ABSTRACT

LUKMAN NASUTION. 8166113003. *Advisor Academic Supervision-Based Total Quality Management Model Development to Improved Elementary School's Learning Quality in Medan Marelan, North Sumatera. Dissertation.* Medan: *Doctoral Program of Graduate Education Management, State University of Medan.* 2022.

This research was aimed at: (1) finding objective conditions of advisor academic supervision at elementary school in Medan Marelans; (2) finding the advisor academic supervision conceptual model based Total Quality Management to improved learning quality at elementary school in Medan Marelans; (3) describing the implementation of advisor academic supervision conceptual model based Total Quality Management to improved learning quality; (4) finding out the effecting of advisor academic supervision conceptual model based Total Quality Management to improved learning quality at elementary school in Medan Marelans.

This R&D and experiment research was done at Public Elementary School in Medan Marelan, Sumatera Utara. The population were all public elementary school teachers in Medan Marelan and total samples was 169 teacher. The limited trial was involving 30 teachers. Data were collected by inventory questionnaire, participant observation, interviews and documentation.

The results showed that: (1) The advisor academic supervision conceptual model based Total Quality Management is suitable for application teacher's at Medan Marelan to increase learning quality; (2) outputs of advisor academic supervision conceptual model based Total Quality Management are learning quality to respondent, who the application of the model is significantly higher than before at elementary school; (3) responces of program organizers, school management, and respondents are positive in the development academic supervision model based Total Quality Management concept, both in the implementation, and their model's perception; (4) determination factors who improved learning quality are academic supervision model based Total Quality Management. This model can be developed as performance altervnative in educational management.

Keywords : *Academic Supervision, Advisor, Total Quality Management and Learning Quality*

ABSTRAK

LUKMAN NASUTION. 8166113003. Pengembangan Model Supervisi Akademik Pengawas Berbasis *Total Quality Management (TQM)* Dalam Meningkatkan Mutu Proses Pembelajaran di Sekolah Dasar Kecamatan Medan Marelan. Disertasi. Medan: Program Doktor Manajemen Pendidikan Pasca Sarjana, Universitas Negeri Medan. 2022.

Penelitian ini bertujuan untuk: (1) menemukan kondisi objektif supervisi akademik pengawas di Kecamatan Medan Marelan; (2) menemukan model konseptual supervisi akademik pengawas berbasis *Total Quality Management* (TQM) dalam meningkatkan mutu proses Pembelajaran di Sekolah Dasar Kecamatan Medan Marelan; (3) mengetahui implementasi supervisi akademik pengawas berbasis *Total Quality Management* (TQM) dalam meningkatkan mutu proses Pembelajaran; (4) mengetahui efektivitas model supervisi akademik pengawas berbasis *Total Quality Management* (TQM) dalam meningkatkan mutu proses Pembelajaran di Sekolah Dasar Kecamatan Medan Marelan.

Penelitian R&D dan eksperimen ini dilaksanakan pada sekolah negeri di Kecamatan Medan Marelan, Provinsi Sumatera Utara. Populasi penelitian adalah seluruh guru di SDN Kecamatan Medan Marelan, sedangkan jumlah sampel total adalah 169 orang guru. Pada ujioba terbatas dilakukan terhadap 30 orang guru. Data dikumpulkan dengan inventori, lembar pengamatan, wawancara dan dokumentasi.

Hasil penelitian menunjukkan bahwa: (1) model supervisi akademik pengawas berbasis TQM cocok diterapkan terhadap guru SD Kecamatan Medan Marelan untuk meningkatkan mutu proses pembelajaran; (2) luaran (*output*) dari model supervisi akademik berbasis TQM yaitu mutu proses pembelajaran pada responden setelah penerapan model lebih tinggi secara signifikan dibandingkan sebelum penerapan model di sekolah; (3) respon dari pengelola program, manajemen sekolah dan responden terhadap penyelenggaraan model supervisi akademik pengawas berbasis TQM cukup memuaskan, baik mengenai konsep model, penerapan dalam teknis penyelenggaraan maupun persepsi mereka tentang model tersebut; serta (4) faktor determinasi yang mempengaruhi mutu pembelajaran adalah supervisi akademik berbasis TQM. Model supervisi akademik pengawas dapat dikembangkan sebagai alternatif penyelenggaraan dalam manajemen pendidikan.

Kata Kunci : Supervisi Akademik, Pengawas, *Total Quality Management* (TQM), Mutu Proses Pembelajaran