

The Implementation of Total Quality Management of Employee Performance by Improving Quality Service in Administrative in a School

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Abstract: Integrated quality management or Total Quality Management (TQM) interpreted as a combination of functions in company into a holistic philosophy based on the concepts of quality, teamwork, productivity and understanding and customer satisfaction. In addition, integrated quality management defined as a management system that elevate quality as a business strategy oriented to customer satisfaction by involving all members of organization. The existence of employees is the most important aspect for implementation of organizational plans that have been determined.. Employee performance will reflect the performance of the organization. With this TQM technique, it improve employee performance and improve the quality of service to students who main customers. Research conducted at Al Washliyah 3 Medan Vocational High School apply this TQM. The results showed that employee performance much better and its quality can be improved by applying the implementation of the TQM. With the existence of a pillar or TQM indicator, the success of management of an institution or organization at Al Washliyah 3 Medan Vocational High School can be measured.

Key word: Tqm • Employee Performance • Quality • Service

INTRODUCTION

Integrated quality management defined as management system that elevated quality as a business strategy and oriented to customer satisfaction by involving all members of organization. Referring to that conception, it can be seen that integrated quality management adjusted to essential of schools humanitarian service organizations through the development of quality learning, to enhance graduates as expected. The existence of employees is the most important aspect for the realization of organizational that have been set. The role of human resources will important when entering an era of globalization which full of defiance's. Therefore, it became a necessity for organizations to cognize to human resource management. Moreover, failure in managing human resources in organization will bring organization harm and not achieving the objectives that have been set and vice versa. How to deal with these challenges with improved the performance of its employees. Employee performance

will reflect the performance of organization. Performance is the result of quality and quantity of work achieved by an employee in carrying out their duties with responsibilities. Several surveys showed many companies experience issues in developing total quality management (TQM) [1].

Literature Review: Definition of Total Quality Management diverse. According to Total Quality Management is an approach in business to maximize organizational competitiveness through continuous improvement of product, service, human, process and its environment [2]. Meanwhile, Total Quality Management is one of the patterns of organizational management contain procedures that can be used by everyone to improve performance continuously. The definition of Total Quality Management expressed by experts in general are same, namely a management system that elevate quality as a business strategy and is oriented to customer satisfaction by involving all members of organization [3].

Basically the concept of Total Quality Management contain three elements as follows [4]:

- Customer value strategy
- Organizational system
- Continuous quality improvement

Employee performance is something that achieved by employees, work performance that considered by them, work ability related to the use of office equipment. Performance is a function of motivation and ability to complete tasks or work of a person should have a certain degree of willingness and level of ability [5].

Furthermore, quality is a dynamic condition that affects products, services, people, processes and environments that meet or exceed expectations while service is an act to fulfil consumer needs and desires for satisfaction customer itself. Administration etymologically is the activity of providing assistance in managing information, managing people, managing property towards an objective gathered in organization.

The quality of administrative services is activities by the organization to fulfil customer expectations through planning, organizing, monitoring, evaluating, compiling, recording data and information systematically and continuously in order to achieve customer satisfaction. Moreover, part of administrative services is [6]:

- Drafting
- Data recording
- Information

According to the researcher that the administration of education, especially school administration is a way to improve the effectiveness of educational elements in achieving goals. School administration include planning, organizing, supervising and evaluating and giving the direction to implementation of school especially in administration in school.

RESULTS

In this research there are several stages in testing research variables as follows:

Data Validity Test: From questionnaire given to respondents all questionnaires tested using data validity test and it could be used for the next research. The following is data reliability test. The data given from the three variables is realibe.

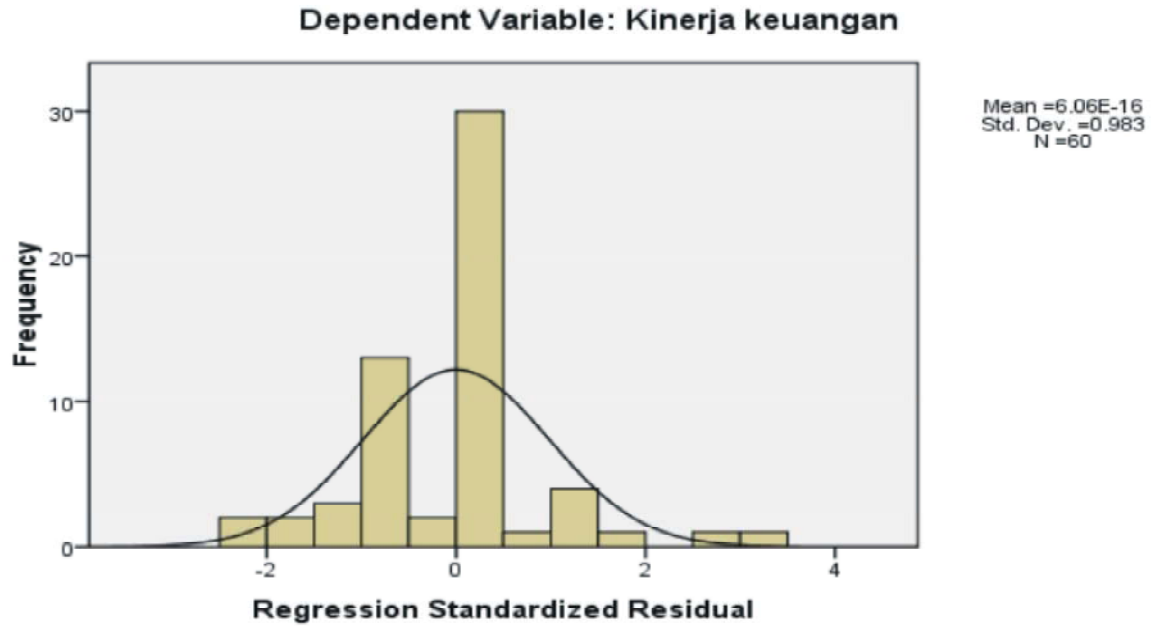
Table 3.9: Variable Instrument Reliability Test

No	Variable	Reliability	r table
1	TQM	0,840	0,48
2	Employee performance	0,842	0,48
3	Service quality	0,842	0,48

Classic Assumption Test

Normality Test: Normality test using graph analysis build by looking at the normal probability plot comparing cumulative d istribution and normal distribution. By looking at the normal plot graph display it can be seen that the data or points spread around the diagonal line, it can be stated that the regression model meets the normality assumption. The results of normality test using graph analysis can be seen below:

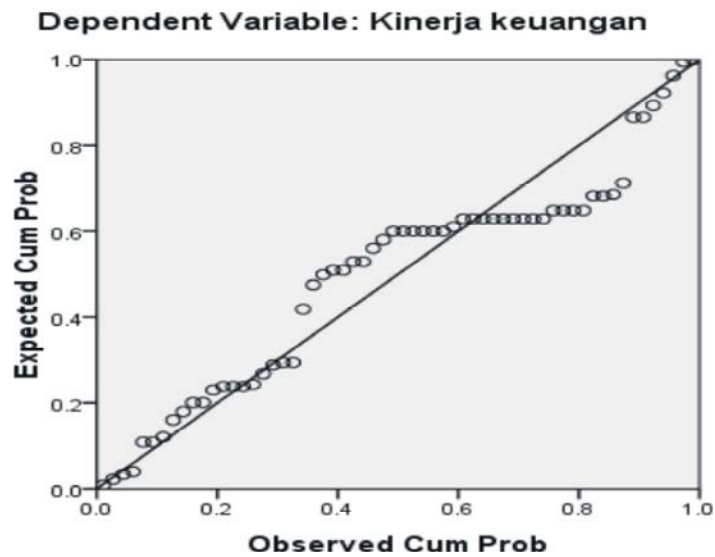
Histogram



Histogram Graph Figure

Based on histogram, it can be seen that the dependent curve and regression standard residual form a picture like a bell. Therefore, based on normality test, it is feasible to use even there is a slight slope. Another thing is the plot image that will be displayed in the following image:

Normal P-P Plot of Regression Standardized Residual



Plot Normal Chart Figure

Bivariate Correlation Analysis Test: Bivariate Correlation Analysis Test used to test hypothesis about the partial relationship of total quality management, employee performance with administrative service quality. Based on the results of hypothesis obtained as the following table below:

Bivariate correlation analysis test table

No	Variable	Reliability	r table
1	TQM	1	0,48
2	Employee performance	0,966	0,48
3	Service quality	0,981	0,48

To examine the relevancies of total quality management and employee performance with quality of administrative service at Al Washliyah 3 Medan high school the statistical used t test. If t count > t table, then Ho is rejected and Ha is accepted. Conversely, if the value of t count < t table, then Ho is accepted and Ha is rejected.

From table 5.10, calculated value of each variable in this research obtained. tcount value of each independent variable will be compared with t table value using a credence level (interval credence) of 95% or $\alpha = 0.05$, the t table value of 0.48 obtained. The partial hypothesis test results show that the total quality management variable (X1) has a t count (0.96) > t table (0.48), then the decision is to accept Ha and Ho is rejected.

It means that the variables indicate the variable total quality management and employee performance with the quality of administrative services at Al Washliyah 3 Medan Vocational High School very close and has a high value and employees and teachers understand the importance of total quality management useful can improve the quality and performance of employees at that school.

The relevancies of third variable between total quality management and employee performance with quality of administrative services at 3 Al Washliyah Medan Vocational High School: Implementation of Total Quality Management (TQM) is an approach to control the growth of employee participation. TQM is a formal and institutionalized mechanism that aim to find solution to any issues by putting pressure on participation and creativity among employees. Each cluster also act as a monitoring mechanism that helps the organization adjust to its environment and opportunities. Thus, it can be seen that TQM is a philosophy which always improve the

quality goods service and increase customer satisfaction as a long-term strategy. Meanwhile through administration with good services, it will produce optimal services and as expectation of school residents, thus the quality of administrative service greatly influences the efficiency and effectiveness of school operational activities in achieving customer expectations, internal and external customers. As a statement of Sondang P Siagian that administration is whole process implementation of decision that have been taken and its implementation generally carried out by two or more people to achieve predetermined goals.

CONCLUSION

Based on the results of data analysis and discussion explained, the researcher conclude:

- The relevancies between the Implementation of Total Quality Management with the quality of administrative services at Al Washliyah 3 Medan Vocational High School begin to be quite good and employees can carry out their duties with full of commitment from indicator questions in questionnaire.
- The relevancies between employee performance with the quality of administrative service at Al Washliyah 3 Medan Vocational High School also good because many employees able to improve the quality of service at school. With the increase of employee performance the better of service quality in that school.
- The relevancies between the implementation of TQM can be seen with the implementation of TQM that employee performance much better, with good employee performance the service quality at school will also good. Moreover, the implementation of TQM is a tool in success of schools in improving the quality of schools that follow the learning standards towards the industrial revolution.

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