

# **PENERAPAN TATA KELOLA MUTU TERPADU SMK DI DAERAH ISTIMEWA YOGYAKARTA**

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## **ABSTRAK**

Tujuan penelitian ini untuk mengetahui: (1) penerapan tata kelola mutu SMK di Daerah Istimewa Yogyakarta; (2) perbandingan penerapan tata kelola mutu pada SMK Negeri dan Swasta di Daerah Istimewa Yogyakarta dilihat dari empat prinsip sistem tata kelola mutu terpadu berstandar ISO 9001:2008 yaitu: kepuasan pelanggan, respek terhadap setiap orang, manajemen berdasarkan fakta, dan perbaikan berkesinambungan.

Penelitian ini merupakan penelitian *expost facto*. Pendekatan yang digunakan dalam penelitian ini adalah pendekatan deskriptif kuantitatif. Subjek penelitian adalah 10 SMK Negeri dan 10 SMK Swasta di Daerah Istimewa Yogyakarta dengan jumlah responden 299 siswa dan 261 guru. Objek penelitian adalah penerapan tata kelola mutu terpadu yang meliputi dari empat prinsip berstandar ISO 9001:2008. Sumber data merupakan data sekunder yang diperoleh dari Data Rapor Pemetaan Pendidikan Hasil Evaluasi Direktorat Pembinaan SMK Kementerian Pendidikan dan Kebudayaan.

Hasil penelitian menunjukkan bahwa tata kelola mutu terpadu SMK Negeri dan Swasta di Daerah Istimewa Yogyakarta dilihat dari empat prinsip sistem tata kelola mutu terpadu berstandar ISO 9001:2008 yaitu: kepuasan pelanggan pada SMK Negeri dan Swasta dikategorikan cukup baik, respek terhadap setiap orang pada SMK Negeri dan Swasta dikategorikan kurang baik, manajemen berdasarkan fakta pada SMK Negeri dan Swasta dikategorikan cukup baik, dan perbaikan berkesinambungan terdapat perbedaan, SMK Negeri dikategorikan kurang baik dan SMK Swasta dikategorikan cukup baik. SMK Swasta lebih unggul pada prinsip perbaikan berkesinambungan. Secara keseluruhan tata kelola mutu terpadu pada SMK di Daerah Istimewa Yogyakarta telah dilaksanakan sesuai prinsip pada tata kelola mutu terpadu tetapi perlu pembenahan dan perbaikan pada setiap dimensi sehingga seluruh aspek dalam tata kelola mutu terpadu mencapai hasil yang diharapkan.

**Kata kunci:** ISO 9001:2008, SMK, tata kelola mutu

**IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT AT  
VOCATIONAL EDUCATION IN THE SPECIAL REGION OF  
YOGYAKARTA**

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**ABSTRACT**

*The purpose of this study is to find out: (1) the application of quality management at Vocational Educations in Special Region of Yogyakarta; (2) comparison of the application of quality management in state and nongovernment Educations in the Special Region of Yogyakarta seen from the four principles of an integrated quality management system with ISO 9001: 2008 standards: customer satisfaction, respect for everyone, fact based management, and continuous improvement.*

*This research is an ex post facto research. The approach used in this research is a quantitative descriptive approach. The research subjects were 10 State Vocational Educations and 10 Nongovernment Vocational Educations in Special Region of Yogyakarta with 299 students and 261 teachers. The object of this research is the application of integrated quality management which includes four ISO 9001: 2008 standards. The data source is secondary data obtained from the Educational Mapping Report Card Evaluation Results of the Directorate of Vocational Education of the Ministry of Education and Culture.*

*The results of the study can be concluded that the integrated quality management of State and Nongovernment Vocational Educations in the Special Region of Yogyakarta is seen from the four principles of an integrated quality management system with ISO 9001: 2008 standards: customer satisfaction in State and Nongovernment Vocational Educations is categorized quite good, respect for everyone in State and Nongovernment Vocational Educations are categorized as not good, fact based management at State and Nongovernment Vocational Educations is quite good, and continuous improvement is different, Public Vocational Educations are categorized as not good and Nongovernment Vocational Educations are categorized quite well. Nongovernment Vocational Educations are superior to the principle of continuous improvement. Overall, integrated quality management at Vocational Educations in the Special Region of Yogyakarta has been carried out according to the principles of integrated total quality management but needs to be improved and improved in every dimension so that all aspects of integrated quality management achieve the expected results.*

**Keywords:** *ISO 9001:2008, Vocational education, quality management*