

PILLARS OF MADRASAH QUALITY MANAGEMENT IN THE NEW NORMAL ERA

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Abstract: *This article aims to systematically describe the quality management pillars of madrasas in the new normal era which need to be understood so that the education service process in the new normal era, especially madrasas, still meets quality management standards. A review is needed related to the pillars of madrasah quality management so that later the management of these educational institutions can provide educational services with a planned and organized and controlled process so that they are in accordance with the results and objectives that have been set.*

Keyword: *Pillar, Quality Management, Madrasa, New Normal*

Introduction

Education is a very important means of building and realizing human life in order to fulfill the duties, roles and functions of a living being that has a life orientation that is subject to and obedient to one's beliefs and nature as a human being. In other words, humans must be able to live in this world with a quality life both physically and mentally. Human development must always be carried out continuously in order to realize an order of life in the midst of a civilized and conducive society. So, this coaching can be done in real terms in educational institutions. Madrasah is one form of educational institutions in Indonesia that has an orientation to create students who are faithful, knowledgeable, do good deeds, have good character and devotion to Allah SWT.

Madrasa as one of the forms of Islamic education institutions in Indonesia that are Islamic in style have a strategic role in shaping the younger generation of Muslims who have a contribution and play an important role in managing social life today and in the future. So, for that madrasa must have an orientation to create and produce graduates who will become leaders of the ummah, community leaders and national leaders who participate in determining the direction of the development of this nation and country (Murtadho, 2012). In achieving the above, it is necessary to manage madrasah management that is effective and efficient so that it can achieve the desired goals. Madrasah management must be standardized on madrasah-based quality management. Quality in an educational institution is very important to produce graduates who are competitive as well as everything that is needed in the midst of complex developments like today. One of the times that must be responded well is the spread of the Covid-19 virus that occurred at the end of 2019 and spread to Indonesia in early 2020. The spread of the Covid-19 virus has had a tremendous impact on the order of human life on this earth. All countries in the world make various efforts so that its spread does not have a fatal impact on human life. Various things have been carried out through various policies and actions to break the chain of spreading the Covid-19 virus, including the implementation of Lock Down in several countries, by limiting various accesses and life activities that have been carried out

freely by humans. In Indonesia, various policies are similar to the term PSBB (Large-Scale Social Restrictions) as an effort to prevent the spread of the virus.

Of course, these various policies have a profound impact on human life from various aspects, be it the fields of economy, education, religion and other fields. Obstruction of these activities certainly makes humans have to make living habits in accordance with the current situation. Implementing strict health protocols must be familiarized in an effort to prevent and break the chain of spreading the covid-19 virus. Various policies have been carried out by the government to ensure that the community can continue to carry out life activities with new habits or known as the New Normal, so that people can still fulfill their daily needs. Among the existing policies is the Work From Home (WFH) which is carried out by various agencies, both government and private. This must also be done for the world of education by carrying out the learning process online and offline with health protocols that must be adhered to.

The situation mentioned above, must be interpreted with full awareness. We cannot force things according to our wishes. The situation caused by Covid-19 has changed the fabric of people's lives today. So, from that we must continue to carry out various innovations and creativity to be able to carry out various productive activities to meet the needs of life, one of which is the need for education for the younger generation who will succeed this nation. The world of education must carry out various innovations and creations so that the learning process in existing educational institutions, including madrasah, can continue to contribute to the intellectual life of the nation.

The process of education services in the new normal era today must continue to prioritize quality management so that the objectives of madrasah education are achieved. At least there are several pillars of madrasah quality management that must be understood in order to produce educational services that are planned, organized, directed, and controlled in the current era of new habits. The pillars of madrasah quality management include leadership, organizing, educators, students and the community. The entire pillar must be interpreted holistically so that the implementation stage is effective and efficient. The quality management pillar is basically part of educational autonomy which aims to maximize the role of madrasah in managing their institutions according to the needs and objectives to be achieved in order to improve the quality of madrasah (Wahyono, 2019)

So, from that this article aims to systematically describe the quality management pillars of madrasah in the new normal era which need to be understood so that the education service process in the new normal era, especially madrasah, still meets quality management standards. A review is needed related to the pillars of madrasah quality management so that later the management of these educational institutions can provide educational services with a planned and organized and controlled process so that they are in accordance with the results and objectives that have been set.

Literature Review

In this literature review, the author describes several academic scientific papers related to the article titles in this discussion which are the results of research by academics and practitioners published in the online system journal (OJS). In this literature review the author will present the results of studies and research to support the study that is the focus of the discussion in this article.

Wahyono's research with the title "Manajemen Peningkatan Mutu Berbasis Madrasah (MPMBM) di MTs Mafatihul Huda Kecamatan Depok Kabupaten Cirebon". The application of quality management to the research object has been carried out well. This is explained in the results of the research which explains that there has been an increase in the quality of the Mafatihul Huda madrasah on the quality of students.

Ali Murthado in his article entitled “Memperkokoh Kualitas Pendidikan Madrasah Berbasis Manajemen Mutu Terpadu (TPQ)” explained that improving the quality of madrasah management is very important to do by formulating the vision and mission of madrasah that are oriented towards the quality of graduates and compiling a madrasah program plan including financing by involving parents and the community. Buna'i also explained in his article entitled “Peningkatan Mutu Madrasah (Analisis Keefektifan Manajemen Peningkatan Mutu Berbasis Madrasah)” explaining that madrasah quality management emphasizes the ability of madrasah management. And it really depends on the role of the head of the madrasah in managing it. The principal of the madrasah is fully responsible for the progress and success of the madrasah.

Moh. Arif in his article entitled “Manajemen Madrasah Dalam Upaya Peningkatan Mutu Pendidikan Islam” also explained that in improving the quality of madrasahs as one of the Islamic education institutions, it must contain at least 5 aspects in its management, namely; aspects of management, the use of computers and the internet in learning, teamwork culture, the use of learning aids and the involvement of teachers, students and stakeholders.

Result and Discussion

Madrasahs are educational institutions in Indonesia that have existed for a long time and have made a real contribution to the development of human resources who are faithful, knowledgeable and devoted. However, with the times it cannot be denied that the impression of madrasahs as educational institutions is on the way. From the 2020 Ministry of Religion's Emis data, the number of madrasahs is 82,418, only 20% are considered good and the rest are still in poor condition in various aspects including quality. Many factors influence it, including aspects of management, financing, geographic location and parents of students as well as the problem of teachers who still miss match and are under qualified or can be said to be inadequate.

The still low quality of madrasah is inseparable from the poorly implemented management of madrasah management. This is a dilemma for improving the quality of existing madrasahs. The importance of improving the quality of madrasah-based educational institutions is a part that must be understood as an effort to provide educational services through a quality learning process. It practically provides measurable results from the learning process carried out by students with the fulfillment of predetermined standards (Nurzannah, 2019).

To respond to the current dilemma of madrasah quality, at least madrasah management must understand the pillars of madrasah quality management so that the institutional objectives of the madrasah can be measured and standardized according to existing needs. There are three pillars of madrasah quality management that must be understood by madrasah administrators, namely, leadership, educators, students and the community. The four pillars must be the basis for implementing madrasah quality management (Pratiwi, 2016). So that the vision and mission and planning of madrasah programs can be carried out effectively and efficiently. The synergy of the four pillars of madrasah quality management is needed so that the various obstacles faced in management can be jointly acknowledged and permanent solutions are sought so that the quality of madrasah can be achieved in accordance with the objectives that have been set collectively. (Tanjung, 2020)

Apart from that, educators as one of the pillars of madrasah quality management must also play an active role in supporting the quality process in the learning process carried out. Improve professional competence during the current pandemic with new habits. The shift in the current learning process caused by the Covid-19 pandemic carried out with PJJ must be interpreted as a necessity to carry out various learning innovations and adapt them to current

conditions. Educators are required to be skilled in using various supporting media and learning facilities that are applied during the Covid-19 pandemic. Educators are currently very much required to be skilled in preparing learning materials, compiling learning units, conveying knowledge to students, stimulating students' learning spirit and being skilled at selecting and using teaching aids during the Covid-19 pandemic to maintain the quality of the learning process which is carried out continuously PJJ be it online and outside the network (offline).

Furthermore, the pillar of madrasah quality management lies with students. Students must also have high motivation to learn in any conditions and circumstances such as during the Covid-19 pandemic. Of course, various parties from these students must support every process that students carry out in their learning. So, from that the role of parents is needed at this stage to participate in helping students to be able to meet their learning needs. Because the support of parents or the community is part of the quality management pillar which greatly contributes to improving the quality of education in the current new normal.

The pillars of madrasah quality management are an integral part that can make madrasahs an educational institution to be of good quality and competitiveness. For this reason, it is necessary to understand the pillars of quality management so that madrasahs play a strategic role in preparing the nation's young generation who are faithful, knowledgeable, competitive and devoted to Allah SWT.

Understanding the pillars of quality management for improving the quality of madrasahs in the new normal era is something that must be done so that the education process can take place effectively and efficiently in meeting the educational needs of students in developing their potential. The implementation of madrasah quality management is an effort made by madrasah managers to be able to contribute to the development of the nation to realize the amant of the 1945 Constitution, which is to educate the nation's life (Sagala, 2007).

Providing quality educational services is part of integrity which must be understood as a value system implemented by all education managers in Indonesia. Because education basically aims to humanize humans so that they become qualified humans and understand their roles and duties as humans. So that it can provide benefits to the lives of fellow human beings on this earth and be able to create a balance of life that is based on human values.

Conclusion

From the description above, it can be concluded that the pillars of quality management in madrasah in the new normal era, currently the management of madrasah educational institutions must understand the pillars of quality management as the foundation for managing madrasahs. Especially in the new normal era today. The role of the head of madrasah is expected to be able to carry out various innovations and synergize with educators, students, and stakeholders in order to realize quality education.

The pillars of madrasah quality management emphasize that in managing madrasah educational institutions, commitment, planning, organizing, improving and controlling the programs carried out are in accordance with the vision, mission and objectives of the madrasah educational institution.

The implementation of quality management in educational institutions, especially madrasahs, is part of the integrity that madrasah managers must implement to produce graduates who are oriented towards the development of competitive Indonesian human resources who are faithful, knowledgeable and cautious. So that this nation has dignity and is highly dedicated in advancing the entire Indonesian nation.

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