

DAFTAR PUSTAKA

- Akdere and S. W. Schmidt, *Measuring the effects of employee orientation training on employee perception of quality management: Implications for human resources*. The Business Review. Vol. 7, No. 2, hlm. 336-342.
- Arcaro S, Jerome. (2007). *Pendidikan Berbasis Mutu, Prinsip-prinsip Perumusan dan Tata Langkah Penerapan*. Yogyakarta: Pustaka Pelajar.
- Arikunto, Suharsimi. (2010). *Manajemen Penelitian*. Jakarta: Rineka Cipta.
- Bounds. 1994. *Beyond Total Quality Management: Toward the Emerging Paradigm*. New York: McGraw-Hill, Inc.
- Cherrington. 1995. *The Management of Human Resources (4th edition)*, (1995), Englewood: Prentice-Hall Cliffs.
- Crosby, Philip B. 1979. *Quality is Free*. New York: Mc-Graw Hill Book Inc.
- Deming, W. Edwards. 1986. *Out of Crisis*. Cambridge: Massachusetts Institute of Technology.
- Departemen Pendidikan Nasional. 2004. *Rencana Pembangunan Jangka Panjang (RPJPN) Pendidikan Nasional tahun 2005-2025*. Jakarta: Depdiknas.
- Departemen Pendidikan Nasional. 2005. *Rencana Strategis Departemen Pendidikan Nasional tahun 2005-2009*. Jakarta: Depdiknas.
- Fattah, Nanang. (2012). *Sistem Penjaminan Mutu Pendidikan*. Bandung: Penerbit Rosda.
- Flynn, B. B., Schroeder, R. G., & Sakakibara, S. (1995). *The impact of quality management practices on performance and competitive advantage*. Decision Sciences, Vol. 26, No.5, hlm. 659–691.
- Sugiyono. 2009. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung : Alfabeta.
- Goetsch, DL dan Davis. 1994. *Introduction to Total Quality: Quality, Productivity, Competitiveness*. Englewood, Cliffs, N.J.: Prentice Hall International, Inc.

- Gunawan, dkk. 2011. *Studi Awal Penyerapan Lulusan SMA di Pendidikan Tinggi dan Dunia Kerja*. ITS Sukolilo Surabaya.
- Haryanto, Stepanus (2014) *Pengaruh Implementasi Total Quality Management (ISO 9001:2008) Terhadap Motivasi Belajar Peserta Didik Melalui Profesionalitas Guru (Studi pada SMA van Lith Muntilan Kabupaten Magelang Jawa Tengah)*. Masters thesis, Progdi Magister Manajemen Unika Soegijapranata [online]. Tersedia : <http://repository.unika.ac.id/>. Diakses tanggal 20 April 2016.
- Herliyanto, 2009. *Pengaruh Total Quality Management (TQM) Dalam Meningkatkan Prestasi Belajar Siswa Di Sma Darul 'Ulum I Unggulan BPPT Rejoso Peterongan Jombang*. Institut Agama Islam Negeri Sunan Ampel Surabaya [online]. Tersedia : <http://digilib.uinsby.ac.id/>. Diakses tanggal 20 April 2016.
- Herzberg. 1984. *Managing egos/East vs West: Seeking answers that motivate*. Industry Week. Vol. 22, No. 10, hlm. 49-54.
- Juran, J.M. dan F. M. Gryna. 1993. *Quality Planning and Analysis: From Product Development Though Use*. New York: McGraw-Hill.
- Kementerian Pendidikan Nasional. 2010. *Rencana Strategis Kementerian Pendidikan Nasional 2010-2014*. Jakarta: Kemendiknas.
- Keputusan Menteri Pendidikan dan Kebudayaan Nomor 490 Tahun 1990.
- Lewis, W. G., Pun, K. F., & Lalla, T. R. M. (2006). *Exploring soft versus hard factors for TQM implementation in small and medium-sized enterprises*. International Journal of Productivity and Performance Management, Vol. 55, No.7, hlm. 539–554.
- Nasser, A. 2013. *Relationship Between Hard Total Quality Management Practices and Organizational Performance in Municipalities*. American Journal of Applied Sciences. Vol. 10, No. 10, hlm. 1214-1223.
- Nasution, M. Nur. 2005. *Manajemen Mutu Terpadu (Total Quality Management)*. Bogor: Penerbit Ghalia Indonesia.

Ooi, V. Arumugam, M. S. Safa and N. Abu Bakar. 2007a. *HRM and TQM: Association with job involvement*. Personal Review, Vol. 36 No.6, hlm. 939-962.

Pawitra, T. 1993. *Kepuasan Pelanggan Sebagai Keunggulan Daya Saing: Konsep, Pengukuran, dan Implikasi Strategik*. Jurnal Manajemen Prasetiya Mulya, Vol. 1, No. 1, hlm. 1-9.

Peraturan Menteri Pendidikan Nasional Nomor 63 Tahun 2009 tentang Sistem Penjaminan Mutu Pendidikan.

P e r a t u r a n P e m e r i n t a h R e p u b l i k
I n d o n e s i a N o m o r 1 7 T a h u n 2 0 1 0
t e n t a n g P e n g e l o l a a n d a n
P e n y e l e n g g a r a a n P e n d i d i k a n .

Peraturan Pemerintah R e p u b l i k I n d o n e s i a Nomor 19 tahun 2005 tentang Standar Pendidikan Nasional.

P e r a t u r a n P e m e r i n t a h R e p u b l i k
I n d o n e s i a Nomor 32 Tahun 2013 tentang Delapan Standar Nasional Pendidikan.

Pramuka. 2012. *The Relationship Between Soft TQM and Organizational Citizenship Behavior: A Case of Islamic Banks in Indonesia*. International Review of Social Sciences and Humanities. Vol 2, No.2, hlm. 213-226.

Sallis. 2006. *Total Quality Management in Education*. Jogjakarta: IRCiSod.

Sugiyono. 2014. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.

Supeni, Budi Sri. 2014. *Pengaruh Total Quality Management (TQM) Dan Kedisiplinan Guru Terhadap Kinerja Guru Sma/Smk Di Kota Madiun*. Jurnal Akuntansi dan Pendidikan Vol 3, No 2 [Online]. Tersedia : <http://e-journal.ikipgrimadiun.ac.id>. Diakses tanggal 20 April 2016.

Tjiptono, Fandy. 2003. *Total Quality Management (TQM)*. Yogyakarta: Andi.

Undang-Undang Nomor 20 Tahun 2003 tentang Sistem Pendidikan Nasional.

The UNESCO Institute for Statistics. 2011. *Global Education Digest 2011: Comparing Education Statistics Across the World*. Canada: UNESCO-UIS.

Zeitz. 1996. *Employee attitudes toward total quality management in an EPA regional office*. Administration Society, Vol, 28 No.1, hlm. 120-143.

Zu, X. 2009. *Infrastructure and core quality & Reliabilit practices: how do they affect quality?* International Journal of Quality & Reliability Management. Vol. 26, No. 2, hlm. 129-149.