

Implementation of External Quality Assurance System in North Sulawesi

Merry E. Wawo^{1*}, Joulanda A.M. Rawis², Deitje A. Katuuk³, Jeffry S.J. Lengkong⁴

¹ Education Quality Assurance Institute (LPMP), North Sulawesi, Indonesia

^{2,3,4} Manado State University, Minahasa, Indonesia

*Corresponding Author:

Email: merrywawo@gmail.com

Abstract.

The role of external institutions in education quality assurance is very important in the External Quality Assurance System (SPME). This research is about the Implementation of Education Quality Assurance in North Sulawesi especially at Bitung City and Tomohon City. This research was conducted on planning the quality of education, quality of education, and evaluation of the quality of education in the Department of Education and Culture of Bitung City and Tomohon City. The research problems are: 1) How is the quality of education planning in Bitung City and Tomohon City?; and 2) How is the implementation of the quality of education in Bitung City and Tomohon City?. This study used a qualitative approach with descriptive methods designed for a multi-site study design. Data were collected through observation, interviews and documentation. The data analysis used includes simultaneous process flow of activities, namely data reduction, data presentation, and conclusions. The results of this study indicate that: 1) Education quality planning in Bitung City and Tomohon city is carried out through joint meetings to focus more on program activities and strengthen appropriate and targeted activity programs. Planning for quality fulfillment in Bitung City is the result of recommendations for improvement from quality mapping activities, namely quality data analysis, namely standards, recommendations for improvement, volume, funding requirements. Quality planning in Tomohon City is carried out by implementing the implementation steps of the preparation of a quality fulfillment plan within the Tomohon City Education and Culture Office carried out by forming a regional education quality assurance team (TPMPD). 2) Implementation of Education Quality Fulfillment in Bitung City is focused on process standards, facilities and infrastructure standards and educator standards. This is adjusted to the conditions during the COVID-19 pandemic. Teacher Competency Improvement Program, namely activities carried out in the form of Distance Learning (PJJ) socialization, RPP Simplification Workshop, and Basic Competency Analysis. The implementation of quality fulfillment is carried out online and face-to-face for certain areas that are difficult to connect to the internet by paying attention to health protocols.

Keywords: Education, Quality Assurance, Planning, Quality Control.

1. INTRODUCTION

Building quality-oriented education for the Indonesian people, apart from being a constitutional mandate, is also a must in facing global demands that require the appearance and role of quality human beings and be able to show their existence and integration in the midst of increasingly fierce competition in the international arena. A good and quality education system besides having to be built on solid principles with a clear paradigm, must also try to be placed in accordance with the demands and changing times.

Law No. 20 of 2003 concerning the national education system states that "The national education system is the entire component of education that is related in an integrated manner to achieve national education, namely developing capabilities and improving the quality of life and human dignity" [1]. Guaranteeing and improving the quality of primary and secondary education is the responsibility of the education unit that must be supported by the provincial, district/city governments in accordance with their respective authorities and the role of the community. The quality of education should be the main topic in every educational issue. Umar and Ismail stated that the issue of the quality of education is the main focus of every educational unit [2]. Achieving these educational quality standards is a crucial issue in the Education Quality Assurance System (SPMP). Moreover, quality assurance of education is not only a matter of improvement at the class or school level but to meet stakeholder satisfaction and ensure accountability of the education process to the community, because the orientation of quality assurance is to consistently meet the expectations of consumers, users or stakeholders (Tenner & DeTorro in Ali, 2007:348[3]; Dali, 2017:92) [4]. Haryono (2019:17) stated that the ultimate goal of the quality assurance process is to achieve the quality of

educational education [5]. The quality assurance process includes activities to collect, analyze and report data on educational programs or activities. The quality assurance process begins with identifying aspects of achievement and improvement priorities, providing data as a basis for planning and decision making and helping to build a culture of continuous quality improvement. Quality assurance directly contributes to improving the quality of education.

The quality assurance process needs the role of external parties to provide an assessment of the educational quality of an educational institution in accordance with the National Education Standards. Government Regulation Number 13 of 2015 states that the National Education Standards are the minimum criteria regarding the education system in all jurisdictions of the Unitary State of the Republic of Indonesia. The National Education Standards (SNP) set by the central government through the National Education Standards Agency (BSNP) are the minimum standards set by the government in the field of education that must be met by education units and all stakeholders in managing and administering education. SNP serves as the basis for planning, implementing and supervising education in the context of realizing quality national education. Furthermore, Article 1 of Government Regulation of the Republic of Indonesia Number 13 of 2015 concerning the second amendment to Government Regulation Number 19 of 2005 concerning National Education Standards, describes eight national education standards which include: graduate competency standards, content standards, process standards, standards for educators and education personnel, standard of facilities and infrastructure, standard of management, standard of financing, and standard of education assessment. Thus, according to Umar (2016:7), a review of the quality of education in Indonesia uses a standards-based approach [6].

The External Quality Assurance System (SPME) through the TPMPD has the duties and functions to oversee all processes and quality assurance. Since 2016, the central government, in this case the Ministry of Education and Culture through the Directorate of Primary and Secondary Education, has carried out education quality assurance programs including facilitating the improvement of TPMPD competencies in the process of implementing education quality assurance in the regions. It is hoped that the local government through the TPMPD can improve the quality of education in their region. In accordance with the importance of the education quality assurance system, the researcher intends to conduct an in-depth study of the External Quality Assurance System in North Sulawesi Province, especially at 2 sites namely Bitung City and Tomohon City. This research is considered important because there are still few researchers who address the role of local governments, especially the Education and Culture Office as part of the External Quality Assurance System (SPME) in an effort to improve the quality of education in each region.

II. METHODS

Researchers choose a qualitative approach because the qualitative approach allows researchers to describe broadly as well as understand the underlying meaning of behavior in the research location. This study also describes the complex setting and interactions, explores to identify the types of information, and describes the quality assurance of education in Bitung City and Tomohon City. The qualitative research approach used in this study is naturalistic phenomenology, because research from a phenomenological perspective means understanding events in relation to people in certain situations. This is as Bogdan's opinion (1998:31) states that, "to be able to understand the meaning of events and people's interactions, a theoretical orientation or theoretical perspective is used with a phenomenological approach [7]". Collecting data in this study using the procedure as described by Sugiyono (2007) which includes three things, namely observation, interviews, and documentation [8].

III. RESULT AND DISCUSSION

Barnawi & Arifin (2017:15) stated that quality as the key to competitive advantage [9]. Meanwhile, Umar and Ismail (2017) stated that Quality assurance is a priority [10], this is also stated by Ismail (2021:42), that every educational institution must make quality as its focus [11]. This is a shared responsibility between the education office and the education unit. Based on the results of the evaluation of the schools will produce overall quality data through the PMP application by the Ministry of National

Education. Efforts made by the education office related to mapping the quality of education held a meeting with the education office stakeholders who were directly related to the field of basic education and the supervisory functional group. The results of the meeting discussed the quality mapping carried out by schools so that the results of school self-evaluations were based on the eight National Education Standards (SNP).

Quality planning is an initial process before implementing education quality assurance, as stated by Susilo (2003:9-10) who defines quality management as "a systematic effort through the functions of planning, implementing, checking or controlling as well as follow-up to all elements of the organization, both internal and external, which are included in the dimensions of materials, methods, machines, funds, people, environment, quality goals that have been set in order to provide satisfaction to customers for now and in the future [12]. This has been confirmed by Deming (1982) that quality assurance is all planned and systematic activities implemented within the quality system that can be demonstrated to provide confidence that a product or service will fulfill requirements for quality, and Quality Assurance is the process of verifying or determining whether products or services meet or exceed customer expectations [13].so that planning and implementation in the quality assurance system become an inseparable process.

1. Quality Planning in Quality assurance

Quality planning as part of the implementation of education quality assurance in North Sulawesi planning for quality fulfillment by holding joint meetings to focus more on the program of activities to be implemented. This is to further strengthen the program of activities that are appropriate and on target. Planning for quality fulfillment in Bitung City is the result of recommendations for improvement from quality mapping activities, namely quality data analysis, namely standards, recommendations for improvement, volume, funding requirements. Meanwhile, quality planning in Tomohon City is carried out by implementing the implementation steps of the preparation of a quality fulfillment plan within the Tomohon City Education and Culture Office carried out by forming a regional education quality assurance team (TPMPD). The quality assurance team conducts a meeting to formulate an activity plan based on recommendations from the results of quality data. The recommendation of the quality data results as a reference for planning program activities. During the pandemic, the main activity plan is to increase teacher competence in the use of Information Technology (IT). Quality planning is carried out based on analysis so as to produce recommendations for program activities. Based on the job description in the section for educators and education personnel, namely mapping the number of teachers based on competence and providing follow-up. Follow-up planning for quality fulfillment for Teacher Competency Improvement activities, directly providing teacher data based on level.

2. Implementation of Education Quality

Implementation of Education Quality in Bitung City is focused on process standards, facilities and infrastructure standards and educator standards. This is adjusted to the conditions during the COVID-19 pandemic. Teacher Competency Improvement Program, namely activities carried out in the form of Distance Learning (PJJ) socialization, RPP Simplification Workshop, and Basic Competency Analysis. Implementation of quality fulfillment is carried out online and face-to-face for certain areas that are difficult to connect to the internet by paying attention to health protocols. Meanwhile, the implementation of activities to fulfill the quality data of the Education and Culture Office of the City of Tomohon is based on the plans that have been formulated. Through the RPP Simplification Workshop Activity program, Basic Competency Analysis and essential materials will have an impact on the quality of education during the pandemic, namely the online learning process by all elementary education level teachers. The online learning process for teachers is a process of fulfilling the fulfillment of the quality of education.

The implementation of quality assurance within the education office regarding educators and education personnel is carried out comprehensively. Mapping the quality of education related to the needs and development of educators and education personnel is very important. Quality for teachers is an important program implemented by the Education Department. Implementation of quality assurance carried out requires commitment and consistency. Programs implemented such as Teacher Competency Improvement, namely the use of IT in the learning process. Preparation of learning tools (RPP Simplification), In House

Training (IHT) Analysis and Assessment Process. Through functional groups, supervisors form activity groups to reach all teachers, especially basic education. Implementation of quality fulfillment through online KKG and MGMP activities through the zoom application, google meet for locations that can reach the internet network, for locations with problematic internet coverage, it is carried out in offline form (Teaching Materials, PPT and modules). Implementation of face-to-face meetings for special areas by paying attention to and prioritizing health.

Evaluation of the program of activities carried out must continue to be carried out. This is important to maintain the quality of education. Quality evaluation activities begin with formulating appropriate indicators. The expected result of the quality assurance process is an increase in teacher competence in online learning that is carried out so that it has an impact on learning during this pandemic. Many teachers use online learning in the learning process. Parents and students were very responsive to these activities. although there are still obstacles to be found. Fulfillment of the quality of facilities and infrastructure still refers to the results of the quality analysis, which is very important, namely sanitation facilities for health protocols by procuring hand washing places. All schools must have other health facilities.

IV. CONCLUSION

Based on the problems in research on the implementation of Education Quality Assurance in North Sulawesi, especially Bitung City and Tomohon City and the results of the research obtained, it can be concluded several things, namely that the implementation of the education quality assurance system in North Sulawesi is carried out by starting the quality mapping process, quality planning, then carried out implementation of education quality assurance activities. Quality planning as part of the implementation of education quality assurance in North Sulawesi planning for quality fulfillment by holding joint meetings to focus more on the program of activities to be implemented. This is to further strengthen the program of activities that are appropriate and on target.

Programs implemented such as Teacher Competency Improvement, namely the use of IT in the learning process. Preparation of learning tools (RPP Simplification), In House Training (IHT) Analysis and Assessment Process. Through functional groups, supervisors form activity groups to reach all teachers, especially basic education. Implementation of quality fulfillment through online KKG and MGMP activities through the zoom application, google meet for locations that can reach the internet network, for locations with problematic internet coverage, it is carried out in offline form.

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