

REFERENCES

- Alimat, S. 2004. Total quality management in educational institutions: applications and development proposals, first Arabic edition, (pp. 181-187), Oman: Dar Alshorooq for publication and distribution.
- Al-Abasi, Omar. 2004. The reality of the education system at the University of Jerusalem in light of the criteria of total quality management from the perspective of faculty members and students. (Master Thesis) Al-Quds University, Al-Quds: Palestine
- Alawnah, Mazooz. 2008. Indicators of total quality management at the Al-Quds University from the viewpoint of students, Journal of Al Quds Open University, No. 12,pp-12-103, Palestine.
- Al-Kazaz, I. 2001.The practical application of requirements of ISO 2000-9001 for quality system. (pp.129-140), Baghdad: ALashqar for printing.
- Al-Khatib, Ahmed. 2000. Total Quality Management: Applications in university management. Journal of the Association of Arab Universities, the number specialist No. 3, p. 83 -122, Yarmouk University, Jordan.
- Al-Musawi, Numan. 2003. Developing an instrument for measuring total quality management in institutions of higher education. Educational Journal, p 67, pp. P.:89- 115.
- Al-Qaruti and Yousf M. Al-Mutairi. 2007. Total Quality Management of the Educational Process at Kuwait University from the Perspectives of Faculty Members. Journal of King Abdulaziz University, Economics and Administration, P: 21
- Altwaijri, A. 2003. Arab education: Reality and future. Almustaqbal Al Arabi Journal, 21, 170-192.
- Ani, K. 2002.TQM and the requirements of ISO 9000. (1st ed). Baghdad: Alshagar Press.
- Arozi, M. 2009. *Pengaruh Keefektifan Kepemimpinan dan Budaya Organisasi terhadap Implementasi TQM (Total Quality Management) di SMK Negeri Kota Semarang Kelompok Teknologi dan Industri*. Semarang: Universitas Negeri Semarang
- Badah, Ahmed. 2003. Total Quality Management: A Proposed Model for administrative development and its potential application in Jordanian

- universities. (PhD Thesis), Amman Arab University for Graduate Studies, Amman: Jordan.
- Braxton, J., and Nordrvall, C. 1985. Selective Liberal Arts Colleges Higher quality as well as higher prestige. *Journal of Higher Education*, 56, 5-38.
- Creech, B. 2000. Lima Pilar (Manajemen Mutu Terpadu) TQM: Cara membuat Total Quality Management Bekerjabagi Anda. Jakarta: Binarupa Aksara.
- Dollery, B., Murray, D. and Crase, L. (2006) Knaves or Knights, Pawns or Queens? An evaluation of Australian higher education reform policy. *Journal of Educational Administration*, 44(1), 86-97.
- Goetesch D., and Davis S. 1997. Introduction to total Quality. Upper saddle River, New Jersey: prentice – hall.
- Hassan, M. 1994. A humanitarian vision of the concept of education quality control. *Journal of Educational Studies*, 65, 46- 67.
- Jackson, N. (1997) Internal Academic Quality Audit in UK Higher Education. Part II: Implications for a national quality assurance framework. *Quality Assurance in Education*, 5(1), 46-54.
- Milliken, J. and Colohan, G. (2004) Quality or Control? Management in higher education. *Journal of Higher Education Policy and Management*, 26(3), 381-391.
- Mok, K. (2005) The Quest for a World Class University. *Quality Assurance in Education*, 13(4), 277-304.
- Mustafa, A. 1997. Total quality management in higher education to coup with challenges of the twenty-century paper presented at the University of Zagazig Conference: total quality management in the development of University education. Aug. 2-4, 1997, Zagazig, Egypt.
- Nael Aly, Joseph Akpovi, (2001) "Total quality management in California public higher education", *Quality Assurance in Education*, Vol. 9 Iss: 3, pp.127 – 131
- Newstrom, John W. 1997. *Organizational Behavior*. United States : The McGraw-Hill Companies, Inc.
- Naji, Fawzia. 1998. Total Quality Management and the potential applied in higher education institutions, Case Study: Amman Private University. (Master Thesis), Amman Private University: Jordan.
- Robbins, Stephen P. 2001. *Perilaku Organisasi*. Jakarta : PT. Prehallindo.

- Sallis, Edward. 1993. Total Quality Management in Education, (London: Kogan Page Limited,)
- Sanyal, B. 1998. Strategies for higher education in Asia and the Pacific in the past Cold-war era. IIEP, contributions No.29.
- Sekaran, U. 2000. Research Methods for Business: A Skill Building Approach, Third Edition: John Wiley & Sons, Inc., New York USA.
- Senge, P. 1990. The fifth Discipline: The art and practice of the learning organization. New York: Doubleday.
- Setiaji, Bambang. 2008. *Panduan Riset Dengan Pendekatan Kuantitatif*. Surakarta: UMS.
- Srikanthan, G. and Dalrymple, J. (2002) Developing a Holistic Model for Quality in Higher Education. *Quality in Higher Education*, 8(3), 216-224.
- Srikanthan, G. and Dalrymple, J. (2004) A Synthesis of a Quality Management Model for Education in Universities. *International Journal of Educational Management*, 18(4), 266-279.
- Syafarudin. 2002. *Manajemen Mutu Terpadu dalam Pendidikan*. Jakarta : PT. Gramedia Widiasarana Indonesia.
- Tenner, A. R., & De Toro, I.J. 2000. Total Quality Management: Three Steps to Continuous Improvement. Massachuset: Addison-Wesley Publishing Company.
- Tjiptono, F. & Diana, D. 2000. Total Quality Management. Yogyakarta: Andi Offset.
- UNESCO. 1995. Planning to improve quality of education in the context of education for all in Arab States. Beirut, Lebanon: UNESCO Regional Bureau.
- UNESCO. 2004. A comparative analysis of national action plans of Education for All in the Arab States. Beirut, Lebanon: UNESCO Regional Bureau.