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Implementation of integrated quality management in Private Islamic Religious College: Case Study of Tazkia Islamic Religion Institute in Jakarta

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Abstract. This study aims to determine: 1) the planning of the implementation of integrated quality management at the Tazkia Islamic Institute. 2). Implementation and implementation Implementation of integrated quality management at the Tazkia Islamic Institute. 3). Analysis and evaluation of the implementation of integrated quality management at the Tazkia Islamic Institute. This research uses case study method, data collection is done through interviews, observation and review of documents, data sources obtained through informants, photos and documents. Data analysis uses data reduction techniques, data display and verification/conclusion. The results of this study indicate that 1). Integrated quality management planning at the Tazkia Islamic Institute begins with mapping the condition of the institution and conducting an analysis to map the institution with the principles of CITB (fast, coordinated, complete, quality). 2). The implementation of integrated quality management is carried out after going through a measurable planning process by preparing management financing and human resource support capacity, implementation begins with the following steps: implementing quality management with administrative processes so that it can implement management of higher education as a whole, developing the concept of quality integration with standard learning processes and curricula, linking integrated quality management with university research processes high level, synergizing academic processes by equating the vision and mission of the institution. 3). Supervision of the implementation of quality management at the Tazkia Islamic Institute is carried out by the chancellor by involving other university leaders, namely the vice chancellor, directors, deans and heads of study programs and division heads.

Keywords. Tazkia Islamic Institute, Implementation of Integrated Quality Management, Private Islamic Religious College (PTKIS)

1. Introduction

The development of private Islamic Religious Universities quantitatively from time to time has increased very significantly. There are 461 Islamic Higher Education Institutions with private status (PTAIS). To raise the image of a university, it must have a vision, mission, governance rules and guidelines, infrastructure /infrastructure , tri dharma of higher education, international cooperation, visiting lectures and strategic plans.² Pergurun High Islamic Religious Private become part of the solution to the problem of education in Indonesia today. Private Islamic religious colleges are universities established by the community,

foundations, or Islamic organizations that aim to produce qualified and beneficial Islamic experts for the community and serve the nation and state .³ Higher education is an activity in an effort to produce educated people who carry out academic and professional education which is directed primarily to mastery of science and readiness to apply certain skills. The demand for Islamic universities is to be able to carry out fields of knowledge that are understood in an integrative way and that there is no longer a dichotomy of science in Islamic religious colleges.

Private Islamic Religious Universities (PTKIS) are institutions that have been in the spotlight and studied in various ways, one of which is about the quality, quality and sustainability of its management, on the other hand PTKIS wants to become an institution that has superior quality and credibility as well as improving services to the community so that it becomes an institution. which is able to answer problems and answer the needs of the community, but on the other hand PTKIS is still considered as an alternative or backup educational institution so that anecdotes about students who are not accepted at State Islamic Religious Colleges (PTKIN) can run and even be accepted directly at Private Islamic Religious Colleges (PTKIS).) seems to be true.

In the process and its journey, Private Islamic Religious Universities (PTKIS) can run under the auspices of foundations, educational institutions or mass organizations that have business fields and concentrate on developing education as stated in the Law of the Republic of Indonesia No. 12 of 2012 concerning Higher Education . The role of Private Islamic Religious Universities (PTKIS) is very vital because in addition to being required to have a credible existence, they are also required to be able to compete with State Universities whose funding is borne by the government.

To answer the problems and problems that continue to grow, Private Islamic Religious Universities (PTKIS) are required to improve, build, maintain quality and maintain the standard of the learning process in order to remain professional and have quality in service. In the process and journey College of Religious Islam Private and College of Religious State Islamic equally important role in the printing of human resources that are reliable and professional that time and the future will select on the role of educational institutions to survive against the current and perkemb a ngan times and the public and the public who will be the judges on the quality and quality of State Islamic Religious Universities and Private Islamic Religious Universities. One of the Islamic religious universities that is able to compete and successfully implement the implementation of integrated quality management is the Tazkia Islamic Institute, a top Islamic educational institution that is able to combine scientific and Islamic values.

2. Research Objectives

This study aims to understand, identify, plan, implement and prepare as well as the impact of the implementation of integrated quality management in private Islamic religious colleges Tazkia Islamic Institute of Religion

3. Research Methodology

This study uses a qualitative-descriptive method . While the approach used is naturalistic, qualitative-descriptive method aims to reveal facts, circumstances, phenomena, variables and circumstances that occurred during the research and present what is. Qualitative descriptive research interprets and tells data related to the current situation, attitudes and views that occur in society, conflicting circumstances with the relationship between variables.

Concepts or phenomena of experience based on awareness that occur in several participants naturally (in natural situations) so that efforts to understand the various phenomena that occur can run optimally. This research is descriptive in nature, aiming to obtain in-depth

and structured information about the *analysis of integrated quality management of private Islamic religious universities (PTKIS) in Jakarta. Case (Tazkia Institute of Islamic Religion Jakarta).*

Qualitative research is an approach that emphasizes the natural observations of researchers, so that the role of humans as research instruments is a must. Infact, in qualitative research, the position of the researcher becomes *the key instrument* . To be able to understand the meaning and interpret phenomena and symbols of interaction at the research site, it is necessary to involve and appreciate the researcher for the research subject in the field .

4. Research result

The improvement of educational institutions to become a quality and quality education is currently only a mere discourse for all of us if it is not accompanied by the ability of institutions and leadership concepts that do not have an understanding of the development of quality education, the birth of Islamic educational institutions that have superior quality standards of education spurred other institutions to continue to take part in improving the quality and development of the institution.

The presence of the TAZKIA Institute of Islamic Religion under the auspices of the Jakarta Regional I k opertais is a breath of fresh air and increases the number of established and superior private Islamic religious universities (PTKIS) to continue to build quality so as to answer the problems of the times and the people. As the results of interviews with the Chancellor and the head of the Quality Assurance Institution (LPM) to become a reliable Islamic educational institution , TAZKIA plans and builds the concept of quality with various strategies. As explained by the chancellor in the interview with the researcher.

Quality is the result of continuous performance and processes that must be achieved by educational institutions and organizations. Crosby defines quality as *conformance to requirements* and emphasizes that the main performance standard is the absence of defects (*zero defects*). Quality is a measure of the good or bad of an object, state, level or degree (intelligence, intelligence and so on).

Flagship program Tazkia related to the development of students who elaborated on the strategic plan of long-term is to link integrity, science and morality are translated into various flagship programs such as the matriculation program, a program of character formation in the first year to strengthen A qidah , planting the values of morality , deepening linguistic which includes Arabic and English as well as I LMU tool at the end of the course where all is done to facilitate student T AZKIA establish the scientific concept and prepare become cadres of the people who are able to answer the problem in accordance with the capacity and background of scientific , flagship programs above is a step towards the university's vision and mission as the result of an interview with the chancellor.

In restructuring the higher education quality is also needed *leadership* that is able to build a management concept that is widely known general public there are four functions, namely, the function of *planning* (planning), the function of *organizing* (organizing), the function of *actuating* (implementation) and the function of *controlling* (control) for developing a vision into top universities and responding to the times Tazkia Islamic Institute launched TAZKIA . character 2025 with the mission of developing and disseminating knowledge in the fields of economics, management, and finance based on values and morals. Tazkia provides a conducive working environment for the professional development of educators and staff . education so that the quality process can be initiated and developed after standardization of educators and education personal.

Quality and excellent institutions require quality human resources, directed processes according to the vision and mission, as well as a supportive environment, these three things have been owned by the TAZKIA Islamic Institute in developing higher education quality. Strategic planning is part of the substance of strategic management. Strategic management is the art and science of manufacture (*formulating*), application (*implementing*), and evaluation (*evaluating*) strategic decisions between functions that allows an organization to achieve its goals in the future.

Referring to aspects related to quality, the educational programs at the Tazkia Islamic Institute are focused on continuous process improvement through optimizing the various potentials of the institution which include: *man, money, material, and machine* by always paying attention to the principles of efficiency, effectiveness, and productivity.

In addition, the quality of educational programs must pay attention to environmental factors by responding to global *trends* and developments in science and technology. The environment must be one of the determining factors in the efforts of educational institutions to meet customer satisfaction. For this purpose, a truly conducive environment and a quality education process are needed.

The Tazkia Islamic Institute also focuses on the concept of management/management, because quality is the result of directed, organized, maximal and structured management. The concept of management/management is to encourage various resources together to be achieved effectively and efficiently. The resources that must be prepared by the university management include:

- (1) human resources
- (2) financial resources
- (3) physical resources
- (4) information resources.

Management that is directed and structured greatly determines the success of quality management in higher education.

In the higher education quality assurance system, the necessity of implementing quality control management is absolute, the principle of integrated quality management which is also the concern of quality control management at the Tazkia Islamic Institute is mapped into four things:

- a. Attention should be paid to continuous processes in quality improvement applications.
- b. Quality must be determined by the service users of educational institutions.
- c. Achievements must be obtained through understanding the vision and mission of the institution
- d. Tazkia educational institutions must produce graduates who have scientific insight, faith, skills, and have emotional maturity, so that their output becomes human resources who have faith, knowledge and character who are able to answer the challenges of the times and the problems of the people.

The concept of quality at the Tazkia Islamic Institute is controlled and directed with an internal quality assurance system (SPMI) that is planned, implemented, evaluated, controlled, developed based on the management of each university. Higher education control is also external, namely the external quality assurance system (SPME) which is planned, evaluated, implemented, controlled, and developed by BAN-PT or an independent accreditation agency (LAM).

5. Conclusion

1. Planning for integrated quality management at the Tazkia Islamic Institute begins with *Quality awareness*, namely the management awareness program and all the academic community, especially educators and education staff, are aware of the importance of quality standards for the long-term sustainability of higher education, preparation of quality-related documents such as (statutes, strategic plans, guidelines , standards, SOP) as well as preparing the concept of quality planning which includes determination, implementation, evaluation, monitoring and improvement (PPEPP).
2. Implementation of integrated quality management at the Tazkia Islamic Institute starting with increasing the accreditation status of study programs to “A” and at least “B” and preparing for AUN-QA International accreditation or ASIC *Accreditation* , followed by digitizing the learning process with *e-learning*, digitizing resources human resources are realized through talent and KPI, academic digitization is realized with SMILE, followed by the preparation and revision of standards and SOPs and quality audits of the internal quality assurance unit (SPMI)
3. The impact of the implementation of integrated quality management of the Tazkia Islamic Institute, which is to become a private Islamic religious college (PTKIS) that has received ISO 900/2008 certification, is able to integrate the curriculum of Islamic values with International University Malaysia and Al-Azhar University Cairo with learning-based dormitories in the first semester and final semester, becoming a pilot Islamic religious college in managing institutional management at the cooperative level in DKI Jakarta area 1, of the eight majors owned by four departments received "A" accreditation, the rest were "B" accredited, on 14 september 2020 received an award from the Global Islamic Finance Award (GIFA) based in England as the best *Islamic finance education provider* in the world (*The Best Islamic Finance Education Provider*)

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