Principal Interpersonal Communication in Decision Making And Policy Quality Improvement of MTs Ummi Lubuk Pakam

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***Abstract**.*

The focus of the study is: 1) Communication interpersonal heads of madrassas in decision making and policy improvement of quality ; 2) Factors supporting the communication interpersonal heads of madrassas in the decision -making improvement of quality ; 3) obstacles head of madrassas in communication interpersonal pengamblan decisions and policies quality improvement . The formulation of the problem in this study is how the leadership of the headmaster of MTs Ummi Lubuk Pakam in improving the quality of students and the purpose of this study is to determine the leadership of the principal of MTs Ummi madrasah in improving the quality of students. This type of research this qualitative research and data collection techniques are observation, interview and documentation. The results showed that communication interpersonal heads of madrassas run by the well. Head madrassa raised an issue and discussed by listening to the input and output of the entire teachers and residents of the school are related. Head madrassa apply the value of the family to the entire citizens of the madrasa, so that citizens maadrasah feel dihaargai and dibutuhkaan so was born the attitude of loyalty that high directed toward madrasah and a sense of belonging madrasa good so kesdaran to improve the quality of madrasah is born of the whole wargaa madraasah it alone Making decisions that applied the head of the madrassa with a system of deliberation for the sake of generating results that best. Efforts to improve the quality of students who performed at the school by offering several programs - Program madarasah and extracurricular to grow skills and mentality of the participants students with the purpose of generating a graduate of the best of the value of the attitude and knowledge.

Keywords: *Communication, Interpersonal, Decision Making, Policy Improvement*

1. INTRODUCTION

In the era of globalization in century 21 's , with the competition that is so tight and the continued development of world technology then with it , the government continues to improve the quality of all aspects of the development of the entire

sektor.Kompetitor of the whole aspect requires the public to continue to actively develop kualiatas.Dunia education is wrong a sector which plays a role important in generating sources of the power of man which is expected able to compete in century 21 ini.Perkembangan education in Indonesia already started berkembang.Berdasarkan report PISA (Program for International student Assessment) rankings education Indonesia in the world perched on the order of 62 world in reading. still in the bottom Singapore, Vietnam, and Tahiland. PISAA itself is a survey that tested the ability sisswa age of 15 years for three midwives, yaakni reading, math, and science . This survey was initiated by the Organization for Economic Cooperation and Development (OECD) (Rudy, 2005)[1].

Mulyasa (2009), Increasing the quality of education through the standardization and professionalization that is being done mature this requires understanding the various parties to the changes that occur in the various components of the system of education. Changes in education policy and from centralized to centralized have emphasized that policy making moves from the central government (*top government*) to the regional government (*district government*), which is centered in the City and Regency governments , so that its implementation will be colored by the *political will of* the local government , which is outlined in regulatory regions (regulations). In this case , of course the most decisive ones are the Regent / Mayor , the Regional People's Representative Council (DPRD), and the Head of the Education Office and his staff . By because it's , they're the most responsible accountable to the improvement of the quality of education in the region; meskipuntidak forever so , because the implementation is not a little penyimpaangan and wrong interpretation of the policies are rolled out , thus causing various poisoning even decline in quality [2].

Quality education, as one of the pillars of the development of sources of power of man very important meaning to the development of national. Even can be said term future of the nation lies in the existence of education who qualified at the time is now, education Yeng quality only will appear if there are institutions of education are qualified . Because of that , efforts to increase the quality of education is the point of the strategy in an attempt to create education that is of quality (Syafaruddin & Zaini) [3].

In principle, the development of the activity of learning to meet the needs of the general term panjang.Istilah development (development) can be interpreted as efforts to improve all things are held in order to grow into more good or more substantial than before . In an organization of institutions of education resources the power of man is influencing the process of the development of an institution. The system and principles in the development of sources of power man who greatly influence the development of the quality of sekolah.MTS UMMI Lubukpakam is one of the schools the medium on which accredited "A" which has NPSN 10210797yang status of ownership of the "Foundation" with SK establishment of schools 420/15146/2003 and date SK establishment 2003-10-07 with permission Operations 420/15717 / Dikmenjur / 2015

and SK permission Operations 2015-11-10. MTS UMMI having its address at Jalan Tuba II, road struggle No. 62, Tegal Sari Mandala III, Medan Denai , Medan city , North Sumatra 20226. Indonesia. With qualifications are very good with the facilities and infrastructure that supports the researcher wants to do research in school about Principal Interpersonal Communication in Decision Making And Policy Quality Improvement of MTs Ummi Lubuk Pakam

Interpersonal Communication

Communication means delivering an information to others so that the message that wants to be delivered will be conveyed to others. As social beings, we must be very related to interacting with other people which can not be separated from the help of communication as a means of conveying information. A head of the school is very had influence large in determining the decisions and policies which are supported by the ability of communication are good so that all information can be conveyed to the right and jelas.Pemimpin in running the leadership to use the expertise and ability of interpersonal (Mulyadi, 2009) [4]. Explains : leadership is concerned with how the communication process impacs interpersonal realitionship. Understood that leadership that exist within the organization simply would exist if nurtured relationships interpersonal.Sementara where communication is very guaranteeing terbinanya relationship leadership with subordinates in giving orders , penungasan , conveying visions , thoughts and feelings (Ritonga, 2020) [5]. communication is an absolute requirement in the leadership process of an organization. Especially in the relationship between the leader and individual members or subordinates. In general, it refers to Robbins' opinion that : communication is transferring meaning from one person to another so that information and ideas can be conveyed (Mathis & Robeth, 2000)[6].

Suranto (2005) said communications are good is when the meaning of which is sent by the sender of the message understood by right by the recipient pesan.Komunikasi take place between individuals with individuals (interpersonal) communication in self individual (interpersonal), and communication massa [7]. According to Suranto AW, the term communication has a meaning, namely : Derived from the Latin communicare which means to inform . Words are then grown in language English communication that artinga process of exchange of information concepts, ideas, ideas, feelings and others between two people or more (Sahputra, dkk. 2018) [8]. Someone who communicates meaning to say or speak for others to join berpartisipassi or alter a person with purpose and hope that from the content of the message that was delivered. So people who berkomuniaksi they must have in common makana ataui meaning of the symbols that are used to communicate and need each other to know the problem that will and communicated.

Decision Making and Policy of Leadership

Leadership studies are within the framework of the concept of human relations. Many management and leadership experts propose definitions that can be used as a conceptual framework for discussing leadership theory.

Krisbiyanto (2019) said leadership is the process of influencing the activities of a person or group to achieve goals in certain situations. leadership is the ability to get work done with and through others while gaining their confidence and cooperation [9]. The first opinion emphasizes the meaning of leadership as a process of influencing others to achieve goals in a situation. Leadership also can take place in which the course. Meanwhile, the second opinion emphasizes the focus of leadership on one's ability to get action from others. With so nature kepemimpianan also an ability to influence people (Komariah, 2010)[10].

Banurea (2013) [11]. The above opinion implies that there is formal leadership which places a person by appointment in a position of formal authority. Meanwhile, informal leadership is used by someone who is influential, because they have skills or resources to meet the needs of others. The point is leadership is the process of influencing other people to do something.

a. Leadership is a group of functions : which occurs only in the process of two people or more who interact ,

b. The leaders intend to members influence on the behavior of other people

Whereas in the study of decision making is part of an important activity in the leadership process in organizations. What is the nature of decision making explains that the essence of decision making is the process of choosing two or more alternatives. Options that are set based on consideration of the rational which has primacy over much for the organization of the alternative other (Liu 2018)[12]. The decision - making process includes , recognizing problems , analyzing problems , developing alternatives, deciding the best solution and making decisions in effective action (Anwar, 2014) [13]

The process of leadership in which the inherent authority and responsibility in charge menysusun program of work , implement and evaluate denagn directing personnel of the school to carry out the program of the school , explained Morphet, (1982: 123) the leader of any organization should facilitate the process of making the decision to all members of the organization as well as masyarrakat to get any support implementation of decisions (Danang, 2018) [14].

Improvement of Education Quality

In Policy No. 19 of 2005 states that education in Indonesia uses eight standards which serve as references in building and improving the quality of education. The National Education Standards are the minimum criteria regarding the education system in all jurisdictions of the Republic of Indonesia, there are eight standards which are the minimum criteria, namely (Zaini, 2020)[15]:

1. Standard content
2. Process standard
3. Graduate competence standard
4. Standards of educators and education personnel
5. Standard facilities and infrastructure

6. Management standards
7. Financing standards
8. Educational assessment standards

However, in reality, the attention of the education world on quality is something new when compared to the business world. Therefore, quality and quality assurance can be viewed as an innovation in education. In this connection, socialization is important in supporting the successful implementation of quality assurance in education management (Sallis 2012)[16]. So I can conclude that the quality of education is how the leadership in a school can plan and implement good quality standards for the school and the school can find good input standards and how a teacher carries out the learning process effectively and efficiently and produces quality output (Nur Nasution, 2005)[17].

II. METHODS

The type of research used is qualitative research. Qualitative research is a type of research in which the discovery procedure does not use statistical or quantification procedures. In this case qualitative research is research about a person's life, stories, behavior, and also about organizational functions, social movements or reciprocal relationships (Sugiyono, 2016) [18]. This study was conducted to understand and provide an overview of the contents of the data in the Communications Interrpersonal Head of School in decision -making and policy improvement of quality. The data collection techniques are by observing , interviewing and studying documentation (Lexy Maleong, 2014) [19].

III. RESULT AND DISCUSSION

The process of communication Interpersonal Head of School at MTs UMMI Lubuk Pakam

Communications are implemented in MTs Ummi lub uk Pakam by the head of the school aadalah communication interpersonaal were performed in private or as a collective. Communication is established every time according to the needs of problems that must be resolved immediately by the school. Agenda Meeting monthly, meeting program, meeting semiannually, meeting yearly and also meeting the evaluation be rutinitaas communication interactive head of the madrasa to the whole family madrasas, both in personal aataupun collectively. Sebading is in line with Hafied's opinion. There are two ways of interpersonal communication, namely as follows:

1) Sister communication

Sister communication is a communication process that takes place between two people in a face-to-face situation. According to Wayne Pace, sister communication, quoted by Hafied Cangara, can be done in three forms, namely conversation, dialogue, and interviews. Conversation takes place in a

friendly and informal atmosphere. Dialogue takes place in a deeper and more personal situation, while the interview is more serious in nature, namely, there is a dominant party in a questioning position and the other in an answering position.

2) Small group communication

Small group communication is a communication process that takes place between three or more people face-to-face, where members interact with each other or are involved in a communication process that takes place face-to-face. In addition, the talks took place in chunks where all the participants spoke in the same position or there was no date speaker who dominated the situation. In such situations, all ordinary members act as both the source and the recipient, as is often found in study groups and discussion groups.

According to Judi C.Person in Hafied Cangara, he mentions six characteristics that determine the process in interpersonal communication as follows:

a) Interpersonal communication begins with self (self), various perceptions involving observation and understanding originate from within ourselves, which means that they are limited by who we are and how we experience.

b) Interpersonal communication is transactional, this definition refers to the process of exchanging meaningful messages between those who interact.

c) Interpersonal communication includes aspects of the message content and the quality of the relationship, meaning that in the interpersonal communication process it does not only involve the exchange of message content, but is related to the nature of the relationship in terms of who our communication partner is and how our relationship with our partner is.

d) Community interpersonal communication there is physical closeness between the communicating parties.

e) Interpersonal communication involves parties who depend on each other (independently) in the communication process.

f) Interpersonal communication cannot be changed or repeated or a statement cannot be repeated with the hope of getting the same result because in the process of interpersonal communication it is highly dependent on the response of the communication partner.

Head madrassa implement communication interpersonal with communication dyadic do if staff or teachers as well as students who have problems of personal must be solved the problem in personal and more profound that sometimes involves the problem personally. By the way this is expected to head madarasah can find the solution that best of permasaalahn that arise due to problems personally so it does not spoil the performance and the activities of learning to teach in madrasahs.

Communication group of small as well sangaat often done by staff kep a la madrasa which requires communication active should be established. Supporting

factors in the principal's interpersonal communication in making decisions and quality improvement policies at MTs UMMI Lubuk Pakam

Decision Making and Policy at MTs UMMI Lubuk Pakam

Decision making is implemented by the head of the madrasah at MTs Ummi Lubuk Pakam by way of deliberation. Based on the results of observation, interview and study the field, researchers get the results of that decision -making and policy heads of madrassas by way of holding the meeting and raised issues that would be a topic pembahasana in meetings and menlemparkan the problem was in the arena of the meeting and the whole members of the meeting are welcome to respond to provide alternative a solution that can solve the problem mentioned . The principal of the madrasah is in charge of listening to and analyzing the results of the meeting and determining the best decision by considering the good and the bad for the madrasah.

The process of making the decision include, identify problems, analyze problems, develop alternatives, decided the solution best and make decisions in the action effective. The decision to be taken by the head of the madrasah is intended for the advancement of the quality of madrasas by improving the quality of all aspects. The programs will be offered to users layaanaan education in MTs Ummi be a priority to improve the quality and quality.

Constraints by the principal in interpersonal communication in decision making and quality improvement policies at MTs UMMI Lubuk Pakam

The quality of education is how the leadership in a school can plan and implement good quality standards for the school and the school can look for good input standards and how a teacher implements the learning process effectively and efficiently and produces quality output. MTs Ummi is madrassa newly evolved over the period of time of five years, at a time that is still relatively new will but achievements are ssudah they haasilkan really pretty proud passage and especially the prestige of madrasas that have child learners who have akhlakul kamrimah were good amid the families and communities that have directed by several sources of interviews with parents of students and several admissions of students with positive value responses from other schools.

Behind it all, the head of the madrassa admit that still exist obstacles that they face in deciding policy in improving the quality of madrasah is saranaa and infrastructure of madrassas is not enough mempuni , aakan but maadrasah maximize all of it .

IV. CONCLUSION

Communication is implemented in MTs Ummi bottom Pakam by the head of the school is communication interpersonal were performed in private or as a collective. Communication is established every time according to the needs of problems that must be resolved immediately by the school. Agenda Meeting monthly, meeting program, meeting semiannually, meeting yearly, and also meeting the evaluation be routine

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Increasing the quality of madrasah must be accompanied by problems that become problematic. Constraints that madrasa face in deciding policy in improving the quality of madrasah is the means and infrastructure of madrassas are not enough capable, is but madrasah maximize all of it. Maximization programs and extracurricular madrasah cover shortages of facilities and infrastructure that exist in Madrasah.

V. ACKNOWLEDGMENTS

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