

# Quality Management and Job Satisfaction Among Academic Staffs of Islamic University in Indonesia

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## ABSTRACT

This study aims to describe the efforts to achieve job satisfaction among academic staffs of Islamic university in Indonesia. Its focus on IAIN Bengkulu (State Institute for Islamic Studies of Bengkulu) as the case study. The method used is a qualitative-descriptive approach. This article focuses on discussing four capability programs which relate to management of developing job satisfaction, as it is held at IAIN Bengkulu, Indonesia. They are: management related to Webometrics programs, management of publication, the use of an academic information system, and the accountability for the prospective users of the university's educational services. The results show that the ability and management of an Islamic university can help the university's employee to achieve job satisfaction. The author suggest that in order to achieve job satisfaction, it is a must to increase the ability and management of Islamic studies in the university.

**Keywords:** *Management of Islamic studies, job satisfaction, academic staff of Islamic university*

## 1. INTRODUCTION

Management is the art or science on planning, organizing, directing, and controlling people and working mechanisms to achieve educational goals. James A. F stoner and Charles Wankel said that management is the process of planning, organizing and controlling members and using all organizational resources for the achievement of organizational goals.[1] Management is abbreviated as POAC (planning, organizing, actuating, controlling).[2] The current fact is that the quality of higher education (PT) shows that the conditions are not good. Weaknesses in PT problems are HR issues in performance management, quality management of higher education (PT), the quality of management of employee performance shows concern about HR both in terms of quantity and in poor quality and the problem of the ability of Islamic religious higher education (PTKI). The issue of globalization is pressing for PT reform in management; planning, organizing, directing and controlling PT in the ability of equality of students.[3]

At present, IAIN Bengkulu has 355 employees, consisting of 240 lecturers and 115 structural employees. [4]From 240 lecturers, there are around 199 lecturers writing in national accredited journals and 16 new lecturers succeeded in publishing scientific papers in reputable international journals[5] indexed as Scopus.[6] The ability of employees in scientific publications is still very low, causing weak job satisfaction at IAIN Bengkulu.

From the problems mentioned above, a review of factors influencing job satisfaction include: job challenges; fair salary system; working conditions; and supporting colleagues. The importance of job satisfaction in achieving organizational goals.[7] This paper explains the

management pattern of Islamic education in IAIN Bengkulu as an effort to achieve higher education job satisfaction in Indonesia as PTKIN in Bengkulu. This paper discusses the ability of Islamic education's management for guarding the Webometrics program as a basis for assessing the PT ratings; its ability relating to the reputation in publications, such as: presence, impact, openness, and excellence of IAIN Bengkulu in job satisfaction; its management about the use of Academic Information Systems (SIKAD) in the quality of educational institutions; and its ability relating to the accountability of the perspective of users of educational services

## 2. MANAGEMENT CAPABILITY RELATED TO THE WEBOMETRICS PROGRAMS

Every year IAIN Bengkulu plans and prepares budgets for research, service, and scientific publications to target webometrics and internationalize campus websites. Preparing the ability of lecturers such as stable characteristics, the maximum ability in work that is the ability to carry out the *tridarma* of higher education. Preparing physical or mental abilities of lecturers in carrying out their main tasks of education[8] and teaching, research and community service.[9] Intellectual ability and physical ability.[10] This is supported by the 2016 budget of 845,200,000, - in 2017 of Rp. 1,120,500,000, - in 2018 amounting to 2,287,000,000, and in 2019 amounting to 2,496,785,000,- [11]to develop the abilities, skills and abilities of lecturers in carrying out the *tridarma* (ethics of

services) of higher education especially scientific publications on the website.[12]

There are three basic abilities to become a person's expertise; (1) ability or conceptual skills (conceptional skills), namely in the concept of thoughts, ideas, ideas, useful for planning and problem solving; (2) ability or skills related to others (humanity skills); and (3) technical skills or skills, such as using computer programs, repairing machines, making chairs, accounting and others. The ability of the lecturer independently is related to the effective implementation of work and is very successful in improving webometrics rankings.[13] As a basis for assessing job satisfaction at IAIN Bengkulu.

Assessment, feelings or attitudes of employees towards their work, so job satisfaction can be measured by several desires and needs through work.[14]

Job satisfaction affects organizational commitment, with high job satisfaction having a positive attitude towards their work, and vice versa, if employees who are dissatisfied have a negative attitude.[15] Job satisfaction reflects a person's feelings towards his work, and this can be seen from the positive attitude towards the work he does arise in a person in looking at his work.

Job satisfaction as a positive or negative attitude carried out by individuals towards their work.[16] Worker satisfaction includes four categories, namely: (1) the worker himself; (2) the work itself; (3) the organization itself; and (4) workers 'and organizations' environments are locate.[17] The four categories were reduced to 23 dimensions of job satisfaction consisting of: (1) direct supervisors; (2) company policies and procedures; (3) payment; (4) profits; (5) opportunity for contribution to the company; (6) opinions taken by the company; (7) promotional opportunities; (8) security; (9) recognition; (10) appreciation; (11) coworkers; (12) demographics (age, gender, education); (13) term of office; (14) the initial preparation of workers for work; (15) continuing training opportunities; (16) the nature of work to be done; (17) conflicting demands; (18) role ambiguity; (19) pressure; (20) working conditions; (21) work tools and equipment; (22) material and supply; and (23) workload.[17]

Paul E. Spector, a measure of job satisfaction has standardized patent instruments such as: (1) job satisfaction survey (JDS); (2) job descriptive index (JDI); (3) Minnesota satisfaction questionnaire (MSQ); (4) job diagnostic survey (JDS); (5) job in general scale (JGS); and (6) michigan organizational assessment questionnaire (MOAQ).[18]

This opinion gives the meaning that the individual expects to obtain job satisfaction from his work, thereby giving rise to job satisfaction for Islamic education namely IAIN Bengkulu.

### 3. PUBLICATION REPUTATION

The SCImagorJR Institute is tasked with recording the number of scientific publications collected in Scopus. Proof in IAIN Bengkulu's full support in increasing

scientific publications, by preparing a budget every year such as 2019 of Rp.2,496,785,000,- [11]formed 26 journals,[19] develop innate talent from birth or the results of practice.[20] Having efforts to improve webometrics, such as, IAIN Bengkulu employee. Presence is the presence of the employees with the activities carried out, by maximizing all thoughts, feelings, attention, enthusiasm, and being able to work with the soul and eyes of the heart to increase the number of higher education website pages indexed by Google's search engine. Employees are required to be able, independent of their abilities to strive independently.[21] In increasing the capacity to perform various tasks in increasing the number of pages of the website, as a basis for the latest assessment of something someone is doing in the current job.[20]

The next benchmark in ranking webometrics is impact and visibility. Publishing scientific papers and increase the number of higher education website links approved on other sites, a form of support from lecturers and students opening blog links of higher education. Such as the use of <http://siakad.iaibengkulu.ac.id> to increase IAIN Bengkulu affiliation. The Role of the IAIN Bengkulu Scientific Journal (KPIJ) Management Consortium in enhancing the affiliation profile. The role of the computer center (Puskom) has been facilitating since 2015. Quality content of all external in links received by Islamic education web domains from third parties. The link recognizes institutional prestige, academic performance, information value and service usability in editor's web pages from around the world. Link visibility data is collected from two information providers namely Majestic SEO and Ahrefs, both of which use their own crawlers, resulting in a different database and complementing or correcting errors. The indicator is the product of the number of back links and the number of domains originating from the back link. The next indicator of Openness and Excellence is listed in the Google Scholar application. This application is an alternative browser to search for educational references and scientific research in a publication format. This reference can be in the form of scientific journals research or studies that can be justified scientifically. For Google scholar lecturers, it must be well utilized to publish scientific papers in the form of journals, proceedings and books. By publishing scientific papers through Google Scholar, a lecturer is known for his expertise and is referred to his work by other researchers.

This condition indirectly raises the ranking of webometrics, especially for the openness excellence criteria. Puskom as a unit that serves IT needs has facilitated the creation of standard emails, In addition, IAIN Bengkulu also made other efforts aimed at improving the ranking criteria set by webometrics. However, efforts and endeavors are only tools, content is the responsibility of all IAIN Bengkulu residents. Commitment and concern from all parties is the key to improve IAIN Bengkulu webometrics ranking. Ability is a capability the main priority is to change quality in line with the demands of the community's needs, especially changes in the quality management of Islamic educators, quality management of educational personnel, quality

management of learning, and quality management of graduates. IAIN Bengkulu strives and strives to improve the quality of the learning process through the theory of Islamic education management and effective efficient services.[22]

#### 4. ACADEMIC INFORMATION SYSTEM AND THE PERSPECTIVE USERS OF EDUCATIONAL SERVICES

To realize the ability of employees in the IAIN Bengkulu environment, the management of Islamic education has provided guidance to employees such as the following activities.

First, the philosophy of professional science and applied sciences; (1) Workforce performance management workshops for teaching staff and institutional governance; (2) IT utilization training in lectures; (3) accelerating promotions and professors for lecturers; (4) Scholarship socialization and workshop; (5) Technical training on writing scientific articles and scientific works; Sent lecturers in National and International scientific association activities; (6) IELTS training and IELTS test for IAIN Bengkulu lecturers; (7) International collaborative research grants in the development of science and technology; (8) Training of basic Instructional techniques (PEKERTI) for lecturers; (9) Holding KKN learning methods and assessment workshops for lecturers; (10) Study S3 abroad; (11) Domestic Doctoral Studies; (12) Overseas Post Doctors; (13) Evaluation of the performance of lecturers and education staff.

Second, Islamic philosophy of scientific sciences; (1) Spiritual / religious fostering with an Islamic view of moderation in *aqeedah* (faith) and worship; (2) Training of religious skills. Third, the social philosophy of science philosophy is the fostering of ethics and moral integrity of lecturers.

Islamic Education Management of IAIN Bengkulu provides library books in an effort to increase the ability of educators, education staff and students in an effort to achieve job satisfaction of users of Islamic education services; First, in the graduate program library Type of library materials as follows; (1) Textbooks totaling 2662 titles; (2) 27 accredited national journals; (3) International journals with complete numbers are 3 titles; (4) e-Journal totaling 136,921,393 titles; (5) Proceedings totaling 2 titles; (6) Thesis totaling 820; and (7) Dissertations totaling 25 titles. Second, at the faculty level, the types of library materials are as follows: (1) Textbooks totaling 24388 titles; (2) Textbooks totaling 53 titles; (3) 3 titles of dissertations, theses, theses; (4) Dissertations, theses, online thesis totaling 10232; and (5) proceedings totaling 2 titles.

Benchmarks of the ability of Islamic education at the level of accreditation, in an effort to achieve job satisfaction of service users, as follows; (1) Higher Education Institution Accreditation scores B; (2) There are 4 study programs that obtain grades A; (3) there are 15 study programs

having a value of B; (4) there are 10 study programs that get a C value; and (5) there are 3 study programs that have not been accredited.

The following indicators of IAIN Bengkulu provides student services in 2016 to 2019 as follows; (1) The reasoning field that has been carried out is seminars, workshops and training for students; (a) Technical Guidance for Writing International Journals for Students; (b) Alternative Dispute Resolution Training Activities for Students of the Sharia Faculty of Bengkulu State Islamic University in 2019; (c) Strengthening of PAI Muticulturalism for Students of the 2019 of Religion Doctoral Program of State Institute for Islamic Studies of Bengkulu, Indonesia; (d) Finger Printing Training for Students of Early Childhood Islamic Education Study Program at the Tarbiyah and Tadris Faculties of State Institute for Islamic Studies of Bengkulu, Indonesia in 2018; (e) TOAFL and TOEFL Training for State Islamic Religion Institute Students in 2018.

Indicator perspective of users of IAIN Bengkulu education services based on student satisfaction with services from Islamic education management, especially students. Management here is the Chancellor, Deputy Chancellor, Head of Bureau, Head of Division, Head of Subdivision, Unit Head, Dean, Deputy Dean, Head of Departments, Head of Study Programs, Department Staff, Head of Administration and General Affairs, Academic Staff, Administrative and General Staff. Measuring student satisfaction through several steps, namely (1) Periodic surveys of all students of IAIN Bengkulu, at the beginning of each semester, by distributing questionnaires using Google Form, analyzed or summarized survey results, then evaluated in academic meetings; (2) Providing boxes of criticism, suggestions and complaints (WBS). Then it is recapitulated, discussed, evaluated and acted upon; (3) Provide information boards for academic service procedures. Service procedures ranging from registration / registration of prospective students, KRS and KHS services, Procedures for Real Work Lectures, thesis to graduation; (4) Providing information on the SIAKAD system. Information on student services at SIAKAD includes admission of new students, announcement of scholarships, job vacancies, student activities, document administration of activities and lectures. Measurements were made through online questionnaires by students on the SIAKAD IAIN Bengkulu application.[23]

Academic data section of the IAIN Bengkulu AUAK Bureau in 2018, shows the number of new students continues to increase significantly, seen in 2014/15 registrants as many as 2,814 people, in 2015/16 as many as 3,012 people, 2016/17 as many as 4,493 people, in 2017 / 18 as many as 4,107 people, in 2018/19 as many as 4,980 people. In 2017 there was a decrease in the number of registrants due to the time of admission of UMPTKIN students together with UMPTN, so students who had registered at state universities could not register twice on UMPTKIN selection. But if you pay attention, the number of registrants still exceeds the number of registrations in 2015, so it can be concluded that the enthusiasm of registrants is still quite high towards IAIN Bengkulu. The

growth in the number of new students of IAIN Bengkulu with the number of graduates selection needs is very good, seen an increase in the number of new students at IAIN Bengkulu namely 1722 students in 2014, 1692 students in 2015, 1798 students in 2016, 1940 students in 2017 and 2422 students 2018.

The next indicator of stakeholder service user satisfaction, management of Islamic education always guarantees good governance (good governance) shows 50% strongly agrees, 44% states agree, 0.6% states doubt.[24] Thus the good governance at IAIN Bengkulu, in general is very good and the level of stakeholder satisfaction is high on the management of Islamic education at IAIN Bengkulu.

## 5. CONCLUSION

Based on the results of data analysis and statistical calculations, it can be concluded that the management of the Islamic university management is directly influential to the achievement of job satisfaction among the IAIN Bengkulu employees. This management is related to the following four areas: quantitative and qualitative research based on Webometric programs, reputation of publications (Presence, Impact, Openness, and Excellence), the ability to use SIAKAD, the perspective of users of educational services. In the case of IAIN Bengkulu, these four aspects of management show that the university's employee's performance is recorded at a pattern of 50% strongly agree, 44% agree, 0.6% in doubt. This pattern provides information in the IAIN rating of PTKIN's environment with a Webometric score, management of Islamic education that has processed services with appropriate management. This achievement shows that IAIN Bengkulu is not an IAIN with poor service with near-perfect performance in the effort to achieve job satisfaction.

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