci: Sekolah Menengah Kejuruan, Manajemen Mutu Terpadu, Sekolah Bermutu Total.

The Improvement of Education Service Quality of ISO 9001:2008 Standard Through Development of Total Quality School Model at the Vocational High Schools in Yogyakarta Special Region

By:

Giri Wiyono, Setya Utama, and Sunyoto
Engineering Faculty, Yogyakarta State University

Abstract

The objective of this research was to produce a design of Total Quality School model at the Vocational High Schools in Yogyakarta Special Region for improving the service of education quality based on ISO 9001: 2008 standard. The design of this research was research and development. This research and development was drafted for two stages. In this first stage research was carried out to gather information in order to compile a Total Quality School model plan at the Vocational High Schools in Yogyakarta Special Region which led to improving the service of education quality based on ISO 9001: 2008 standard. This first stage research was carried out at the Public and Private Vocational High Schools located in Yogyakarta Special Region, covering Bantul, Gunningkidul, Kulonprogo, Sleman and Yogyakarta. The populations were the Public and Private Vocational High Schools in Yogyakarta Special Region which were 211 schools. The samples were 110 the Public and Private Vocational High Schools which had already been certified with the Quality Management System of ISO 9001:2000 (ISO 9001:2008) standard, or those schools that were proposing certification process of the Quality Management System of ISO 9001:2008 standard.

Based upon the results of testing first order and second order CFA (Confirmatory Factor Analysis), and the synthesis from the Total Quality School model can be concluded as follows: (1) the measurement model in the implementation of the model of the Quality Management System of ISO 9001:2008 standard at the Vocational High Schools carried out through 8 dimensions, namely: the total involvement, the focus on customers, the process approach, the system approach, the fact approach for decision making, the continuous improvement, the customer's mutually beneficial relations, and leadership; (2) the design of Total Quality School model based on ISO 9001:2008 standard at the Vocational High Schools which led to improving the service of education quality had 6 main principles as the pillar of the quality, that is: the total involvement, the focus on customers, the measurement, the continuous improvement, leadership, and the commitment.

The keywords: *The Vocational High Schools, Total Quality Management, the Total Quality School.*