

## ABSTRACT

### PERFORMANCE OF PRIMARY SCHOOL SUPERVISORS IN EDUCATION QUALITY ASSURANCE SYSTEM IN THE METRO CITY (CASE STUDY ON THREE PRIMARY SCHOOLS IN THE METRO CITY)

By

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School supervisors play an important role in improving the quality of education in schools. The school supervisors have the duty, responsibility and full authority to conduct training on schools both academic and managerial fields. Their roles are as partners of teachers and staffs, innovators, counselors, motivators, collaborators, assessors, evaluators and consultants.

The purposes of this study are to determine: 1) The implementation of monitoring and guidance by the school supervisors, 2) The performance of the school supervisors in order to guarantee the quality of education, 3) The factors of supporting and inhibiting that are affecting the performance of the school supervisors, 4) The efforts of development in improving competence of school supervisors, 5) The expectations of the school supervisors roles in improving the quality of education.

The research methodology used a qualitative approach with a case study design. The technique of collecting data were through interview, observation, and documentation.

The results showed that: 1) in Metro City, school supervisors in executing and coaching only used references made by the central government. 2) Not all competencies required by school supervisors in Permendiknas No. 12 of 2007 are owned by the school supervisors. 3) during the visit in grade schools, supervisors did not provide examples of teaching, they just observed teaching learning process conducted by the teachers, 4) There is no government participation in Metro City to allocate special funds to improve the competence of school supervisors. 5) The efforts done by the Department Dikbudpora Metro City in improving the competence of school supervisors were to advise the supervisors to continue their study (Master degree), provide the IHT , workshops and trainings.

Keywords: Performance, Primary School Supervisor, Coaching, Competence