

ABSTRACT

Facts show that Indonesia needs to improve its ability to compete in various fields with the development of human resources. Unfortunately, according to UNDP, the current state of the human resource is miserable. Indonesia was ranked 109 of 174 in the ranking of competitiveness at the 46 lowest in Southeast Asia, while Singapore is the 2nd and Malaysia at the 27th. Philippines to the 32th, and Thailand to 34th, and includes the most corrupt country in the world. According to the Human Development Index survey, as disclosed by Yutata Hadi Andoyo, the Director of Private Higher Education Directorate of Directorate General of Higher Education of national education department, the quality of Indonesian human resources is currently ranked 105th. For an illustration, the human resources in Southeast Asia namely Singapore was ranked 25th, Brunei 26th, Malaysia 56th, Thailand 57th and Philippines 77th. In an effort to improve human resources, the role of education is quite prominent. Therefore, it is important for national development to focus on improving the quality of education. Qualified education will be obtained in a high quality school, and qualified school will produce qualified human resources as well.

This study aimed to examine the role of continuous improvement, top management commitment, and quality management systems in encouraging the implementation of TQM in order to improve education quality management. Data was collected from the Foundation Chairman, Chairman, Rector of Private Colleges in Kopertis region XI - Borneo's which is consists of 120 private universities using questionnaires. Then, the data is used to perform data analysis using SEM techniques.

Statistical test results showed that continued improvement proven to have positive and significant influence on the management of quality improvement of education through the implementation of TQM, top management commitment proven to have positive and significant influence on the management of quality improvement of education through the implementation of TQM, and quality management system proven to have positive and significant influence on the management of education quality improvement through the implementation of TQM.

Keywords : continuous improvement, top management commitment, quality management systems, implementation of TQM, the management of education quality improvement