

ABSTRAK

Dini Nurmaharani, 2023 Manajemen Mutu Terhadap Layanan Pendidikan Dasar di Kabupaten Lombok Timur. Tesis. Program Studi Magister Administrasi Pendidikan, Pasca Sarjana Universitas Mataram. Pembimbing I, Dr. Sudirman Wilian, M.A, Pembimbing II, Prof. Dr. Agus Ramdani, M.Sc.

Penelitian ini bertujuan untuk mengetahui perencanaan, pengorganisasian, pelaksanaan, dan evaluasi mutu layanan pendidikan dasar di dua Sekolah Dasar Negeri di Kabupaten Lombok Timur. Metode penelitian yang digunakan adalah penelitian kualitatif deskriptif. Lokasi penelitian adalah SDN 3 Pancor dan SDN 4 Batuyang. Tehnik pengumpulan data dilakukan dengan cara interview/wawancara, observasi, dan dokumentasi. Teknik analisis data menggunakan teknik analisis data menurut Miles, Huberman dan Saldana. Kegiatan analisis data meliputi tiga tahap yaitu: reduksi data, penyajian data, dan penarikan kesimpulan serta verifikasi. Informan penelitian adalah Kepala Sekolah, Guru Kelas, Wakil Kurikulum, Wakil Sarana Prasarana, Wakil TIK, dan pengelola anggaran (Bendahara). Hasil penelitian ini menunjukkan bahwa: (1) Perencanaan antara kedua sekolah disusun sesuai dengan visi, misi, dan tujuan sekolah. SDN 3 Pancor telah melakukan pengembangan kurikulum, sarana prasarana tercukupi, serta kualitas SDM sekolah, pengembangan jaringan teknologi dan pengembangan pembelajaran berbasis teknologi telah sesuai kebutuhan dalam perencanaan. Sedangkan SDN 4 Batuyang belum sesuai; (2) Pengorganisasian antara kedua sekolah dilakukan dengan tahapan yang sama; (3) Pelaksanaan disesuaikan dengan perencanaan dalam manajemen. Akan tetapi ada beberapa perbedaan yang dilakukan antara SDN 3 Pancor dengan SDN 4 Batuyang yaitu sosialisasi, dan integrasi teknologi pada manajemen hanya dilakukan oleh SDN 3 Pancor; (4) Evaluasi lebih sering dilakukan oleh SDN 3 Pancor dari pada SDN 4 Batuyang. SDN 3 Pancor melakukan evaluasi minimal 3 kali dalam satu tahun ajaran, sedangkan SDN 4 Batuyang melakukan evaluasi minimal 2 kali dalam satu tahun ajaran. Evaluasi dilakukan terhadap lulusan, penilaian akademik dan non akademik, prestasi sekolah, raport pendidikan, dan tingkat akreditasi sekolah. Kesimpulan menunjukkan bahwa SDN 3 Pancor telah melaksanakan tahapan manajemen mutu sesuai dengan kriteria mutu dalam Standar Nasional Pendidikan Republik Indonesia. Sedangkan SDN 4 Batuyang belum melaksanakan manajemen mutu sesuai dengan kriteria mutu dalam Standar Nasional Pendidikan Republik Indonesia.

Kata Kunci: Manajemen Mutu, Layanan Pendidikan Dasar

ABSTRACT

Dini Nurmaharani, 2023, *Quality Management of Basic Education Services at East Lombok Regency*. Thesis. Master of Education Administration Study Program, Postgraduate Program of Mataram University. Supervisor I, Dr. Sudirman Wilian, M.A, Supervisor II, Prof. Dr. Agus Ramdani, M.Sc.

This study aims to determine the planning, organizing, implementing, and evaluating the quality management of basic education services in two public elementary schools in East Lombok District. The research method used is descriptive qualitative research. The research location is SDN 3 Pancor and SDN 4 Batuyang. Data collection techniques in this study were conducted by means of interviews/interviews, observation, and documentation. Data analysis techniques use data analysis techniques according to Miles, Huberman and Saldana. This data analysis activity includes three stages, namely: data reduction, data presentation, and drawing conclusions and verification. The validity technique is carried out by testing credibility, transferability, dependability, and confirmability. The research informants were school principals, class teachers, curriculum representatives, infrastructure representatives, ICT representatives, and budget managers (treasurers). The results of this study indicate that: (1) The planning between the two schools was prepared according to the school's vision, mission and goals. SDN 3 Pancor has carried out curriculum development of technology networks, development of technology-based learning in accordance with the needs planning. While SDN 4 Batuyang is not yet appropriate; (2) The organization between the two schools is carried out in the same stages; (3) Implementation is adjusted to planning in management. However, there are some differences between SDN 3 Pancor and SDN 4 Batuyang namely socialization and technology integration in management is only carried out by SDN 3 Pancor; (4) SDN 3 Pancor more often evaluates than SDN 4 Batuyang. SDN 3 Pancor conducts evaluations at least 3 times in one school year, while SDN 4 Batuyang conducts evaluations at least 2 times in one school year. Evaluations are carried out on graduates, academic and non academic assessments, school achievements, educational report cards, and school accreditation levels. The conclusion shows that SDN 3 Pancor has implemented quality management in accordance with the quality criteria in the National Education Standards of the Republic of Indonesia, so that the desired quality of education is achieved. Meanwhile, SDN 4 Batuyang has not implemented quality management in accordance with the quality criteria in the National Education Standards of the Republic of Indonesia.

Keyword: Quality Management, Basic Education Services