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## Analysis of the Implementation of the Internal Quality Assurance System in Higher Education: A Case Study at the Bakti Asih Polytechnic, Purwakarta, Indonesia

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### ABSTRACT

Universities establish policies, standards, and quality assurance instruments. The IQAS (internal quality assurance system) policy is the general direction and policy of higher education institutions in implementing quality assurance. IQAS standards are criteria used to assess the quality of higher education implementation. The IQAS instrument is a tool used to collect data and information to assess the quality of higher education implementation. This study aims to conduct an analysis and study of the implementation of the internal quality assurance system in higher education: a case study at the Bakti Asih Polytechnic, Purwakarta, Indonesia. This research uses a qualitative approach with a case study method. Research data was obtained through interviews, observation, and document analysis. Data obtained through interviews, observation, and document analysis were then analyzed qualitatively. Qualitative analysis is carried out by reducing data, presenting data, and drawing conclusions. Overall, the implementation of IQAS at the Bakti Asih Polytechnic Purwakarta has gone well. However, efforts are needed to improve the communication and socialization of IQAS, as well as regular monitoring and evaluation of IQAS.

### 1. Introduction

The internal quality assurance system (IQAS) is a system used by universities to guarantee that the provision of higher education at the university meets predetermined quality standards. IQAS consists of the elements of planning, implementation, evaluation, and control. The planning stage is the initial stage in IQAS. At this stage, universities establish policies, standards, and quality assurance instruments. IQAS policy is the general direction and policy of higher education institutions in implementing quality assurance. IQAS standards are criteria used to assess the quality of higher education implementation. The IQAS instrument is a tool used to collect data and information to assess the quality of higher education implementation. The implementation stage is the stage

of implementing policies, standards, and quality assurance instruments. At this stage, universities carry out higher education activities in accordance with established quality standards. The evaluation stage is the assessment stage of the implementation of higher education activities. At this stage, universities collect data and information to assess whether the provision of higher education meets predetermined quality standards. The control stage is the stage of improvement in the implementation of higher education. At this stage, universities make improvements to the implementation of higher education based on the evaluation results. IQAS has an important role in improving the quality of higher education. IQAS can help universities ensure that the provision of higher education meets established

quality standards, increase the efficiency and effectiveness of the provision of higher education, and increase the satisfaction of students and other stakeholders.<sup>1-3</sup>

To run effectively, IQAS needs to be supported by various factors, including commitment from higher education leaders, active participation from all stakeholders, adequate resources, and an adequate information system. The government has issued policies related to IQAS through Minister of Education and Culture Regulation Number 34 of 2019 concerning National Higher Education Standards. This policy regulates the implementation of IQAS in tertiary institutions. Bakti Asih Polytechnic Purwakarta is one of the private universities in Indonesia that has implemented IQAS. Bakti Asih Polytechnic Purwakarta has an IQAS document that includes policies, procedures, and quality assurance instruments.<sup>4-6</sup> This study aims to conduct an analysis and study of the implementation of the internal quality assurance system in higher education: a case study at the Bakti Asih Polytechnic, Purwakarta, Indonesia.

## **2. Methods**

This research uses a qualitative approach with a case study method. Research data was obtained through interviews, observation, and document analysis. The qualitative approach is a research approach that produces descriptive data in the form of written or spoken words from people or observable behavior. Qualitative research is used to understand social phenomena in depth and comprehensively. The case study method is a research method used to study a case in depth and comprehensively. Cases can be individuals, groups, organizations, or other social phenomena.

Qualitative research data was obtained through various methods, including interviews, observation, and document analysis. Interviews are a method of collecting qualitative data that is carried out by asking respondents questions. Interviews can be conducted structured, semi-structured, or unstructured.

Observation is a qualitative data collection method carried out by observing respondent behavior. Observations can be carried out directly or indirectly. Document analysis is a method of collecting qualitative data which is carried out by analyzing documents related to the phenomenon being studied. Documents can be reports, notes, photos, or videos.

In this research, research data was obtained through interviews, observation, and document analysis. Interviews were conducted with resource persons consisting of university leaders, lecturers, students, and alumni. Observations were carried out in a university environment. Document analysis was carried out on the IQAS documents of the Bakti Asih Polytechnic Purwakarta. Data obtained through interviews, observation, and document analysis were then analyzed qualitatively. Qualitative analysis is carried out by reducing data, presenting data, and drawing conclusions.

## **3. Results and Discussion**

Based on the results of the research that has been carried out, it can be concluded that the implementation of IQAS at the Bakti Asih Polytechnic Purwakarta has gone well. The IQAS policy has been established and communicated to all stakeholders at the Bakti Asih Polytechnic Purwakarta. The IQAS policy is contained in the Regulations concerning the internal quality assurance system of the Bakti Asih Polytechnic Purwakarta. This policy regulates the goals, objectives, principles, and scope of IQAS at the Bakti Asih Polytechnic Purwakarta. The IQAS Bakti Asih Polytechnic Purwakarta policy has been communicated to all stakeholders through various media, such as meetings, outreach, and dissemination of information via the website. Communication and socialization of IQAS to all stakeholders is carried out on an ongoing basis so that all stakeholders can understand and support the implementation of IQAS. The following are several examples of IQAS communication and outreach carried out by the Bakti Asih Polytechnic Purwakarta: The Director of the Bakti Asih Polytechnic Purwakarta conveyed the IQAS policy

in a leadership meeting. The Deputy Director for Student Affairs and Academic Affairs conveyed IQAS's policy in outreach to students. The Head of the Internal Quality Assurance Institute conveyed IQAS's policy in outreach to lecturers and education staff. The Internal Quality Assurance Institute uploaded the IQAS policy on the Bakti Asih Polytechnic Purwakarta website. With ongoing communication and outreach, it is hoped that all stakeholders can understand and support the implementation of IQAS at the Bakti Asih Polytechnic Purwakarta.<sup>7-9</sup>

IQAS procedures have been prepared and implemented consistently at the Bakti Asih Polytechnic Purwakarta. The IQAS procedures are contained in the Regulations on Internal Quality Assurance System Procedures for the Bakti Asih Polytechnic Purwakarta. This procedure regulates the steps for implementing IQAS at the Bakti Asih Polytechnic Purwakarta. IQAS PoltekBA procedures have been implemented consistently by all stakeholders. This can be seen from several indicators, including all stakeholders understanding and following IQAS procedures, all IQAS activities being carried out in accordance with established procedures, and IQAS results being used to improve the implementation of higher education at Bakti Asih Polytechnic Purwakarta. The following are several examples of consistent implementation of IQAS procedures at Bakti Asih Polytechnic Purwakarta: IQAS planning is carried out by the Internal Quality Assurance Agency involving all stakeholders, IQAS implementation is carried out by all stakeholders in accordance with predetermined plans, IQAS evaluation is carried out by the Guarantee Agency Periodically Internal Quality, IQAS evaluation results are used to improve the implementation of higher education at the Bakti Asih Polytechnic Purwakarta. By consistently implementing IQAS procedures, it is hoped that the implementation of IQAS at the Bakti Asih Polytechnic Purwakarta can run effectively and efficiently.<sup>10-12</sup>

The IQAS instrument has been developed and used effectively at the Bakti Asih Polytechnic Purwakarta.

The IQAS instruments used by the Bakti Asih Polytechnic Purwakarta include Institutional accreditation instruments, study program accreditation instruments, student satisfaction survey instruments, graduate satisfaction survey instruments, and other stakeholder satisfaction survey instruments. The IQAS instrument has been developed with reference to established quality standards. The IQAS instrument has also been used effectively to collect data and information needed to assess the quality of higher education at the Bakti Asih Polytechnic Purwakarta. The following are several examples of the effective use of the IQAS instrument at the Bakti Asih Polytechnic Purwakarta: The institutional accreditation instrument is used to assess the quality of higher education implementation at the Bakti Asih Polytechnic Purwakarta as a whole. The study program accreditation instrument is used to assess the quality of higher education implementation in each study program. The student satisfaction survey instrument was used to assess student satisfaction with the provision of higher education at the Bakti Asih Polytechnic Purwakarta. The graduate satisfaction survey instrument was used to assess graduate satisfaction with the provision of higher education at the Bakti Asih Polytechnic Purwakarta. Other stakeholder satisfaction survey instruments are used to assess the satisfaction of other stakeholders, such as alumni, industry, and the community, with the provision of higher education at the Bakti Asih Polytechnic Purwakarta. By using the IQAS instrument effectively, it is hoped that the IQAS results can provide an accurate picture of the quality of the provision of higher education at the Bakti Asih Polytechnic Purwakarta.<sup>13,14</sup>

Communication and socialization of IQAS need to be improved so that all stakeholders can understand and support the implementation of IQAS. This is important because IQAS communication and socialization can provide necessary information to all stakeholders about IQAS, such as IQAS goals, targets, benefits, and procedures. IQAS communication and outreach can be carried out through various media,

such as meetings, outreach, and dissemination of information via websites and social media. Communication and socialization of IQAS need to be carried out continuously so that all stakeholders can understand and support the implementation of IQAS. With effective communication and socialization of IQAS, it is hoped that all stakeholders can understand and support the implementation of IQAS so that they can improve the quality of higher education at the Bakti Asih Polytechnic Purwakarta. The following are some tips to improve the communication and socialization of IQAS: Use language that is simple and easy to understand by all stakeholders, use appropriate media to convey information about IQAS, carry out continuous communication and socialization, and involve all stakeholders in the communication and socialization process IQAS. By implementing these tips, it is hoped that the communication and socialization of IQAS can run effectively and can increase the understanding and support of all stakeholders for the implementation of IQAS.<sup>15</sup>

IQAS monitoring and evaluation need to be carried out regularly in order to provide effective feedback. IQAS monitoring is carried out to ensure that IQAS runs according to predetermined plans. The IQAS evaluation was carried out to assess the effectiveness of IQAS in improving the quality of higher education delivery. IQAS monitoring and evaluation can be carried out in various ways, including internal audits, stakeholder satisfaction surveys, feasibility studies, and data analysis. The results of IQAS monitoring and evaluation are used to provide feedback to all stakeholders. This feedback can be used to improve the implementation of higher education in universities. The following are some of the benefits of IQAS monitoring and evaluation: Increasing IQAS effectiveness, minimizing risks, identifying opportunities for improvement, increasing stakeholder satisfaction and increasing transparency and accountability. With effective monitoring and evaluation of IQAS, it is hoped that the quality of higher education provision can be improved on an

ongoing basis. The following are some tips for carrying out IQAS monitoring and evaluation effectively: Determine the goals and objectives of IQAS monitoring and evaluation, choose the right IQAS monitoring and evaluation method, collect relevant data and information, analyze data and information systematically, follow up on IQAS monitoring and evaluation results. By implementing these tips, it is hoped that IQAS monitoring and evaluation can run effectively and can provide useful feedback to improve the quality of higher education implementation.<sup>16,17</sup>

#### 4. Conclusion

Overall, the implementation of IQAS at the Bakti Asih Polytechnic Purwakarta has gone well. However, efforts are needed to improve the communication and socialization of IQAS, as well as regular monitoring and evaluation of IQAS.

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