

AIMA UKPA Siklus 3 2008 Internal Quality Audit for Academic Services 3 2008

3_{rd} cycle of AQIA 2008

3rd cycle of AQIA was carried out in two steps : 1) *desk evaluation* (system audit) was held on Dec 9, 2008 at PPI (Program Language and Literacy), opened by head of QAC, 2) visitation (compliance audit) was held on December 11-12, 2008, the scheduled meeting arranged by auditor and audited unit. The number of auditors involved was 68 auditors (73% of the total auditors of 93 auditors). Un-available auditors (11 auditors (12%) were caused by further study, illness and other reasons. Un-responded auditors was 14 auditors (15%). Distribution of auditors was based on some factors as follows: 1) The auditors involved at 2nd cycle of AQIA 2) The auditors involved at level of quality assurance unit Auditors distribution has been changed during desk evaluation, some auditors resigned due to some reasons. Therefore, changing auditors was done by appointing the available auditors. Unit participation at 3rd cycle of AQIA was 100% consisting 12 Faculty/Program and 37 department/SP. This number was based on the submitted evaluation performance report and Faculty/Program Academic Standards. The results of 3rd of AQIA and Management Review are important. Therefore, it is necessary to be validated. The variable of assessment added are A. Planning, Organization and Documentation System consist of :

- AQAS Target Socialization
- Quality Culture Internalization
- AQAS Organization
- AQAS Documentation
- Socialization of facilities

B. Academic Performance consists of :

- Curriculum of department/SP
- Human resources (lecturer and supporting staff)
- Students
- Teaching learning process
- Facilities
- Academic atmosphere
- Research and publication
- Public Services
- Academic management
- Academic information system

AQIA 3rd cycle was grouped into 2 i.e. faculty/program and department/SP. This was done to classify the unit easily because the differences in percentage of score in every criteria of evaluation. As in Manual Procedure (MP) of AQIA, there are two criteria (a) Planning, organization and documentation system and (b) Academic Performance. The result showed that the percentage of compliance in Planning, Organization and Documentation System was 78,75%. The percentage of compliance in Academic performance was 89,95%. The highest score was achieved in Academic Management and the lowest score was research and publication. From those scores, the lowest score was performance and non-compliance findings at units. Some audited items with lowest score should be focused on and be solved are

- Illegalized document of academic standards.
- The evaluation of performance has not referred to the Academic Standard and delayed submitting the documents .

- Non compliances are found in 10 items of academic standards.
- The weakness of database unit .

Figure below is the score of faculty/program according to criteria and the ranking from 3rd cycle in 2008.

A

Scoring based on Faculty/Program's criteria

A

Faculty/Program rank in 3rd cycle of AQIA for Academic Service Units

The picture (below) presents the scoring of Department/SP based on criteria and the rank in 3rd cycle of AIMA of 2008.

A

A

A

Scoring based on some criteria at Department/Study Program levels

A

Rank of Department /SP in 3rd cycle AQIA academic unit

AIMA Siklus 3 dilaksanakan dalam dua tahap: 1) *desk evaluation* (audit sistem) dilaksanakan hari Selasa tanggal 9 Desember 2008 di Gedung PPI (Program Bahasa dan Sastra) Lantai 2, pada jam 13.00 s.d. 16.00 WIB dibuka oleh Ketua PJM; 2) *visitasi* (audit kepatuhan) dilaksanakan pada hari Kamis dan Jumat tanggal 11 dan 12 Desember 2008, dengan penjadwalan pertemuan sesuai kesepakatan antara teraudit dengan auditor.

Jumlah auditor yang terlibat sesuai surat kesediaan adalah 68 orang (73%) dari total Auditor UB sebanyak 93 orang. Auditor yang tidak bersedia karena tugas belajar, sakit dan kesibukan lain sebanyak 11 orang (12%) serta Auditor yang tidak merespon sebanyak 14 orang (15%). Pembagian auditor (distribusi) dilakukan dengan mempertimbangkan beberapa hal, yaitu:

- Keterlibatan auditor di AIMA Siklus 2.
- Keterlibatan auditor dalam Pendampingan GJM-UJM.

Distribusi auditor mengalami perubahan pada saat *desk evaluation*, beberapa auditor mengundurkan diri karena beberapa alasan. Dengan demikian, pada saat itu juga dilakukan penggantian dengan menunjuk beberapa auditor yang bersedia.

Partisipasi unit kerja dalam AIMA Siklus 3 Tahun 2008 ini mencapai 100%, terdiri dari 12 Fakultas/Program dan 37 Jurusan/PS. Hal ini ditunjukkan melalui penyerahan laporan evaluasi kinerja unit kerja dan Standar Akademik Fakultas/Program.

Mengingat keterlibatan hasil AIMA Siklus 3 berikut *management review*-nya, maka dalam rapat pleno PJM disepakati perlu adanya validasi hasil AIMA Siklus 3 oleh Tim PJM sehingga hasil AIMA divalidasi dengan cara menambah variabel penilaian menjadi:

A. Perencanaan, Organisasi dan Sistem Dokumentasi, terdiri dari:

- Sasaran Sosialisasi SPMA
- Internalisasi Budaya Mutu
- Organisasi SPMA
- Dokumentasi SPMA
- Sarana Sosialisasi

B. Kinerja Akademik, terdiri dari:

- Kurikulum Jurusan/Program Studi
- Sumberdaya Manusia (Dosen dan Tenaga Penunjang)
- Mahasiswa
- Proses Belajar Mengajar
- Sarana dan Prasarana
- Suasana Akademik
- Penelitian dan Publikasi
- Pengabdian Kepada Masyarakat
- Manajemen Akademik
- Sistem Informasi Akademik

Hasil AIMA Siklus 3 Tahun 2008 dikelompokkan menjadi dua, yaitu kelompok Fakultas/Program dan kelompok Jurusan/Program Studi. Hal ini dilakukan untuk mempermudah klasifikasi data karena ada perbedaan persentase penilaian untuk masing-masing kriteria.

Sesuai Manual Prosedur (MP) AIMA, terdapat dua kelompok kriteria, yaitu (A) Perencanaan, Organisasi dan Sistem Dokumentasi serta (B) Kinerja Akademik.

Hasil rekapitulasi menunjukkan bahwa rata-rata persen kepatuhan auditee di Bidang Perencanaan, Organisasi dan Sistem Dokumentasi sebesar 78,75%. Sedangkan persen kepatuhan di Bidang Kinerja Akademik sebesar 89,95%, dengan nilai tertinggi dalam hal Manajemen Akademik dan nilai terendah dalam Penelitian dan Publikasi.

Dari nilai rata-rata tersebut di atas, diketahui bahwa nilai terendah didapati dalam hal kinerja dan temuan ketidakpatuhan unit kerja. Sedangkan untuk setiap lingkup audit terdapat item-item yang memiliki nilai terendah yang perlu mendapatkan perhatian dan pemecahan lebih lanjut, yaitu:

- Standar Akademik, dokumen ada yang belum disahkan.
- Evaluasi Kinerja, evaluasi belum mengacu pada Standar Akademik dan terlambat mengumpulkan dokumen.
- Temuan Ketidakpatuhan, ketidaksesuaian kinerja unit sesuai 10 butir mutu standar akademik
- Data Dukung AIMA, kelemahan *database* unit kerja

Pada gambar berikut disajikan hasil penilaian masing-masing Fakultas/Program menurut kriteria beserta peringkatnya dalam AIMA Siklus 3 tahun 2008.

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Penilaian menurut kriteria di tingkat Fakultas/Program

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Peringkat Fakultas/Program dalam AIMA UKPA Siklus 3

Pada gambar berikut disajikan hasil penilaian masing-masing Jurusan/PS menurut kriteria beserta peringkatnya dalam AIMA Siklus 3 Tahun 2008.

Penilaian menurut kriteria di tingkat Jurusan/PS

Peringkat Jurusan/PS dalam AIMA UKPA Siklus 3