



Implementation of Integrated Quality Management in Islamic Boarding School Education

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Abstract. This study aims to examine the implementation of integrated quality management in Islamic boarding school education in Karawang Regency. The research method used is qualitative with a case study approach. Data was collected through in-depth interviews, observations, and analysis of documents related to quality management at the Nihayatul Amal Karawang Islamic boarding school. The results showed that the implementation of integrated quality management in Islamic boarding schools in Karawang Regency experienced various challenges and achievements. Factors such as management support, stakeholder involvement, and understanding of integrated quality management concepts affect the success rate of implementation. Efforts to improve the qualifications of educators, curriculum updates, and optimization of the use of information technology are also determining factors in achieving a better quality of education. This research contributes to an in-depth understanding of the implementation of integrated quality management in the context of Islamic boarding school education in Karawang Regency. These findings are expected to form the basis for the development of more effective and efficient education policies at the local level, and can provide inspiration for other Islamic boarding schools in improving the quality of education.

Keywords: Quality, Community, Education

1 Introduction

Pondok Pesantren is the oldest religious educational institution in Indonesia. However, pesantren face several problems in improving the quality of their education. According to Baharuddin, the weakness of Islamic boarding schools is caused by several factors, namely: 1) weaknesses in the managerial field, where the education system tends to be exclusive and less open, 2) the low quality of human resources both input and education personnel; 3) low quality of educational achievement produced and 4) not good public interest and support as stakeholders of Islamic education. Islamic boarding schools are Islamic educational institutions filled with religious teaching, including classical books and other Islamic laws [1].

This is a special educational institution in Indonesia that has tested its independence in the midst of society. Initially, Islamic boarding school activities began in mosques,

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but over time, huts were built as residences for students. In addition to studying religious sciences, they also delved into modern general sciences [2]. Linguistically, the term pesantren comes from the union of the word "santri" with the affix pe- at the beginning and -an at the end, forming the word pe-santri-anything which means "shastri" or disciple. The origin of the word pesantren can be traced to Indian languages, specifically from the word shastri which refers to those who have knowledge of Hindu religious books or are experts in Hindu literature [3]. Shastri itself comes from the word shastra which refers to sacred books, both in the context of religion and science.

The importance of improving the quality of education in Islamic boarding schools is a task that must be overcome with a positive attitude by Islamic Education institutions. Improving the quality of education, involves monitoring on various aspects, including the quality of inputs, processes, outputs, and final results. The management strategy of improving the quality of Madrasah is an important step to improve the quality of education by transferring decision-making authority from the central government to the regional level and to each Madrasah or School [4]. The essence of Madrasah quality improvement management is a strategic approach to improve the quality of education through giving responsibility and decision-making authority to the head of the Madrasah. This process involves active participation from both Madrasah personnel and community members as a whole. It should be noted that the word "quality" is of English origin, which refers to a measure of the good and bad of an object, its content, level of proficiency, or intelligence [5].

The Total Quality Management (TQM) approach is a method that aims to increase the competitiveness of an organization by making continuous improvements to its products, services, workforce, processes, and environment. In the context of education, Integrated Quality Management (Total Quality Management), A philosophy that emphasizes continuous improvement, providing each educational institution with a series of practical tools to meet the needs, wants and expectations of its customers, both current and future [6]. Education today demands changes in attitudes and behavior from all components of Madrasah, including the head of Madrasah, teachers, administrative staff, parents, and the community. They need to see, understand, help, and act as monitors who carry out monitoring, evaluation, and management of schools. All these steps are supported by the management of a representative and valid information system [7]. Quality improvement does not happen by itself and it must be planned. Quality should be an integral part of an institution's strategy, and its approach should be systematic through the strategic planning process. Strategic planning is considered a crucial part of total quality management. Integrated Quality Management has a very important urgency in the context of Islamic boarding school education in Karawang Regency [8]. In facing the dynamics of modern education, the application of Integrated Quality Management is the key to improving the quality and competitiveness of pesantren. Through this approach, pesantren can integrate important aspects such as curriculum, teaching, human resource development, and institutional management holistically. This not only supports the achievement of religious education goals, but also prepares students to compete in the global era. Integrated Quality Management provides a solid foundation to monitor and evaluate the performance of pesantren on an ongoing basis,

ensuring that pesantren in Karawang Regency can significantly contribute in shaping the character and knowledge of quality young generation[9].

Nihayatul Amal Islamic Boarding School in Karawang is an Islamic educational institution that has an important role in shaping the character and science of its students. In the context of quality management, this Islamic boarding school is faced with a number of challenges that need to be overcome in order to improve the quality of education and its management. One of the problems that can be identified is the lack of a structured and integrated quality management system in the Islamic boarding school. The need for improvement in this aspect is crucial to improve the efficiency, effectiveness, and accountability of the entire educational process at Nihayatul Amal Islamic Boarding School. In addition, aspects of technology and human resources are also an integral part of the quality management of Islamic boarding schools. Another challenge faced is the limited understanding of the application of technology in managing administration, learning, and communication among internal and external stakeholders. The sustainability and development of human resources owned by Islamic boarding schools also need to be considered in order to be able to answer the demands of the times and the needs of students. Therefore, a deep understanding of this issue can be an important foothold in designing a comprehensive strategy and action plan to improve quality management at Nihayatul Amal Islamic Boarding School Karawang.

2 Method

The Type of study that the writer uses in the essay is the field (Field Research), Qualitative research methods are also often called naturalistic research methods because the research is carried out in natural conditions. Qualitative research method is a research approach based on philosophical foundations, applied to investigate in a scientific context (experiment) where the researcher serves as the main instrument, data collection and analysis techniques focus more on qualitative aspects with emphasis on interpretation of meaning [10].

The place of this research is the Islamic boarding school Yayasan Pondok Pesantren Nihayatul Amal Purwasari (YAPPNA) built on 1,250 m² of land which is the waqf land of H. Sholeh's family, located in Serang Hamlet, RT 09, RW 05, Mekarjaya Village, Purwasari District, Karawang District, West Java Province. The education levels managed are Pondok Pesantren Putra dan Putri, Madrasah Tsanawiyah (MTs) in 1989, Madrasah Aliyah (MA) in 1995, Madrasah Ibtidaiyah (MI) in 2007 and Raudhatul Athfal (RA) Level in 2018. Furthermore, the collection of data in this study was by interview method to the head of the foundation, namely H. Achmad Yusuf, free guided interviews refer to the interview process where questions are asked freely, but still follow the interview guidelines that have been prepared. Questions can develop as the interview progresses, and the main purpose of this method is to obtain relevant information related to the research.

3 Result and Discussion

3.1 The Concept of Integrated Quality Management in Nihayatul Amal Karawang Islamic Boarding School Education

Nihayatul Amal Islamic Boarding School in Karawang Regency adopts the concept of Integrated Quality Management as a strategic framework to improve the quality of education. Integrated Quality Management is implemented with the aim of harmonizing various aspects of management, including administrative, academic, and character building, in an effort to achieve high quality standards. In the context of pesantren education, where Islamic values and character development are very important, Integrated Quality Management is integrated with Islamic boarding schools' religious values and traditions, creating a holistic approach to quality management [11].

The Integrated Quality Management Process at Nihayatul Amal Islamic Boarding School involves a fairly mature planning process, where the vision and mission of Islamic education are integrated with national quality standards. By understanding the principles of Quality Management, Islamic boarding schools can adjust educational programs, identify performance indicators, and establish measurable evaluation methods. In this case, Islamic boarding schools' leadership role becomes crucial, overseeing the implementation of Integrated Quality Management and ensuring the involvement of all stakeholders, including teachers, students, and parents. Implementing integrated quality management at Nihayatul Amal Islamic Boarding School also focuses on fostering human resources, including teachers and support staff. By applying the concept of Integrated Quality Management, Nihayatul Amal Islamic Boarding School in Karawang Regency shows that quality management can be integrated with Islamic values, creating a balanced and holistic educational environment. These Islamic boarding schools set high quality standards, creating a strong foundation for quality and competitive Islamic education.

3.2 Integrated Quality Management Process at Nihayatul Amal Islamic Boarding School Karawang

This process begins with planning involving relevant parties such as managers, teachers, and school committees. The implementation plan is prepared by considering the unique characteristics of the Islamic boarding school, including religious and cultural values that are the main identity. Furthermore, the implementation is carried out gradually and is participatory, involving all Islamic boarding school community elements. Educators are involved in developing curricula that are relevant to the educational needs of pesantren, while managers are responsible for ensuring infrastructure and other supporting resources are well available [12].

The integrated quality management process in Islamic boarding schools also faces challenges faced during the process. One of the main challenges is adjusting to the changing mindsets and practices of managers, teachers, and students. Some people may be resistant to significant change, so an effective communication and training approach

is needed to ensure full understanding and support from all parties concerned. In addition, coordination and collaboration among stakeholders are also the focus of overcoming obstacles that arise during implementation. The results of the evaluation of the implementation stage showed positive improvements in various aspects of education at the Nihayatul Amal Islamic Boarding School. Students' academic performance has improved, and their participation in extracurricular and religious activities has also increased. Improving the quality of educational facilities and infrastructure facilities positively impacts teaching and learning conditions in Islamic boarding schools. Overall, the results of the implementation of this stage provide an overview of positive changes in the implementation of education at Nihayatul Amal Islamic Boarding School, Karawang.

3.3 The Relationship of Integrated Quality Management to the Quality of Education at Nihayatul Amal Islamic Boarding School Karawang

Nihayatul Amal Islamic Boarding School in Karawang has managed to experience significant changes in the quality of its education after implementing a series of changes and improvements in the management system. The academic aspect, one of the main criteria for the quality of education, has improved well. The students showed improved achievement in academic examinations and assessments, reflecting the effectiveness of the changes implemented in teaching and learning methods. In addition, the implementation of a more structured and continuous evaluation system helps detect students' individual needs, allowing for a more personalised approach to providing guidance and support [13]. The influence of the implementation of integrated quality management in Nihayatul Amal Islamic Boarding School can also be observed in the development of student character. Special programs introduced to reinforce moral, ethical, and leadership values have contributed greatly in shaping the student's personality. Awareness of Islamic values has also deepened, creating an environment where religious education is not only part of the curriculum, but also reflected in behavior.

The importance of involving stakeholders in the education process is also a significant result of the implementation of changes at Nihayatul Amal Islamic Boarding School. The involvement of parents, teachers, and the surrounding community has increased substantially. This creates a strong bond between the Islamic boarding school and the community, which in turn provides further support for the development and continuity of positive change. Thus, the implementation of integrated quality management in Islamic boarding schools not only has an impact on the quality of education, but also strengthens positive relationships with the surrounding environment.

3.4 Challenges and Solutions in the Implementation of Integrated Quality Management at Nihayatul Amal Islamic Boarding School Karawang

Nihayatul Amal Islamic Boarding School in Karawang Regency faces a number of challenges in adopting an integrated quality management approach to improve the quality of education. One of the main challenges faced is the lack of initial understanding of the concept of quality management and how to integrate it in the context of pesantren.

To overcome this, pesantren have engaged teaching staff and managers in intensive training to understand the basic concepts of quality management and identify how best to apply them in the pesantren educational environment. In addition, logistical and resource issues are another challenge. Islamic boarding schools generally have limitations in infrastructure and funds, so adjustments need to be made so that implementation runs effectively. In this context, Nihayatul Amal Islamic boarding school has sought solutions through cooperation with institutions or organizations that can provide financial or technical support. This cooperation not only provides additional resources, but also opens up opportunities for the exchange of knowledge and experience [14].

In overcoming these challenges, Nihayatul Amal Islamic boarding school creates a collaborative environment among all stakeholders. Open communication and active participation from the entire pesantren community are key solutions. In addition, the implementation of performance measurement systems and feedback mechanisms regularly assists pesantren in identifying areas of improvement and measuring progress in quality management implementation. As a result, Nihayatul Amal Islamic boarding school in Karawang Regency overcame several challenges and achieved positive changes in the quality of their education. Through cooperation, open communication, and the implementation of a continuous evaluation system, these pesantren have realized their vision to provide high-quality education that covers academic aspects and character for students.

4 Conclusion

In the findings of this study, based on the results and discussions found, it can be concluded that the concept of Integrated Quality Management has become a strong foundation for improving the quality of education at Nihayatul Amal Islamic Boarding School, Karawang. The implementation of Integrated Quality Management not only involves administrative and academic aspects, but also unites religious values and pesantren traditions, creating a holistic approach in quality management. Strong leadership plays a crucial role in ensuring effective implementation, focusing on training and developing human resources.

The positive impact is also seen in the character development of students and stakeholder involvement, which has strengthened the relationship between pesantren and the surrounding community. Despite facing initial challenges, collaborative efforts, open communication, and the continuous implementation of evaluations have helped Nihayatul Amal Islamic Boarding School overcome obstacles and achieve their vision to provide high-quality education that covers academic aspects and character for students. The successful implementation of Integrated Quality Management in Islamic boarding schools provides inspiration and positive examples for other Islamic boarding schools that want to improve the quality of their education.

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