

CHAPTER I

INTRODUCTION

A. Research Background

We already know the quality system begins to develop in the early 19th century which was standing a movement of quality that is believed to be the main element of the improvement of corporate reform. This movement is associated with the policies of the company with the assurance of quality output from a company as a result of a good process. At that time, it was known a quality approach characterized by the inspection process for companies output to adjust with the desired specifications. On its development, the specified quality movement was designed to be a culture within a company or organization (Panyinggih, 2008: 1).

Law No. 20 of 2003, Article 50, paragraph 3 stated that: the Government and / or local government held at least one unit of education at all levels of education to be developed into an international educational unit. Meanwhile, Government Regulation No. 19 of 2005 Article 61 paragraph 1 stated that: the government and local government organized at least one unit of education in basic education and at least one unit of education in secondary education to be developed into an international educational unit.

Efforts, that must be made in order to improve the quality of human resources is to improve the quality of education, Bafadal (as cited by Syukri,

2011: 1). The main focus that should be considered in improving the quality of education is to increase the school institution as the primary basis of education, whether in management, human resources, facilities and infrastructure. One of the programs implemented by the government for the changes and developments that can be responded quickly is to improve the quality of school through the development of international school as set forth in Law no. 20 of 2003 of National Education System Article 50 paragraph (3) which stated:

... "The government and / or local governments conduct at least one unit of education at all levels of education, to be developed into an international educational unit".

International Standard School stubs (RSBI) is as the government moves to catch the quality of education in the country. To be a school with an International Standard School stubs label, one standard that can be applied is to meet ISO requirements especially Quality Management System of ISO 9001: 2008 (Apriyanto, 2010: 2). To obtain the certificate, the school must show an integrated teaching and learning process between theory and practice, service to students, parents and the community, including business and industry and government.

Management System based on ISO 9001: 2008 is a system that is built on a foundation of policies that are documented and followed consistently to build a quality culture in the institution. Preparation of appropriate

documents to the condition of the institution in achieving the vision, mission and goals of the organization and tips to apply it are the key to success in using this system and passing the certification by an independent certification institution.

Implementation of quality management system ISO 9001: 2008 in school management is believed to give a positive impact to the company or organization performance. Empirically, the quality management system is also recognized as very significant in creating enterprise excellence all over the world. Several previous researches have shown that the implementation of effective quality management system positively affected to stakeholders (Bey, 1998: 9), increase satisfaction of employees and reduce interest to change job, make cost reduction, and improve business and managerial performances (Laily, 2003: 7), and improve the quality of human resources (Sularso and Muhardijanto, 2004: 10).

SMP Negeri 3 Purworejo, born as *SMP Negeri 1 Kutoarjo*, was founded in 1950. Based on the Bupati (regent) 's instruct. In 2003 the name of *SMP Negeri 1 Kutoarjo* was changed to *SMP Negeri 3 Purworejo*. This school has developed to be one of the most favorite schools in Purworejo, especially in Kutoarjo. In 2003, it was changed into SSN (National Standard School). Finally, the school became RSBI (Piloting International Standard School) in 2007. The development of *SMP Negeri 3 Purworejo* is caused by the hardwork and efforts of all Schools society, students, teachers, school staffs and other

stakeholders. They all have a good commitment to develop the school. *SMP Negeri 3 Purworejo* consists of 19 classes. Each class has 24 student the facilities owned by the school are a physics laboratory, Biology laboratory, language laboratory, multimedia room, music room, library, 24 hours-internet, football field, etc.

SMP Negeri 3 Purworejo as a school that already has Quality Management System ISO 9001: 2000 Certification has upgraded the latest standards, QMS ISO 9001: 2008. The success of getting QMS ISO 9001: 2008 certification is because of the school organization's ability to apply good management system, supported by the competence of teachers, staffs and school citizens in teaching and learning activities and marketing graduates and learning facilities for the effectiveness of Teaching and Learning. The present writer decides research "School Management Based on ISO 9001: 2008 at *SMP Negeri 3 Purworejo*" because of to the following reasons: first, management based on ISO 9001: 2008 play vital roles in developing at school, second, management based ISO 9001: 2008 is closely connected to each other and shall support in an affective and efficient ways, third, there is an urgent need to unveil disclose the role of management based ISO on 9001: 2008 in educational institutions, fourth, this research supplied significance theoretical frameworks in education.

Based on the previous explanations, the researcher conducted a research on the title of School Management Based on ISO 9001: 2008 in *SMP Negeri 3 Purworejo*.

B. Research Focus

Based on the research background, this study has a focus on "How is the ISO 9001: 2008-based school management in *SMP Negeri 3 Purworejo*?".

This focus is elaborated into three subfocuses.

1. What is the school's planning based to gain ISO 9001: 2008?
2. How does the school's implementation the ISO 9001: 2008?
3. What is follow-up after the school gain the ISO 9001: 2008?

C. Research Objective

There were there objectives of this study. Those objectives were as follows.

1. To describe school's planning based to gain ISO 9001: 2008.
2. To describe school's implementation the ISO 9001: 2008.
3. To describe follow-up after the school gain the ISO 9001: 2008.

D. Research Benefits

1. Theoretical Benefit

To add insight and literature in the development of science, especially management education.

2. Practical Benefit

- a. Principal, as input and consideration to *SMP Negeri 3 Purworejo* in order to improve the quality of outcome.
- b. Teachers, as input for being active to improve the quality of outcome.
- c. Students, as a reference for enriching knowledge about improving the quality of the school.