

**THE MANAGEMENT OF OPERATIONAL ASSISTANCE FOR  
QUALITY MANAGEMENT (OAQM) AT *SMA NEGERI 3*  
*SALATIGA* IN THE ACADEMIC YEAR OF 2010**

**THESIS**

**Submitted as a Partial Fulfillment of the Requirements  
for Getting Master Degree of Education  
in Educational Management Department**



**By:**

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This thesis has been approved to be examined by the board of examiners of Graduate School, Muhammadiyah University of Surakarta.

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**ACCEPTANCE**

**THE MANAGEMENT OF OPERATIONAL ASSISTANCE FOR  
QUALITY MANAGEMENT (OAQM) AT SMA NEGERI 3  
SALATIGA IN THE ACADEMIC YEAR OF 2010**

by

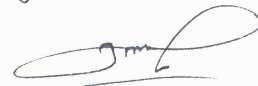
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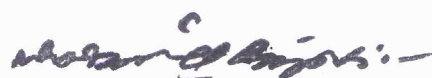
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Certify that the thesis which I submit is really a result of my own work, except the quotations and summaries that everything I have explained the source, and if later proven or can prove my thesis is the result of plagiarism, then I am willing if the degree and university diploma given to me will be canceled.

Surakarta, February 2012

The statement maker,



Sri Handayani Qosimiyati

## **MOTTO**

### **MOTTO**

Learning by doing is the best way to master everything

Consider it to solve

## **DEDICATION**

This research paper is dedicated to  
My beloved husband, children, and my parents

## ACKNOWLEDGMENT

Praise and gratitude to Allah SWT, for blessing the writer in accomplishing this research paper entitled *The Management of Operational Assistance for Quality Management (OAQM) at SMA Negeri 3 Salatiga in the Academic Year of 2010*. This research paper is prepared as one of academic requirements in completing study at Graduate School, Muhammadiyah University of Surakarta.

In this occasion, the writer would like to express her deepest gratitude and appreciation to the people who have ever helped her both morally and materially until the completion of this research paper.

1. Prof. Dr. Bambang Setiaji, Rector of Surakarta Muhammadiyah University who has given a variety of facilities in completing studies at Muhammadiyah University of Surakarta.
2. Prof. Dr. Khudzaifah Dimiyati, M. Hum., Director of Graduate School at Muhammadiyah University of Surakarta, who gave the opportunity to the writer to continue the study.
3. Prof. Dr. Harsono, MS, Head of Educational Management Department, has given opportunity for the writer to continue her study.
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5. Drs. Sigit Haryanto, M. Hum., the second advisor who gave suggestion to the writer during the research paper process.
6. Prof. Dr. H. A. Ngalim, M.M. M. Hum., the expert who gave suggestion to the writer.
7. The Principal of *SMA Negeri 3 Salatiga* who gave permission to the writer to do the research.

The writer realizes that this research paper is far from being perfect. In order to make it better, the writer accepts some constructive criticisms and suggestions. Finally, the writer wishes this research paper would be useful for all readers.

Surakarta, April 2012

Writer,

A handwritten signature in black ink, appearing to read 'Sri Handayani Qosimiyati', written over a horizontal line.

Sri Handayani Qosimiyati



## SUMMARY

Sri Handayani Qosimiyati. Q.100.100.147. *The Management of Operational Assistance for Quality Management (OAQM) at SMA Negeri 3 Salatiga in The Academic Year of 2010*. Thesis. Muhammadiyah University of Surakarta. 2012.

This study aims to describe the characteristic of OAQM fund policy at *SMA Negeri 3 Salatiga*, and to describe the use of OAQM fund at *SMA Negeri 3 Salatiga*.

This study is a qualitative study using ethnography design. The study is done at *SMA Negeri 3 Salatiga*. The informant includes the principal and OAQM committee. Data collection method of this research paper uses in-depth interview, observation, and documentation. Data analysis uses an interactive model of analysis started by data reduction, data display, and drawing conclusion. Data validity includes the credibility, transferability, dependability, and confirmability.

This study has two findings. The first finding concludes that the OAQM fund policy has four characteristics. The first characteristic is that the policy is started by the formation of OAQM committee which is formed and selected by the school board and the principal based on the principals decree. The structure of the committee in the OAQM management consists of the responsible person, leader, secretary, treasurer, and the responsible person of the program. The second characteristic includes the preparation of OAQM fund submission proposal which is done by the OAQM committee. The third characteristic of OAQM fund policy is that the determination of OAQM program is through SWOT analysis, in which each program has its responsible person and has a role based on their duties. And the last characteristic of OAQM fund policy is that the committee and the principal prepare the budget plan or OAQM. The second finding shows that the use of OAQM fund is relevant to the budget or OAQM programs which have been set. Those programs include the new students' recruitment activity, the daily test or learning evaluation, the remedial activity or students' enrichment, the implementation of learning process, and office supplies. The use of OAQM fund is done by the principles of accountable, transparent, democratic, effective and efficient, orderly administrative and reporting, self-management, participatory and mutual trust. The use of fund for the procurement of goods is accompanied by the administration and special reporting in the form of work order, official report of the procurement and checking of goods. The accountability for the use of fund is done in the form of the preparation of report by the OAQM committee.

Keywords: *OAQM fund, policy, the use of fund*

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