

Total Quality Management Through Lecturer Assessment With Students to Improve Graduate Quality

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Abstract

Total Management System or abbreviated as TQM is a management system quality that is focused on the customer (Customer focused) by involving all levels of employees in making improvements or continuous improvements (in a manner continuously). Total Quality Management or TQM uses strategy, data and effective communication to integrate quality discipline into culture and company activities. In short, Total Quality Management (TQM) is a management approach to achieve long-term success through satisfaction Customer (Customer Satisfaction). Lecturers are the spearhead of a TQM in college with always carry out Tri Dharma College, but keep in mind that customer satisfaction (in this case students) is the main key to the implementation of the tri dharma of the university high, because with the assessment of students we will be able to find out weaknesses what we have done in PBM. With this weakness, the lecturer is obliged to make changes so that TQM is achieved so that our graduates' expectations will become competitive with overseas college graduates. The results of this study concluded that the assessment of the implementation of the learning process most lecturers have done from the preparation, implementation and evaluation stages states that the stages are prepared in advance by the lecturer before carrying out the lecture process.

Keywords: Lecturer, TQM, PBM Assessment, and Lecture Process.

I. INTRODUCTION

Indonesian Media (05/04/2010) sent a paper about the effort to improve the quality of higher education. False one sentence delivered as hence in general quality Higher education in Indonesia is still lacking adequate, except for UI, UGM, ITB, and IPB who have successfully broken through the rankings relatively well in the world. Quality universities, among others, are marked by academic reputation, staff availability, qualified instructors (lecturers and researchers, and supported by research traditions which have a strong and good tradition of scientific writing (books and journals). However, it's deep a key aspect of that is college performance is considered low. Therefore, the main challenge going forward is to improve quality by strengthening a number of very basic aspects that. Especially with the development of the world in Indonesia The current era of globalization is really a condition with various kinds of competitions tight from various fields in it.

Competition is not free from all elements humanity's needs always develop every second. Here it is very clear that efforts must be made for reform that can answer all challenges in the development of the global era. Moreover, Indonesia is obliged to do it, especially in the world of higher education. Efforts to improve quality at a good university is a PTN (university upper state) or PTS (college) private) to provide services exceptional education for preparing human resources competing is important considered in an effort to improve high quality education. Lecturers are one important factor to improve quality education, especially in universities and lecturers who have high integrity towards implementing the tri dharma of tertiary high institutions. Because of this, management universities must be based on the modern management principle, total quality management (TQM), which confirms that all elements in the system Higher education must be maximized, i.e. directed at efforts to improve quality thoroughly and continuously. This is in accordance with the objectives of higher education, namely:

1. Prepare students to be community members who have academic and professional skills who can apply, develop and create knowledge, technology and art.
2. Develop and disseminate science, technology and art and optimize its use is to increase the level of people's lives and wealth national culture (Law No. 20 years) 2003; PP 30 of 1990, Article 2, Paragraph (1)).

Mohamad Ali (2009: 233) in his book entitled Education for National Development says that Higher education should not only teach and students not only come, sit, listen and note (lack of thought) what was said by the lecturer. Higher education must also not only give a chance to sharpen the right brain. Only information that must be submitted to college students. As a result, residents of the university have no chance (and ability) to change information; new knowledge will extend to wisdom, which will unlock knowledge and civilization. Higher education must be able to awaken your inner intelligence graduate. Extensive knowledge, intelligence (smartness), ability to know the essence of things known (Insight), caution (caution), understand the norm, the truth, and the ability to digest life experience that characterizes intelligence is no longer found in a person graduated from university. Therefore PT graduates are able to handle the real world. PT graduates must be different from a society like never before higher education, which besides that have the ability to true learning (true learner).

By paying attention to goals higher education and exposure about the quality of PT graduates above, must be PT graduates can already compete with PT graduates from abroad will but it's really worrying when we are read from the report about level unemployment in Indonesia turned out based on the results of information from the Head Central Statistics Agency (BPS) Suryamin let's say the open unemployment rate in February 2016 it reached 7.02 million people or 5.5%,

then Suryamin words, reviewed by level of education, the percentage of school graduates the bottom of the idle decreases, namely from 3.61% to 3.44%. "Level the highest unemployed are graduates of vocational high school with a percentage of 9.84%, up from 9.05%, " she says. Then a percentage of the population diplomas I, II, and III are educated unemployment also declined. "Whatever the level, unemployed university graduates instead increased from 5.34% to 6.22%, " she says. (<https://m.tempo.co/read/news/2016/05/04>). From this data are a reality that must be made into motivation or encouragement for the world higher education, especially now heard from the Ministry of Technology Research and Higher Education (KemristekDikti) claimed to have received 141 community reports related to fake diploma cases involving regional heads, members and DPRD apparatus civil state throughout 2016. Therefore Menristekdikti M Nasir is not kidding with a fake diploma case. Paristiyanti said, Minister Nasir had instructed dismissal of all state civil apparatus in the environment Kemristek Dikti is involved. (<http://www.liputan6.com>) So TQM must depart from the Lecturer element as a leading educator with do agents of change starting from assessment of the implementation of learning which has been done for one semester or one academic year through a questionnaire given to students. Certainly this also requires a questionnaire that is owned by high validity and reliability too. Transparency lecturers receive answers students provide does not involve giving element grades to students because with answers that don't give a rating.

TQM Results from the Implementation Questionnaire This learning will be a barometer to be able to compete with PT graduates from abroad and will become a stepping stone for moral change in lecturers towards the learning process quality, of course this also has to have very strong support from related parties in one university.

II. STUDY OF LITERATURE

1. Higher Education

Higher education is one unit education education provider high. College students are called students, while in power college educators are called lecturers. Higher education is the level of education after secondary education which includes bachelor, master, doctors and organized specialists by college. Next to college height is generally divided into two types, namely state tertiary institution is college organized by public and private universities is a tertiary institution hosted by a private party. As you already know, education is a very important thing to improve living standards and life. It's like a community promoting the wrong one element that is in us.

Education itself is seen from understanding that education is a conscious and planned effort to realize the learning process so students become active and develop in developing potential. He has spiritual power, religion, self control, personality, intelligence, noble morals, and skills that are needed by himself and the community.

Thus the college is the gate of the print environment for future generations to be able to act fully for the sake of continuity life and life through provisions academic and non academic have. Because provision for life and life cannot be guaranteed its existence on the one hand controlled academic field, but they also have to master non-academic fields or language in soft mastery today skills and hard skills needed so they have balance. Therefore, the KKN curriculum now enforced in college is a very appropriate step to overcome the era of globalization which is increasingly increasingly competitive in all fields, let alone the Asian Economic Community began January 2016 has begun to run, competencies of higher education graduates will become increasingly competitive.

Below I submit a trailer from the University of Indonesia Student Press (www.suara.mahasiswa.com, 05 November 2014) as an illustration for the lecturers and students to serve as materials to increase competitiveness in the era globally. The following snippet:

Without us knowing, AEC already prepared since 2003 will soon be present. In 2015, Indonesia will immediately enter a new chapter in global competition. It should be in the run this short amount of time, if appropriate Indonesia is more than ready to face AEC. Ironically, Indonesia is far from being the word "ready". According to research results from Center for International research institute Relations Studies (CIReS) Faculty of Science University Social and Political Sciences Indonesia (FISIP UI) until the beginning of the year 2014 still only 17 percent of the population general includes students who know about the AEC. "This can be recommendations for the government so that we are ready for AEC 2015, only 17 percent of the general public including students who know it, and only 2 percent who are aware of the benefits, why we chose LGs because they were most directly impact later, and who can compete only with capital and skills," said CIReS FISIP UI Researcher, Sofwan Albanna is like Quoted by sindonews.com.

From the statement above, it can be understood that the main challenges from Indonesia for facing AEC is Resources Humans (HR) who know and are able to face the AEC 2015. In facing AEC, students as iron stock is the main pillar or front guard in the HR field.

For comparison with countries other ASEAN members, Indonesia's competitiveness data is examined according to The Global Competitiveness Report 2013-2014 by World Economic Forum (WEF) as quoted by kpiunhas.com. Indonesia is still lagging behind countries like Malaysia, Thailand and Singapore. Besides that data from ASEAN Productivity Organization (APO) also shows from 1000 Indonesian workers only about 4.3% are skilled while Philippines 8.3%, Malaysia 32.6% and Singapore 34.7%.

Indonesia needs to rise from the conditions of this concern. As already stated above, one of the things that need to be considered from the AEC is power skills. Indonesia needs to prepare its students as Iron Stock in the face of AEC. In terms of skilled workers, of course education plays an important role. Especially higher education that has an important role in determining fate in Indonesia when the AEC came into force. The article was in 2014, the question is whether there is a 2017 change? Temporary answers do exist with very optimal change because of things this is evidenced by the unemployment rate PT graduates still remain dominant as well the ability of graduates who have not been able to compete with overseas graduates, like PT graduates in the Asian region Southeast. This problem is really very ironic, when the era of the 1980s, countries Southeast Asia is asking a lot Indonesia to become a teacher (teacher) in their countries with a contract system, this thing still reminds me of sitting on bench high school class III, there is a teacher IPA at that time left for Malaysia to teach there, it means a reputation high towards Indonesian educators. But in the 20th century until the 21st century the above reality is reversed, the Indonesian nation always unable to compete with outside nations our nation once was education there?

2. The Role of Tri Dharma College

If we talk about college height, then there is a very important element we examine, namely lecturers as staff educators and students as learning that will receive knowledge. Known students as an agent of change, social control, and iron stock, basically according to the Dictionary Big Indonesian Language (KBBI) is people who study in college. Like schools have students, college has college students. Vision and Mission is a goal of every organization of college, any activities carried out in Higher education must start from vision and mission. Therefore Learning, Research and Service are elements of the Tri Dharma College in Indonesia in its activities and must be paid attention to the vision and mission of the college high. Education is the first and foremost point from Tri Dharma College. Education and teaching have a very important role in a learning process. The Constitution expressly states that education is a conscious and planned effort to create an atmosphere of learning and process learning so that students actively develop their potential to have religious spiritual power, self control, personality, intelligence, noble character and skill needed for themselves, society, nation and country. (National Education System Law No. 20/2003). Higher education needs to do revitalization in this

case. Need to understand that development and realm of education education today is no longer just 3Rs (Reading, wRiting, and aRithmetic), but it must also concern new skills are needed by the world of work now, such as: Leadership, Digital Literacy, Communication, Emotional Intelligence, Entrepreneurship, Global Citizenship, Problem Solving, and Team-working. Leadership is a skill to affect yourself (self leadership), influence the team (team leadership), and also affects everyone inside the organization (organizational leadership) so commit and work together to achieve the vision and mission that was declared by the organization. Digital Literacy deals with skills in the following three things, namely:

the ability to use technology digital, communication or network tools for find, evaluate, use and create information, capabilities to understand and use information in various formats from various sources when presented through computer, and one's ability to perform tasks effectively in a digital environment. Communication related to communication skills is important, easily and briefly so you can use it for decision making and improvement in organizational performance. Emotional Intelligence (EQ) is the skills to identify, use, understand and manage emotions positively to relieve stress, communicate effectively with people, empathize with others, overcome challenges and defuse conflicts. Entrepreneurship is a skill to develop,

manage and manage creative endeavors together with risk calculated (calculated risks) in order to create benefits from creative endeavors. Global citizenship is a skill someone who is able to put their identity to match global community is more than identity

them as certain citizens or the origin of certain ethnic groups. Problem Solving is a mental process involved, find, analyze and solve the problem. The main purpose of problem solving is to overcome obstacles and find solutions that are best for solving problems. Teamwork is the process of working together with a group of people to achieve a goal together. Teamwork is part important from organizational success, because we need coworkers to work well together, try ideas their best in any situation so achieve synergy in results. Principle two heads are better than one head applies in this teamwork. Research is the second point in Tri Dharma College. Research has a role for progress in college, community welfare and the progress of the nation and state. From research so students are able to develop their knowledge and thinking critically. Students must be able to utilize research and this development in a process of learning to obtain the changes that will bring Indonesia towards more advanced and front. Unfortunately, even in the case of research, Indonesia is also still inferior to countries other ASEAN member neighbors. According to data presented by Suara magazine 30th edition student, scientific publication conducted by academics in Indonesia is still very far compared with member neighboring countries ASEAN, especially with Singapore. The magazine said that the number of University scientific publications Indonesia (UI), as one of Indonesia's top universities, is even unable to reach just 10 percent of the number of University of scientific publications Singapore. In the magazine, it is said that scientific publications are done UI only amounted to 2714 publications, whereas the University of Singapore has done 64,991 publications. SBY, president of the Republic of Indonesia, says that the nation is advanced and is a culture-oriented nation. This is confirmed through the account Twitter that says, "Get used to giving a gift book to a child, because of the nation which is oriented towards written culture compared to speech and oral culture," like quoted news.bisnis.com. In conducting research, mindset students also play a role urgently. Students need to have goals to be achieved through the research. According to Suparno and Mohamad Yunus, a good writer has the goal of making the reader come along think and reason, make the reader know about the news, make the reader opinion and understand, make readers overwhelmed by his essay, as well as making the reader happy with living up to values put forward. Third is devotion. According to the Act, devotion to society is activities that are conducted by academicians utilizing science and technology to advance the well-being of society and educate life. Community service can be carried out with various positive activities. In this case, students must be able to socialize with the community and able to contribute significantly. Concrete form student devotion can be done with socialization around the AEC 2015 to Public. Socialization can be done by youth in various ways. Young men can do

socialization in a way conventional as do door to door socialization. Youth can utilize various media inside socializing, like using various social media applications, making blogs, making various posters, making short films, and so on. In doing so, a young man too can work with young people and form a group in conducting socialization. In this case, they can share roles in dividing duties and responsibilities, can be mutual support in weakness, and which Most important is the existence of trust to the ability and sincerity of friends which can have a positive impact on implementation of responsibilities. There are a number of things to note in group implementation, namely: vision and mission, strategy, awareness of interests to be together, performance, mutual trust and support for each other. In strategies, among others, will be elaborated on: purpose, target, message content, media used, organized, and monitoring the impact of socialization.

3. Total Quality Management (QTM)

Total Management System or abbreviated where TQM is a quality-focused management system to the customer (Customer focused) involving all levels of employees in making improvements or improvements that continuously (continuously). Total Quality Management or TQM using strategy, data and communication which is effective for integrating quality discipline into culture and company activities. In short, Total Quality Management (TQM) is a management approach to achieve long-term success through Customer Satisfaction (Customer Satisfaction). (Budhi Kho, 2016). Based on this understanding it is clear that in college there is called tracer studies (tracking studies) customer satisfaction, in this case students as customers who must have the information about preparation, implementation and evaluation in terms of learning. Therefore it is necessary for every lecturer to know until the extent of providing deep knowledge, skills and attitudes to provide learning services to college students. This too will be a benchmark to improve when the results of the questionnaires were filled out. Students tend to be lacking or very weak in carrying out the process of learning. Next, according to Budhi Kho, there are eight main elements in TQM, namely:

a. Focus on the customer (Customer Focussed).

Customers are parties who determine whether the product or quality services produced by the company meet the needs or levels of quality he wants. Whatever is done by an organization / company like employee training, process improvement, use of sophisticated machines or adoption of the latest technology in the end The customer decides whether the efforts made useful or not. In this case what the customer said is a student. Where is the student in a college that will determine whether the lecturers are given lecture material that already meets the needs of students and the environment? Therefore the focus element is what lecturers must implement in carrying out basic tasks and its function.

b. Employee Involvement overall (Total Employee Involvement).

Employees are a resource company that is important in achieving the planned purpose. Therefore, employee engagement overall can support the company in improving the process and continuous quality, then produce products and services the best for its customers. In employee empowerment, is needed training and improvement of employee skills in working his assignment. In this case the so-called employees are the entire academic community which is in one college which is a necessary PT resource continuously developed through various training, comparative studies, and others in order to improve quality education services.

c. Concentration on Process (Process Centered).

Attention to process improvement is a basic foundation in the system TQM management. Process is a series of steps that begin from receipt of INPUT from suppliers (internal or external) and transform- its become the OUTPUT will be sent to the customer (internal and External). In

this case learning is part of a satisfaction process students towards quality, because it is through statements student answers in giving assessment of the performance of a PBM lecturer after finishing in one semester, will be a yardstick in improving the quality of PT through processes learning. But keep in mind this can not be instant but through a process.

d. Integrated system (Integrated system)

Although there is a lot of expertise and the scope of work in a company which form departmentalisation vertical or horizontal. All need an integrated system so that the vision, mission, strategy, company policies, goals and objectives can be well communicated and clear to all employees. System integration in this case is all results from student assessments brought to be solved together in a system in college so the components are still not the maximum and can be continuously improved and in turn will lead to achievement of the purpose of PT. Therefore TQM needs an integrated system throughout the civitas academic in a college, that can not be done individually, This requires a commitment very strong of all components related to TQM.

e. Strategic and Systemic Approach (Strategy and Systemic Approach)

One important part in Quality Management is the approach Strategic and Systematic in achieving Company Vision, Mission and Objectives. Process is usually referred to as Strategy or Management Planning Strategies that do the formulation and deep strategic planning integrating the concept of quality into Overall Company Strategy. In improvements to results student assessment in terms of the process of learning should be what strategies to do and systems which are good for achieving quality, because improvements will be seen if only if results of student assessment of the PBM process are implemented through strategy and the right system. Therefore strategy and system needed for anticipating deficiencies in service quality of learning.

f. Continuous improvement(Continual Improvement)

Continual improvement encourages companies to do analysis and create ways more competitive and effective in achieving company goals and meet expectations of all interested parties. Implementation in the service process learning through implementation questionnaires PBM given to students, should be done in a manner continuous and carried out by all lecturers. From the results of the assessment it must also be analyzed continuously so hopes, shortcomings and strengths will be a learning guide next. It seems that this has not been done at PT optimally, so that the learning process only produces value merely for students but for quality learning can not be assessed yet.

g. Fact-based decisions (Based Decision Making)

To find out the extent of performance of a company, data is needed to measure it. TQM requires that company to collect and analyze data in a manner of continuous order or decision. The policy taken is absolutely accurate and right on target. With data, we can draw conclusions based on previous events or results. In making lecturer decisions to use strategy, approach and the method to be used is needed very powerful data as well as analytics in-depth from the data. Assessment data PBM from these students became momentum to make an election decision about how to teach one's expected students in order to improve the quality of learning outcomes.

h. Communication

In daily operations, the company will definitely change both changes in strategy, policy, schedule and method of implementation. These changes need to be communicated well to all employees who are concerned. Good communication too will lead to motivation and enthusiasm to achieve the company's goals. In this case communication results Student assessments must be

communicated the meaning is not closed so it is expected will be an input for dosen/dosen in order to improve quality learning.

4. Tracer Study (Tracking Study)

Feedback can be said as a bait behind which has meaning in general is a reflection of a job has been done for a period of time. One implementation process is reflective and must be carried out in the learning process for one semester or ongoing activities for a certain period of time. Because by conducting feedback studies the implementation of learning will be very valuable for institutions, lecturers, and students as a barometer for making various changes that will be an influence on quality improvement and development learning that will eventually lead to quality improvement.

This is very much in accordance with the phrase which the Ustazds often say, Lecturer, and the Missionary said that: "Whoever is the day now better than yesterday then he is among the lucky ones. Whoever has the same day yesterday then he is a person losers. Who is now worse than the day yesterday then he is cursed." (Momentumpedia. Blogspot, 2015).

In Government Regulation No.60 years 1999 on Higher Education at college or what is commonly referred to as campus education is education on the school education pathway at a level higher than secondary education in the path of school education. College Higher education units organize higher education. The Purpose of Higher Education According to PP No. 60 of 1999 concerning Higher Education (PT), Article2, is: Preparing participants students become members of the community who have academic ability and / or professionals who can apply, develop and / or enrich realm of science, technology and / or art and developing and disseminating knowledge, technology and / or art as well strive for its use to improve the standard of living of the people and enrich national culture. To achieve the goal of higher education It is clearly needed an evaluation, one of them is evaluation of the learning process

which has been carried out by all workers instructor (lecturer) for improvements in a more advanced and targeted direction what is expected in the goal of higher education. Therefore, implementation of tracer studies about PBM conducted by lecturers, can be done at the level University / high school, faculty, and the lowest at the level of the study program. Uhar Suharsaputra (in www.uharsuharsaputra.wordpress) said that the College environment High wherever, medium undergoing very rapid changes, Globally, changes are seen in the form of development of society science based information and technology. In such a situation mastery of science by individuals and or organization will be a prerequisite and basic capital for development efforts and organization in an increasingly competitive situation. Thus the competition of graduates the more competitive the day can't be postponed if you want to have a graduate who are ready to compete with other PT graduates especially with overseas graduates. By therefore the key is the process learning must be managed with well planned, especially input from students, parents and community about how to implement learning that has been done for one period so it will be seen weaknesses that need to be fixed for the implementation of learning in the future will come.

III. RESEARCH AND METHOD

This research is based on the objectives included in the research category Verify where to test the truth from the student's assessment of the learning process that has been implemented lecturer in higher education as a barometer towards the quality of learning.

While this research based approach is included in the research qualitative. This qualitative research is research to answer the problem which requires understanding deeply in the context of time and situation concerned, carried out properly and naturally according to objective

conditions in the field without any manipulation, as well as the type of data collected is mainly data qualitative. The research process in question *inter alia* observing people in their daily lives, interacting with them, and trying to understand language and interpretation about the world around it. Therefore, researchers must dive into the field for quite a long time While this research based function is included in the study evaluative. Evaluative research is research used for assessment success, benefits, usability, donations, and eligibility for a program, product, or activity of an institution based on certain criteria. The benefits of this research can add insight about an activity and can encourage research or further development, as well as helping leaders to carry out policies. The research method used in this study is the method Descriptive. Descriptive research is research used to describe, explain and answer questions about phenomena and events that occur at this time. These descriptive research patterns include: surveys, case studies, causal-comparative, correlational, and development. The purpose is to (a) explain something phenomenon, (b) gathering information which is actual and factual based existing phenomena, (c) identify problems or justification conditions and practices ongoing, (d) create comparison and evaluation, and (e) determine what people do other if you have a problem or situation the same and benefit from their experience to make a plan and future decisions come. (Sutirna, 2016: 16).

IV. RESULT AND DISCUSSION

1. Research Results

The results of this study are based on the questionnaire given to all students with TS answer choices (not suitable), KS (not suitable), S (according to), and SS (very suitable) for knowing the management of the learning process from the beginning of the preparation to the evaluation study. The result can be considered the following table 1:

Table 1
List of Questionnaire Results
Lecturer Learning Process
From students

No	Pertanyaan	T S	K S	S	S S	B
1	Silabus, Materi Perkuliahan dan alat bantu pembelajaran	-	-	2 7	1 6	1

	yang dipersiapkan dosen					
2	Pada pertemuan pertama, apakah dosen menyampaikan Silabus kepada mahasiswa dan meminta mahasiswa memilikinya sesuai dengan yang diajarkan?	-	1	2 9	1 4	-
3	Menyiapkan daftar nama mahasiswa untuk frekwensi absensi.	-	1	3 0	1 3	-
4	Pelaksanaan perkuliahan sesuai dengan jadwal perkuliahan.	-	4	3 0	1 0	-
5	Dosen menyiapkan atau membawa buku agenda perkuliahan	-	4	2 8	1 1	1
6	Dosen menetapkan atau menginformasikan tata tertib dan ketentuan perkuliahan yang harus diikuti oleh mahasiswa.	-	1	3 0	1 2	1
7	Dosen	-	2	2	1	-

1 2	Penggunaan media/alat pembelajaran dalam setiap pertemuan	-	1	2	1	0
1 3	Penguasaan perkuliahan oleh dosen pengampu	-	-	2	1	-
1 4	Penggunaan metode perkuliahan yang sesuai dengan materi kuliah dan tujuan pembelajaran	-	-	2	1	1
1 5	Dosen melakukan pembelajaran berpusat pada mahasiswa	-	3	2	1	1
1 6	Kemampuan dosen dalam menegakan peraturan dalam perkuliahan	-	2	3	9	0
1 7	Dosen memberikan tugas terstruktur sesuai materi perkuliahan	-	-	3	1	-
1 8	Dosen memberikan tambahan pembelajaran, jika jumlah pertemuan belum 14-16 pertemuan	1	6	3	7	-
1 9	Kemampuan dosen dalam menciptakan	-	-	2	1	-

	penetapan nilai akhir mahasiswa						
3 1	Dalam pelaksanaan ujian dosen hanya melayani mahasiswa yang terdapat sebagai peserta mata kuliah	-	-	3 2	1 2	-	
3 2	Dosen memberikan ujian susulan bagi mahasiswa yang tidak hadir pada saat ujian dengan alasan yang kuat.	-	-	3 3	1 1	-	
3 3	Dosen penanggungjawab mata kuliah menentukan waktu dan tempat ujian susulan	-	1	3 4	9	-	
3 4	Dosen menyelenggarakan ujian ulang bagi mahasiswa yang memperoleh nilai D dan E.	1	1	3 1	1 0	1	
3 5	Jika ada keberatan atas nilai ujian, mahasiswa dapat mengajukan	-	4	3 2	6	2	
	keberatan kepada dosen yang bersangkutan.						
3 6	Kesesuaian antara materi yang diujikan dengan materi kuliah yang disampaikan.	-	3	3 2	9	-	
3 7	Kesesuaian materi ujian dengan tujuan pembelajaran	-	-	3 0	1 4	-	
3 8	Ketepatan waktu dalam memberikan nilai	-	3	3 1	1 0	-	
3 9	Dosen mengolah nilai sesuai dengan pedoman akademik	-	-	3 3	1 1	-	
4 0	Pengumuman nilai akhir kepada mahasiswa.	-	1	2 8	1 4	1	

2. Discussion of Research Results

From the results of the assessment process answers learning that has been done by lecturers for the preparation stage in the indicator Syllabus and RPP, prepare attendance list students,

agree on lecture time and delivery of joint commitments The results of lectures are almost complete half of the students agree if the lecturer before the lecture prepares all forms of administration PBM. Thus this needs to be done by all lecturers before the event lectures begin, because this thing becomes the teacher's initial steps to do learning in the classroom, so the learning process does not use as they wish but has foundation operations that have been prepared as guidance in providing material lecture. Furthermore, in terms of implementation or implementation of the learning process, almost all students gave answers agree if a lecturer is capable and has capacities in accordance with the field of his knowledge, it means not from teaching but more than teaching, as can be a guide and direct the student towards quality. Likewise with giving value, almost all students also give the answers agree about the implementation of the exam or transparent and appropriate evaluation with the provisions in

effect according to which discussed in the first meeting lecture. Student assessment results in giving an assessment to the lecturer should be a feedback for lecturers to improve quality educational outcomes in a college. This is still a small part of it seems to be conducted by a good lecturer at PTN or PTS, so PBM runs without there being an evaluation that ultimately quality graduates become a bad phenomenon in our country. Thus if we want to compete with graduates from other nations, this is necessary to be an important note for all components related in organization of higher education which immediately repairs education services for students, so by knowing the whole teaching weaknesses will become valuable learning to be able to make changes in the future.

V. CONCLUSION

Total Management System or abbreviated as TQM is a quality-focused management system to the customer (Customer focused) involving all levels of employees in making improvements or improvements that continuously (continuously). Total Quality Management or TQM using strategy, data and communication which is effective for integrating quality discipline into culture and company activities. In short, Total Quality Management (TQM) is a management approach to achieve long-term success through Customer Satisfaction (Customer Satisfaction). Lecturers are the spearhead of a TQM in college with always implement Tri Dharma Perguruan High, but keep in mind that customer satisfaction (in this case student) is the main key of the implementation of the tri dharma of tertiary institutions, because of the assessment of our students will be able to find out the weaknesses of what we have done in PBM. With that weakness lecturers are required to make changes so that TQM is achieved so that we hope our graduates will become competitive with overseas college graduates. The results of this study conclude that assessment of the implementation process learning that has been done by lecturers from the preparation, implementation and Most evaluations agree that these stages are prepared in advance by the lecturer before carrying out the lecture process.

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