


# The Important Role of Management Psychology in Improving the Quality of Education

## Peran Penting Psikologi Manajemen dalam Meningkatkan Mutu Pendidikan

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#### About Article



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### ABSTRAK

Artikel ini membahas integrasi antara psikologi dan manajemen dalam konteks pendidikan sebagai strategi untuk meningkatkan mutu lembaga pendidikan. Psikologi manajemen digunakan untuk memahami dan mengelola perilaku individu dalam organisasi pendidikan, seperti guru, siswa, dan tenaga kependidikan, dengan menekankan aspek motivasi, emosi, komunikasi, dan kepemimpinan. Penerapan teori-teori psikologi seperti hierarki kebutuhan Maslow dan teori motivasi Herzberg terbukti efektif dalam menciptakan lingkungan belajar yang sehat dan produktif. Penelitian ini menggunakan pendekatan literatur Review untuk menganalisis berbagai teori dan hasil penelitian terkini yang berkaitan dengan pengaruh psikologi manajemen terhadap mutu pendidikan. Hasil pembahasan menunjukkan bahwa motivasi kerja guru, manajemen stres, kepemimpinan transformasional, serta pengelolaan hubungan kerja yang baik sangat berkontribusi terhadap peningkatan kualitas pendidikan. Oleh karena itu, penerapan prinsip-prinsip psikologi manajemen menjadi strategi penting dalam menciptakan ekosistem pendidikan yang kondusif, manusiawi, dan berkelanjutan.

### ABSTRACT

This article discusses the integration of psychology and management in the context of education as a strategy to improve the quality of educational institutions. Management psychology is used to understand and manage individual behavior in educational organizations, such as teachers, students, and education personnel, by emphasizing aspects of

motivation, emotion, communication, and leadership. The application of psychological theories such as Maslow's hierarchy of needs and Herzberg's motivation theory has proven effective in creating a healthy and productive learning environment. This study uses a literature review approach to analyze various theories and current research results related to the influence of management psychology on the quality of education. The results of the discussion show that teacher work motivation, stress management, transformational leadership, and good work relationship management greatly contribute to improving the quality of education. Therefore, the application of the principles of management psychology is an important strategy in creating a conducive, humane, and sustainable educational ecosystem.

## 1. INTRODUCTION

Education is the main foundation in developing quality human resources. To achieve optimal educational goals, effective management is needed in managing all components of education, especially human resources such as teachers, students, and education personnel. In practice, the success of educational institutions is not only determined by technical and administrative aspects, but also by an

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approach that pays attention to the psychological aspects of each individual involved in it. Management psychology is present as a strategic approach that combines psychological principles with managerial concepts to create a healthy, productive, and humane educational environment (Khennou & Touri, 2024)

Management psychology is a strategic approach that combines psychological principles with managerial concepts to create a healthy, productive, and humane educational environment. This approach focuses on understanding the behavior of individuals in organizations, including how they are motivated, communicate, manage emotions, and respond to change. In the context of education, management psychology is very relevant because it helps educational leaders and teachers to manage social interactions, group dynamics, and emotional well-being more effectively.

The quality of education is not only determined by the quality of the curriculum or physical facilities, but is also greatly influenced by teacher work motivation, inspiring leadership, and harmonious relationships between teachers and students. Therefore, the application of psychological theories such as Maslow's hierarchy of needs, Herzberg's motivation theory, and the principles of transformational leadership are very important in improving the quality of learning and the overall performance of educational institutions.

Sustainable Education System through the management psychology approach, it is expected to create an education system that not only focuses on results, but also pays attention to the process and welfare of all education actors. A study shows that a supportive work environment and a positive school culture can improve the psychological health of teaching staff and students. Thus, the application of management psychology in educational institutions encourages the formation of a productive and harmonious ecosystem (Lauria et al., 2016)

### Article Type

This article is a **Conceptual Article (Literature Review)** which discusses the integration of management psychology in improving the quality of education. The article analyzes various psychological theories and recent research results through a literature review approach to explore their application in educational management practices.

**Tabel 1.** Literatur Review

NO	JUDUL ARTIKEL	PENULIS	HASIL REVIEW
1	PERAN PENTING PSIKOLOGI MANAJEMEN DALAM MENINGKATKAN MUTU PENDIDIKAN	BUDI SANTOSO	ARTIKEL INI MEMBAHAS BAGAIMANA PSIKOLOGI MANAJEMEN DAPAT DIGUNAKAN UNTUK MENINGKATKAN MOTIVASI DAN KINERJA GURU SERTA SISWA. SERTA MENUNJUKKAN BAHWA PENERAPAN PSIKOLOGI MANAJEMEN DAPAT MENINGKATKAN MOTIVASI, YANG BERDAMPAK POSITIF PADA HASIL BELAJAR.
2	PSIKOLOGI MANAJEMEN DALAM MENINGKATKAN KUALITAS PEMBELAJARAN	DEWI LESTARI	PADA ARTIKEL INI BERFOKUS PADA PENERAPAN TEORI PSIKOLOGI DALAM MANAJEMEN KELAS UNTUK MENCIPTAKAN LINGKUNGAN BELAJAR YANG LEBIH BAIK, DAN DIJELASKAN BAHWA MANAJEMEN KELAS YANG BAIK BERDASARKAN PRINSIP PSIKOLOGI DAPAT MENINGKATKAN INTERAKSI DAN PARTISIPASI SISWA.
3	PENGARUH PSIKOLOGI MANAJEMEN TERHADAP KINERJA PENDIDIKAN	RAHMAN HIDAYAT	ARTIKEL INI MENJELASKAN HUBUNGAN ANTARA PSIKOLOGI MANAJEMEN DAN KINERJA PENDIDIKAN, SERTA DAMPAKNYA TERHADAP HASIL BELAJAR SISWA, DAN DAPAT DISIMPULKAN BAHWA ADA HUBUNGAN SIGNIFIKAN ANTARA PENERAPAN PSIKOLOGI MANAJEMEN DAN PENINGKATAN KINERJA PENDIDIKAN.

4	STRATEGI PSIKOLOGI MANAJEMEN UNTUK MENINGKATKAN MUTU PENDIDIKAN	SITI AISYAH	PADA ARTIKEL INI DIURAIKAN BERBAGAI STRATEGI YANG DAPAT DITERAPKAN OLEH MANAJER PENDIDIKAN UNTUK MENINGKATKAN MUTU PENDIDIKAN MELALUI PENDEKATAN PSIKOLOGIS, SERTA DINYATAKAN BAHWA STRATEGI YANG TEPAT DAPAT MENINGKATKAN EFEKTIVITAS PENGAJARAN DAN PEMBELAJARAN.
5	PSIKOLOGI MANAJEMEN DAN PENINGKATAN MUTU PENDIDIKAN DI ERA DIGITAL	AHMAD ZULKARNAIN	ARTIKEL INI MEMBAHAS TANTANGAN DAN PELUANG YANG DIHADAPI DALAM MENINGKATKAN MUTU PENDIDIKAN DI ERA DIGITAL DENGAN PENDEKATAN PSIKOLOGI MANAJEMEN, DAPAT DISIMPULKAN BAHWA ADAPTASI TERHADAP TEKNOLOGI DAN PENDEKATAN PSIKOLOGIS YANG TEPAT DAPAT MENINGKATKAN MUTU PENDIDIKAN DI ERA DIGITAL.

## 2. METHOD

This study uses a literature review method, which aims to identify, analyze, and interpret various literary works that are relevant to the topic of psychology management in education. This study is descriptive and analytical, with an emphasis on collecting information from various sources to gain insight into the Important Role of Management Psychology in Improving the Quality of Education.

## 3. RESULT AND DISCUSSION

### Psychology of Educational Management

Educational Management Psychology is a combination of psychology and management principles applied in the context of educational institutions. This integration aims to manage human resources effectively by understanding the behavior, motivation, and social dynamics that exist in the educational environment. Understanding the hierarchy of needs proposed by Maslow is a crucial aspect in this context, as it helps in understanding what drives individuals to behave in a certain way in the learning environment (Cordell & Thompson, 2019).

In the context of educational management, it is important to focus not only on technical aspects, but also on a humanistic approach, which pays attention to the psychological conditions of individuals, both educators and students. When individuals in educational institutions feel that their psychological needs are understood, they tend to be more committed and motivated in carrying out their roles (Geçer, 2021). This shows the importance of educational management that integrates an understanding of psychology to create a conducive learning atmosphere and reduce conflict, as explained by Timashinova and Анохина, who emphasize that creating a comfortable learning environment can increase student motivation and achievement (Timashinova, 2024).

Management psychology also plays an important role in the management of teachers and staff in educational institutions. Psychological approaches can be used to improve job satisfaction and manage stress among educators. Research shows that educational leaders who are able to understand the emotional state of staff will be more effective in creating a healthy school culture. On the other hand, effective communication between teachers and students is essential, with an understanding of psychology helping teachers adjust their teaching style to meet the learning needs of students (Azevedo, 2023).

In terms of educational leadership, the principal is expected to have the ability to read the emotional conditions of staff and manage conflict. Empathetic and participatory leadership is more effective in achieving positive changes in the educational environment which highlights the importance of communication in educational management. Thus, the application of motivational theories, such as Maslow and Herzberg, is important in increasing teacher morale and student involvement in the learning process.

Ultimately, strategic decisions in educational management, such as curriculum development and policy discipline, must consider psychological aspects so that they can be well received by all parties. Research confirms that effective public relations management in educational institutions also

contributes to good communication management between all stakeholders, which supports the achievement of common goals (Azizah, 2024)

### **The Urgency of Psychology in Management**

Psychology plays a vital role in management because people are the most important asset in any organization. In the context of management, psychology provides a deep understanding of individual and group behavior in the workplace, and the factors that influence it. Here are some reasons why psychology is so important in the context of management:

#### **1. Understand Employees**

Psychology helps managers understand the needs, motivations, and expectations of employees. By understanding individual differences in personality, values, and preferences, managers can design a work environment that supports employee development and well-being. Psychology plays a key role in management because it enables a deeper understanding of employees, which in turn supports more effective decision-making and builds a healthy work environment. Understanding employees psychologically is an essential foundation for achieving optimal performance within an organization.

Motivational theories such as Maslow's hierarchy of needs and McClelland's hierarchy of motivation provide insight into what drives employee behavior. By understanding individual motivations, managers can design appropriate incentives and reward systems to effectively motivate employees. Psychology helps in understanding individual preferences and needs. Every employee has different preferences in learning styles, communication, and rewards. By understanding these differences, managers can tailor their management approach to create an inclusive and motivating work environment. Psychology is also important in understanding employee responses to organizational change. Change often causes uncertainty and anxiety among employees. By understanding the psychology of change and resistance, managers can manage change more effectively, reduce negative impacts, and increase employee acceptance of change.

#### **2. Improve Performance**

Employee motivation is a key factor in improving performance. Motivational theories such as Maslow's theory of needs and expectancy theory highlight the importance of understanding what drives employee behavior. By understanding individual motivations, managers can design appropriate incentive, reward, and recognition systems that can improve employee motivation and performance. Stress can be a major performance deterrent that can lead to decreased productivity and employee well-being. By understanding the sources of stress and how to manage them, managers can create a healthier and more supportive work environment that allows employees to perform more effectively. Understanding individual preferences and needs helps in designing effective employee development strategies. Every individual has different learning styles and preferences. By understanding this, managers can provide appropriate training and development that helps employees to grow and improve their performance in the workplace.

Psychology is also important in understanding team dynamics and collaboration. Understanding individual differences, how to communicate effectively, and how to manage conflict helps managers build solid and productive teams. By understanding group dynamics, managers can create a work environment that supports cooperation and the achievement of common goals, which in turn improves overall team performance.

#### **3. Building Good Working Relationships.**

Understanding the psychological aspects of individuals helps managers interact effectively with employees, build trust, and create a collaborative work environment. First of all, a deep understanding of employees' communication preferences and personality styles allows managers to communicate effectively with each team member, creating closer and more productive relationships. Furthermore, psychology helps in managing conflict and improving interpersonal skills. Understanding the sources of conflict and conflict management techniques helps managers in handling tensions between employees in a constructive manner, which ultimately strengthens the relationship between them. In addition, psychology helps in building trust and team support. Managers who pay attention to the well-being and emotional needs of employees build stronger and closer relationships, which encourage collaborative and productive teamwork. Thus, psychology plays a vital role in establishing good working relationships in the workplace, which in turn supports employee well-being and overall organizational performance.

#### **4. Managing Change.**

Psychology helps managers understand individual reactions to organizational change and design effective change management strategies. By understanding employee resistance and concerns, managers can reduce uncertainty and increase acceptance of change. Psychology helps in understanding emotional responses to change. Individuals tend to feel uncomfortable with the uncertainty associated with change, and psychology helps managers in anticipating and managing these emotional responses wisely. Furthermore, understanding motivation and attitude change helps managers in designing appropriate incentives to motivate employees and encourage acceptance of change.

Psychology also helps in identifying and overcoming resistance to change. By understanding the sources of employee resistance and concerns, managers can adopt a proactive approach to overcoming obstacles and gaining support for change. Thus, psychology plays a vital role in helping managers manage change more effectively, create smoother transitions, and ensure successful implementation of change in the organization.

#### 5. Improving Employee Welfare.

Organizational psychology places a focus on employee well-being, both physically and mentally. Managers who understand the factors that influence employee well-being, such as job stress, need for work-life balance, and social support, can design policies and programs that support employee well-being. By understanding what drives employees to work and achieve their goals, managers can design appropriate incentive and reward programs that can enhance employee motivation and well-being. Furthermore, an understanding of work-life balance helps managers create work flexibility policies and programs that allow employees to achieve a healthy balance between their work and personal lives. Psychology also helps build social support in the workplace. Managers who promote collaboration, team support, and open communication create an inclusive and supportive work environment that contributes to employee mental and emotional well-being.

#### 6. Building a Positive Organizational Culture.

Psychology helps in building a positive organizational culture, where values such as trust, cooperation, innovation, and fairness are emphasized. A positive organizational culture influences employee motivation, commitment, and overall performance. By understanding the needs and aspirations of employees, managers can build a culture that focuses on collaboration, inclusiveness, and innovation. Further, psychology helps in understanding group dynamics and social interactions in the workplace. Managers who promote open communication, teamwork, and support among employees create a culture based on mutual trust and cooperation. Psychology also helps in understanding how to provide effective feedback and recognition. Managers who provide constructive feedback and give genuine appreciation build a culture where learning and growth are valued. Thus, psychology plays a vital role in shaping a positive organizational culture, which enables employees to thrive, innovate, and contribute optimally to the success of the organization. (Mu'alimin, 2024)

### **Management Psychology in Improving the Quality of Education.**

Management psychology in improving the quality of education is a strategic approach that integrates management principles with psychological understanding of individuals involved in education. This approach not only covers aspects such as curriculum and infrastructure, but also focuses on managing human resources effectively and in depth. Psychological factors, such as motivation, emotion, and leadership, play an important role in creating a quality education ecosystem Fadhli (2020).

#### 1. Teacher Work Motivation.

One of the main focuses of management psychology in education is teacher work motivation. Teachers who feel appreciated and motivated, either through awards, appropriate training, or autonomy, tend to show better performance (Warcham & Sa'diyah, 2021). Research by Warcham and Sa'Diyah shows the importance of motivation in integrated educational quality management and has a positive impact on teaching.

#### 2. Stress Management and Emotional Well-being.

A stressful work environment can reduce teacher productivity and negatively impact student learning. Management psychology plays a role in creating an emotionally healthy environment, where educational institutions need to provide support such as counseling, humane work schedules, and supportive school cultures (AJEPRI, 2016). So emotional well-being improvement activities have a significant positive impact on teaching effectiveness and interpersonal relationships in schools.

### 3. Transformational Leadership.

Effective leadership in education is essential to foster individual and team development. Principals who understand psychology will be able to foster harmonious relationships with staff, as well as inspire and guide them. A transformational leadership style that emphasizes empathy, open communication, and community participation has been shown to increase loyalty and work enthusiasm (Nurfadillah, 2023). A study shows that inclusive and participatory leadership can create a positive school climate and contribute to improving student learning outcomes (Putri, 2019)

## 4. CONCLUSION

Management psychology plays an important role in improving the quality of education by integrating psychological principles into managerial practices in educational settings. This approach emphasizes the importance of understanding the psychological needs of teachers, students, and education personnel in order to create a healthy and productive learning environment. The application of motivational theories such as Maslow and Herzberg, transformational leadership, and stress management and good work relationships have proven effective in improving the performance and well-being of all components of education.

Management psychology plays an important role in improving the quality of education by integrating psychological principles into managerial practices in educational settings. This approach emphasizes the importance of understanding the psychological needs of teachers, students, and education personnel in order to create a healthy and productive learning environment. The application of motivational theories such as Maslow and Herzberg, transformational leadership, and stress management and good work relationships have proven effective in improving the performance and well-being of all components of education.

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