

# Relationship Between Total Quality Management In Education Performance

Ratna Sari Dewi

**Abstract:** Total Quality Management (TQM) Higher education needs to be applied to the education system is that the people working collectively, not individually. With TQM will force the better good man, and less well were forced to be good. In addition, the quality of education will be obtained TQM appropriate targets or goals set by the consistent quality of graduates. This study aimed to assess the effect Quality management Total Education (TQME) on Knowledge Management (KM) and the performance status Prodi College State University. Studies conducted at the State University at Makassar three, namely, Hasanuddin University, Makassar State University (UNM) and Alauddin State Islamic University of Makassar. Prodi entire population is that of the three state universities in Makassar as well as samples. Respondents were faculty representing each department of the state university of the third. The analysis technique used is the Generalized Structured Component Analysis (GSCA) by using software GesCa. The results showed that the total management Education Quality significant direct effect on Knowledge management, Knowledge management while direct and significant impact on performance Prodi. Interesting result of this study is that the effect of total quality management is not a significant effect on performance Prodi. The Role of Knowledge Management mediate perfect (complete mediation) Total Quality management influences on performance Prodi. This suggests that total quality management is not direct determinants Prodi performance, but its existence is important to the increased input of knowledge management in an effort to improve performance.

**Keywords:** Education Total Quality Management, Knowledge Management, and Performance.

## 1 INTRODUCTION

The data show that a strong and victorious nation on earth is the nation's scientific knowledge and technology. With master the science and technology, then a country can export to other countries, which means an influx of foreign exchange for the exporting country, can even use it to explore and process natural resources that have a high added value. It makes a paradigm shift in the power and glory of the state suatau resourced-based shift to knowledge-based. The implications of this paradigm shift is, any nation state and the master of science and technology will be especially supported by the ownership of natural resources there will be a strong country and triumphed in almost all aspects of life. Competition among countries to master the science and technology requires qualified human resources and highly competitive. The issue of quality of service is low and unsatisfactory public sector has pushed for reforms in all sectors. Various concepts of "new public management" which proved very successful in the private sector / business attempted to be adopted and implemented. Total Quality Management (TQM) as one of the concept seems to have become a pretty popular reform strategy to develop the organization in order to improve the quality of service. Although TQM emerging and growing business sector, but since the 1990s, several countries such as USA, UK, Canada, and France have practice on public sector organizations Indonesia entered a new era of reform decade, the debate about the need to make improvements to quality management in general and in particular in the framework of TQM optimal service to the public (society) has a very strong relevance.

There are several reasons that may underlie them. First, the critical level of the higher society has been demanding needs for improved services to be provided by the public sector. Secondly, the impact of globalization on various sectors has prompted the need to improve the ability of public sector organizations to be competitive. Suitable least TQM adopted in the public sector has become a long debate. This is due to the application of TQM in the public sector is not just a technical issue. As noted by White and Wolf (1995a, 1995b) that the application of these ideas means the application of management theory and political theory. As a result, there will be some significant changes, such as bulkhead bulkhead and competition among units within the organization will be lost, more performance appraisal based on teamwork rather than individual, and prioritize response to consumer interests than simply maintaining the organization's needs. White and Wolf further said that TQM characteristics appeared more directed at the "communistic" and "un American" which is a value that is contrary to American individualism where individual achievements to get very respectable place. According Switzerland (1992), Morgan and Murgatroyd (1994), there are several problematic conditions that must be seriously considered before adopting TQM in the public sector. First, the ideas developed by Deming is rooted in statistical techniques, making it very difficult to put that idea in orthodox. Second, how to satisfy consumers, because in the context of public sector organizations determining consumer is very difficult to be identified. Third, public sector organizations menganutaliran weberiansangat not fit with the model of management. Fourth, the characteristics of public organizations are difficult to adapt to changes in the change itself. Is so not likely to adopt TQM in order to improve the quality of the public sector? Looking at the history of the success of TQM in Japan, America and Europe, which goes beyond the limits of culture of different countries, where TQM is derived from a particular culture could actually survive and thrive living in another culture. TQM ideology of collectivism was able to grow in culture individualism, because it is not impossible TQM culture is transferred from private organizations / businesses to public sector organizations in culture. The reason why Total Quality Management (TQM) Higher education needs to be applied to the education system

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is that the people working collectively, not individually. With TQM will force the better good man, and less well were forced to be good. In addition, the quality of education will be obtained TQM appropriate targets or goals set by the consistent quality of graduates (istiqomah). One methodology to obtain quality graduates is to implement TQM.

## 2 RESEARCH METHOD

The location and design of research studies

This research was conducted in the city of Makassar on three (3) State Universities, the University of Hasanuddin (UNHAS) Makassar State University (UNM) and Makassar State Islamic University (UIN).

Population and Sample

The unit of analysis in this study is a graduate study program and which at the same time as the study population, in which quality - Prodi Prodi is a picture of the totality of the conditions of the college in general. Undergraduate and graduate study programs at the State University of Makassar in South Sulawesi totaling 260 study programs. The data required in this study consisted of primary data (Cross - Section Data) obtained from the results of a field survey and secondary data as needed to support the discussion of this study. The primary data required in this study were collected by conducting field research that is, directly to the public university in Makassar in South Sulawesi, namely the University of Hasanuddin, Makassar State University and Alauddin State Islamic University. Secondary data was collected through each department of a department of exact data on how many non-exact sciences and in the three State universities in Makassar Causal relationships are formulated in this study using a model that is not simple, it is seen that the presence of the variables in the model that dual role, namely the variable Knowledge Management. On the one hand, such variables as the dependent variable in relation to TQM Education but become independent variables in relation to performance variables Prodi. Form of causal relationship like this requires an analysis tool that is capable of simultaneously explaining about the relationship, so that the inferential statistical methods that can be used in the data analysis of this study is the Generalized Structured Component Analysis (GSCA).

## 3 RESULT

Characteristics of Respondents

It can be seen that the number of respondents from non-exact sciences dominate Prodi sebanyak 125 respondents or 61% compared to the exact number of study programs by 80 respondents or 39%. While the number of respondents who filled out questionnaires as most of univesritas Hasanuddin 126 respondents or 61.5%, then from the Islamic University of Alauddin were 44 respondents, or 21.5%, and the very least fill the respondent is the State University of Makassar total of 36 respondents, or 17.0%. The number of respondents who represent each university was dominated by respondents from Hasanuddin University (UNHAS) sebanyak 126 respondents representing Prodi or 61.5%. Respondents were representative of the study program in Makassar State University (UNM) is sebanyak 35 respondents representing 17% or Prodi. While the number of respondents who represent Prodi from Makassar Alauddin State Islamic

University (UIN) is as much as 44 respondents or 21.5% representing Prodi. Based on respondents' gender male larger number is 136 people or 66.3% of female respondents than the number of 96 persons or 33.7%. The composition of respondents by age, showed that the majority of respondents are in the mature adult age 25-35 years and 67 respondents or 32.7%, age 36-45 years sebanyak 59 respondents or 28.8% and 46-55 years 48 respondents or 23, 4%. More aged 56-65 know sebanyak atau 16 respondents, 8% under the age of 25 epidemic and 15 respondents or 7.3%. Composition levels responden most respondents were educated S2 121 respondents or 59%. Then s2 educated 50 respondents or 24.4% and the palingsedikit educated respondents atau 15 S131, 1%. The composition of the respondents according to years of service by provoking works are respondents under 10 years as many as 83 people atau 40.5%. The number of respondents working period is the period of greatest works 6 to 10 years as many as 74 people, or 28%, followed by respondents with a service life of 16 to 20 years as many as 53 people, or 20%, the next work period of 11 to 15 years 49 or 15%, 16 to 20 years of service as many as 30 people or 12%, age 21 to 25 years there were 29 respondents, or 11%, and service life of over 26 years consisted of 11 respondents, or 5%. Results computing latent variable measurement model of Total Quality Management education (TQME) in Table 24, it appears that the four indicators, namely: Plan / Planning (X1.1), Do / application (x1.2), Chek / examination (X1.3), and Act / follow-up (X1.4) valid for use in the measurement of latent variables reflect the total quality management education is evidenced from the estimated value of the loading fourth overall indicator variable has a value greater than 0.50 and CR value is significant at 95% confidence level. Reflect that all correlations among all variables are positive and significant indicators reflect the latent variables in Total Quality Management education (TQME). Indicators Chek / examination has the estimated value of the highest factor loading (0.978) among the four indicators, so it can be said that Chek / inspection is the most dominant in reflecting the variable Total Quality Management education (TQME). The results of the analysis of data obtained AVE value of 0.704 is greater than 0.50 can be said that the latent variable constructs Total Quality Management education (TQME) has good discriminant validity. Thus, the instrument used to measure the variables of Total Quality Management education (TQME) meets the criteria of discriminant validity. Furthermore, the results of data analysis showed that the alpha value of 0.846 was obtained, which means that the variable Total Quality Management education has a good reliability because composite is greater than 0.60. It can be concluded that the research instruments used in the variable Total Quality Management education (TQME) has met the criteria for admission of the four indicators of measurement because it has high compatibility and reliability. The results of testing the effect of education on Total Quality Management Performance Program with path coefficient value estimate for 0.164 with positive direction. This means that the relationship between Total Quality Management education with Performance Studies Program unidirectional but not much effect even almost no effect. The critical point (CR) at 1:51 is not significant at the 95 percent confidence level. The results of the study does not prove the hypothesis that Total Quality Management education has no significant effect on the

Performance Studies Program . That is Total Quality Management education has no effect and is not directly significant to the performance Prodi . Thus , the hypothesis empirically Total Quality Management education has positive and significant effect on Konerja Program rejected . The results of this study are also consistent with research conducted by Syamsul Bahri ( 2012) on manufacturing companies in Makassar where the variable relationship Implementation of Total Quality Management is not significant to the Company's performance . Empirically it can be concluded that the results of this study extend and develop the results of previous investigators ( Syamsul Bahri ) Total quality management where no significant effect on the performance of both the company's profit-oriented and education institutions that are non - profit oriented (social)

## 4 Conclusion

### 4.1. Conclusion

The results of testing the effect of education on Total Quality Management Performance Program does not have a significant effect on the Performance Studies Program . That is Total Quality Management education has no effect and is not directly significant to the performance Prodi . It is recommended to improve program performance study by using total quality management education variable should use another variable Knowledge management mediation.

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