MODEL OF INTERNAL QUALITY ASSURANCE SYSTEM (SPMI) IN STKIP SINGKAWANG

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Abstract. This study aims to determine the model of the Internal Quality Assurance System applied in STKIP Singkawang. This study is a qualitative research using case study as a research method. The study was conducted in STKIP Singkawang with research subjects STKIP Singkawang Quality Assurance Agency. The technique is done to collect data consist of interviews and observations. The results showed (1) an internal quality assurance system STKIP Singkawang applying standard 41; and 2) quality assurance management model applied in STKIP Singkawang is PDCA model consisting of four main components, namely Plan, Do, Check and Action.

Keywords: Study Analysis; Model, Internal Quality Assurance System.

I. INTRODUCTION

The demand for college graduates in the age of globalization increases with human resource competition is getting tighter [1]. Colleges as educational workers responsible for the resulting quality of its graduates. Act No. 12 of 2012 on Higher Education also stressed the importance of quality assurance in a university. Therefore we need a system that can control the execution of the process of improving the quality of a university in a planned and sustainable [2].

Internal quality assurance system is a system that serves to plan, implement and evaluate quality assurance at a university. Quality assurance in higher education intended that the competencies of graduates produced in accordance with the growing needs of society [3]. In addition, an increase in the quality of a higher education can also increase public confidence in the performance and capabilities of the college graduates. Implementation of internal quality assurance system of the university does not rely on the government. The government only provides guidelines for the implementation of quality

assurance system for colleges and universities further independently implement a quality assurance system based on the vision, mission and conditions in universities.

Internal quality assurance system STKIP Singkawang implemented by the Quality Assurance Agency STKIP Singkawang in charge of planning, implementing and evaluating a comprehensive system. The implementation of quality assurance system in STKIP Singkawang refer to the Guidelines for Quality Assurance (Quality Assurance) Higher Education [4]. Implementation of the quality assurance system in STKIP Singkawang is the role of leadership and commitment STKIP Singkawang all individuals who will implement this system [5].

Quality assurance system of the university implementing the standards and quality assurance management models that differ between each college. This is due to the situation in each of the different colleges so that the effect on the standards established quality assurance. This study aims to determine the standards and quality assurance management model applied by STKIP Singkawang in the framework of continuous quality improvement in

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

1

STKIP Singkawang. The results of this study can be a reference for universities that have not implemented a quality assurance system that is expected to produce graduates according to the needs of the community.

II. RESEARCH METHOD

This study is a qualitative study using the case study method. In this study, the cases examined are standards and models applied by STKIP Singkawang to improve the quality of higher education. The research was conducted at the Institute of Quality Assurance STKIP Singkawang. This study was conducted in January 2017 through April 2017. The subject of this research is all part of the Quality Assurance Agency together with the whole of the individuals involved in the internal quality assurance activities STKIP Singkawang. The object of this research standards and models of quality assurance implemented by the quality assurance agency STKIP Singkawang. The data collected in this study a qualitative data derived from the data collecting use data collection techniques such as interviews and observation. Data collection instrument in this study consisted of interviews and observation guidelines.

Implementation of the interview to get information related to the quality assurance standards and models used by STKIP Singkawang. Interviews were conducted with the chairman, secretary and coordinator of quality assurance agencies STKIP part Singkawang. Moreover, it also made observations on the quality assurance agency STKIP Singkawang to know the process of implementing the standards and quality assurance models.

This study uses a degree of trust with triangulation techniques to improve and determine the validity of the data, both on the method of data collection and data sources. Triangulation in this research is conducted through checking the data against data collection methods, namely the interview data in the form of interview transcripts and observation results data in the form of field notes. Triangulation is also done through the examination of data to resources in the interview and to compare the results of interviews of a chairman, secretary and coordinator of the field of quality assurance agencies STKIP Singkawang. In addition, to ensure the validity of the interview data do confirm the results of interviews with informants to ensure the correctness of the interview. Inductive analysis used in this study to draw any conclusions on the POINTS derived from data collected through interviews and observations that can then be withdrawn as general conclusions.

III. RESULT AND DISCUSSION

Several universities in West Kalimantan has implemented a quality assurance system. STKIP Singkawang as one of the colleges in West Kalimantan also implement standards for internal quality assurance as many as 41 standard consisting of National Standard of Higher Education consists of: standards of 1) Graduate Competency Standards; 2) Learning Content Standards;3) Standards of Learning Process;4) Learning Assessment Standards; 5) Lecturer Standards and Educator 6) Infrastructure Standards of Learning; 7) Learning Management Standards; and 8) Financing Standards of Learning. National Standards Research consist of: 9) Standards Result of the Research; 10) Content Standards Research; 11) Standard Process Research; 12) Research Assessment Standards; 13) Researchers standards; 14) Infrastructure Standards Research; 15) Research Management Standards; and 16) the Funding Standard and Research Funding. National Standard Community Services consist of: 17) Standards Results of Community Services; 18) Content Standards Community Services; 19) Standard Process Community Services; 20) Community Services Assessment Standards; 21) Implementing standard Community Services; 22) Infrastructure Standards Community Services; 23) Standard Management of Community Services; and 24) Standards Funding and Financing Community Services.

Internal Standards STKIP Singkawang consist of 25) standard supervision of students, 26) standardized resource students and alumni, 27) the standard of cooperation, 28) standardized admissions new, 29) standardized administration of mailing, 30) standard academic atmosphere, 31) standards organizations of student affairs, 32) standards safety and order, 33) the standard of care for persons with disabilities, 34) standards of attainment base of entrepreneurship, 35) standardized system of governance, 36) management vent standards of education, 37) standard of the work program of structural officials, 38) the standard staffing and 39) standard internal quality assurance system, 40) standard of ceremonial, 41)

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

standar of journal management. Implementation of Internal Quality Assurance System in Singkawang STKIP covering the entire course. The stages in the implementation of internal quality assurance system in STKIP Singkawang, is as follows.

a. Internal Quality Assurance System Socialization

    Socialization is an early stage in implementing the system of higher education quality assurance in STKIP Singkawang. Emphasis on the importance of the implementation of the internal quality assurance system in STKIP Singkawang done at this stage. Activities of internal quality assurance system is a mandate of PP No. 9 of 2005 on National Education Standards in addition, morally higher education institutions must always maintain and improve the quality of graduates produced. It is intended that graduates produced is able to meet the demands of stakeholders and be able to compete globally.

b. Providing guidance for the management department of

    the Implementation of the system for internal quality assurance in STKIP Singkawang on each study program need to be given guidance by the institution of quality assurance STKIP Singkawang in terms of understanding the meaning of the quality assurance systems of internal and grains that exist in the standard system of internal quality assurance that will facilitate the making academic documents and document quality. The role of quality assurance agencies is very important in terms of building good documentation, because the board does not have a department of knowledge, understanding, and the same seriousness in the documentation of all activities of planning, implementation, monitoring and evaluation in the study program.

c. Socialization internal quality audit and self-evaluation instrument courses to Prodi and auditors.

    In the third stage of the implementation of internal quality assurance system in STKIP Singkawang is socialization internal quality audit and self-evaluation instrument to Prodi and auditors. It aims to build the same perception and commitment between Prodi and auditors in establishing a quality assurance system in Prodi. STKIP quality assurance institution Singkawang just preparing the system, instruments and facilitate the implementation of internal quality assurance system in STKIP Singkawang.

d. Charging Study program self-evaluation by the head of department of quality assurance agencies assisted.

    Prior to the audit, Prodi required to fill out a self-evaluation study programs that have been designed and prepared by quality assurance agencies STKIP Singkawang. Institutions of quality assurance will help in filling out a self-evaluation study programs of courses and descriptions of self-evaluation. Materials and documents that have been loaded into the study program self-evaluation and self-evaluation description that will be used by the auditor as a reference for the audit Prodi.

e. Iimplementation of the internal quality

    The of study programs audited by three auditors appointed by the quality assurance agency STKIP Singkawang. Each auditor has a duty respectively in each department of the audit based on the standard. The findings of the three auditors will be discussed and discussed in advance to reach a mutual agreement before it is submitted to the chairman of the study program.

f. Remedial measures to improve the quality of study programs.

    Based on the findings of the audit results can be categorized into heavy, medium and light to be further improvements by the chairman of the study program. The study program greatly benefited and helped with the audit because based on the audit work program can be structured in order to conduct quality improvement departement.

g. Management review meeting to talk about improving the quality of study programs.

    Forums are used to discuss the follow up on the findings in the study program is a management review meeting at the department level. In this management

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

3

review meeting will be discussed one by one the findings obtained. Priorities to improve the follow-up study program is based on the severity of the findings. If there are findings were classified as severe this finding will be a top priority in improving the quality of study programs. The findings of a relatively light can be seen the urgency, which is urgent and potentially interfere with the quality of study programs. The findings are observational be immediately addressed to avoid protracted and may interfere with the quality improvements in other sectors.

h. University-level management review meeting.

If the findings obtained in the study program cannot be resolved at the department level, will be brought to the university level to be discussed during management review Meetings University. The findings are followed up by the university normally general nature covering all existing study programs at universities, for example: policies on the availability of lecturers or professors, standards passing grade for new admissions, etc. Internal audit needs to be conducted to determine the internal quality assurance system implementation has gone well or not needs to be done. This audit is very important because it is an important part of the quality assurance cycle, ranging up to university level study program [6].

There are several quality guaranteed by STKIP Singkawang namely:

1. Quality Research and Publications

   a) Quality Standards Publications

   1. success of the publication can be determined from the following indicators:

   • Number of publications in book form, proceedings or in national and international journals.

   • Accreditation level journal that is managed by the Department / Institution.

   • Setting standards adopted in the following manner:

   • The researcher who gained national or international research grants are required to publish the results of their research at a seminar or accredited journals both nationally and internationally, depending on the amount of research funds are managed. Proof of publication is presondition for researchers to submit research grant proposals next.

   • Researchers may also conduct information dissemination on the network system and the mass media.

   • Universities can apply a variety of conveniences for each manuscript accepted for publication. Universities should also be committed to provide expertise related to the method of writing, language and help repair publication costs if the publishers charge for publication.

   • Publications must follow the rules of scientific writing in accordance with the provisions of the issuer. Universities need to encourage researchers to actively write. For beginners necessary scientific writing training held at the university level on a regular basis.

   b) Research Quality Standards

   There are several research quality standards applied by STKIP Singkawang include:

   1). Standard Monitoring and Evaluation
   Monitoring and internal evaluation conducted to determine whether the standards set have been met and need to be improved.

   2). Documentation Standard Process Research
   Researches an ongoing process therefore necessary standardization documents of each unit of activity. These documents include:

   • The research proposal.
   • Document the progress of research activities.
   • Standard Operation Procedures (SOP) Research.
   • Salvage procedure when disaster strikes, earthquakes, fires and accidents.

   3). Standard Assessment Results
   Determination of the quality of research can use the following indicators:

   • The published results through seminars / journal reputed national / international.
   • Results of the study are used to solve problems in the community, develop teaching materials lectures and community service.
   • Researchers obtain patents / copyrights on the

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]

findings and his work.
- Researchers obtain awards for his research work, either at national or international level [7]

2. Academic Quality

Management academic quality in Singkawang STKIP aims to meet the demand and the satisfaction of the stakeholders in the academic service organized by STKIP Singkawang.
Implementation of quality standards of academic quality, consisting of:
a. The quality standards of planning in academic quality
b. Implementation of quality standards in academic quality
c. The quality standards of academic quality control

Quality management STKIP Singkawang using PDCA model that consists of four basic components, namely Plan (planning), Do (execution), check (evaluation), Action (correction). This process will be achieved through a continuous quality improvement condition (continuous quality improvement) [8].

A well- known model for continuous process improvement is the Deming cycle. This PDCA (plan- do- check- act) cycle consist of four activites that are repeated to achieve ever- higher level of quality. In the PDCA cycle, a change is first planned and then implemented [9]. The widely used 'Plan, Do, Check, Act' model, represented by four phases: Leadership and Vision; Planning; Delivery; Monitor, Review and Report. This enables alignment to established management processes, systems and standards [10]. PDCA cycle consist of design plan, implement plan (do), monitor progress (check), act (evaluate findings). Plan: Plan what you want to accomplish over a period of time and what you might do or need to get there. Do: Implement a potential solution. Check: Check whether changes are achieving the desired results or not. Act to get the greatest benefits from the changes [11].

Leaders of STKIP Singkawang have to do supervision in order to promote the smooth implementation of the activities that have been implemented. Leaders also need to know or monitor the progress of the activities that have been implemented [12]. PDCA has been practiced

as a main competitive advantage and continuous problem solving approach by many successful companies all over the world [13].

Regardless of methodology, approach, each organization will certainly need to use a proper selection for implementing a quality management. Quality Assurance management model applied in STKIP Singkawang is PDCA. Using the PDCA cycle meanas continously looking for better methods of improvement [14]. The PDCA cycle has been introduced and all identified functions are categorized into the four distinct phases of the cycle (plan- do- check- action (figure 1) [13]
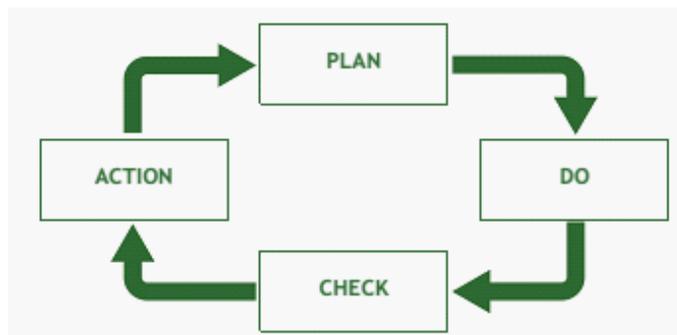

Fig 1 PDCA cycle

The PDCA cycle is more than just a tool; it is a concept of continuous improvement processes. The most important aspect of PDCA lies in the "act" stage after the completion of a project when the cycle starts again for the further improvement [14]. PDCA cycle has been extensively used in the development and deployment of quality policies.
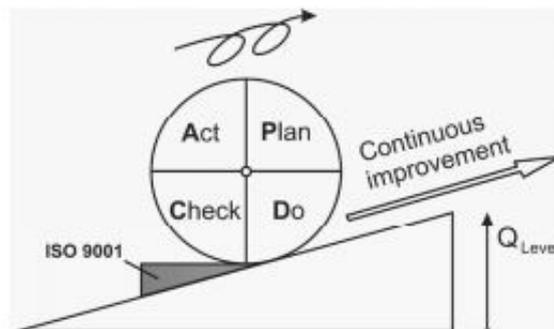

Fig 2 PDCA cycle in continuous improvement process

This paper is there fore an attempt to extend the concept of continuous process improvement competencies of graduates produced. More over, the PDCA cycle would come across for improvement quality assurance in education. The purpose of quality assurance is to improve the quality of higher

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

5

education continuously, to realize the vision and mission of the Higher education, and to meet the needs of stakeholders through the implementation of tridharma . Efforts were made STKIP Singkawang to carry out internal quality assurance system that is:

a. Make the preparation of technical and / or administrative standards in accordance with the contents.

b. Socialize standard content to the entire faculty, non-faculty employees and students, periodically and consistently.

c. Prepare and write a written document such as: work procedures or SOPs, work instructions, or the like in accordance with standard content.

d. Implement the provision of education activities using standards as a benchmark of achievement.

e. Conducting internal quality audits on a regular basis in every study program.

f. The findings of the audit process Prodi submitted to the chairman of the department of management review meetings to be remedied and work program related to quality improvement can be made.

g. The findings cannot be resolved in the management review meeting majors delivered on university management review meeting to be followed in order to improve and enhance the quality of higher education [15]

As for the functions of internal quality assurance system STKIP Singkawang are:

1. To establish and develop standards and implement the guidelines as a reference for quality assurance in education, research and community service. Based Permendikbud No. 49 Year 2014 On National Standards for Higher Education of the Directorate General of Higher Education, Ministry of Education [16], and STKIP Singkawang prepare and establish 41 (fourty-one) internal quality assurance system standards.

National Standards for Higher Education (SNPT) is an integral part in the implementation of Tridharma University. SNPT consist of:

a. Standard of National Education;

b. Standard of National Standards Research;

c. Standard of National Standards Community Service.

National Standard of Higher Education consists of:

1. Standard of Graduate Competency;
2. Standard of Learning Content;
3. Standard of Learning Process;
4. Standard of Learning Assessment;
5. Standard of Lecturer and staff;
6. Standard of Infrastructure of Learning;
7. Standard of Learning Management;
8. Standard of Financing of Learning.

National Standards Research consist of:

9. Standard Result of the Research;
10. Standard of Content Research;
11. Standard of Process Research;
12. Standard of Research Assessment;
13. Standard of Researchers;
14. Standard of Infrastructure Research;
15. Standard of Research Management;
16. Standard of Funding and Research Funding

National Standard Community Services consist of:

17. Standard of Results of Community Services;
18. Standard of Content Community Services;
19. Standard of Process Community Services;
20. Standard of Community Services Assessment;
21. Standard of Implementing standard Community;
22. Standard of Infrastructure Community Services;
23. Standard of Management of Community Services; and
24. Standard of Funding and Financing Community Services.

Internal Standards STKIP Singkawang:

25. Standard of supervision of students;
26. Standard of resource students and alumni
27. Standard of cooperation
28. Standard of admissions new
29. Standard of administration of mailing
30. Standard of academic atmosphere
31. Standard of organizations of student affairs
32. Standard of safety and order
33. Standard of care for persons with disabilities
34. Standard of attainment base of entrepreneurship
35. Standard of system of governance
36. Standard of management of education
37. Standard of the work program of structural officials
38. Standard of staffing
39. Standard of internal quality assurance system

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

40. Standard of ceremonial
41. Standard of journal management system

Implementation of these standards requires the support of all the components in a good college chairman, vice chairman, faculty, staff and students. Awareness of all parties of the importance of the implementation of the standards that have been set will improve the quality produced by the college.

2. Organize the implementation of quality assurance in education, research and community services, as well as the academic administration of the college level to the program of study.

   Implementation through quality assurance agencies that make up the STKIP Singkawang internal quality audit team and in charge of auditing every Prodi. The audit results presented in the study program-level management review meeting to determine improvements that should be made by Prodi. Furthermore, the findings cannot be resolved by the study program management review meeting brought to the university level.

3. Assess and report the results of the implementation of quality assurance in a cycle in all units and ranks in STKIP Singkawang.

   Singkawang STKIP quality assurance institution hosted a workshop on the evaluation of the internal quality assurance system. It aims to disseminate the results of the evaluation conducted by a team of internal quality audits.

4. Delivering suggestions for improvements to the leadership of other universities as input for quality improvement on an ongoing basis.

   Through university-level management review meeting quality assurance agencies STKIP Singkawang present the results of internal audits are conducted to the rector and other leaders that aims to improve the quality of higher education [17].

Internal quality assurance system to be early to see the quality of academic administration that can be managed by a quality assurance unit in each study program. A culture of quality in each study program will result in improved quality as academic quality improvement measures carried out continuously by each study program. Strategies for self-evaluation as a true picture on any study program will be used as a reflection of improvements through follow-up plan can be formulated together in a management review meeting by the entire Chairman Prodi, head of the college, the quality assurance unit by engaging the academic senate [18]

The commitment of students in the running system of internal quality assurance one of which can be seen through the provision of feedback of academic activities by giving input through both online and offline against professors that administer the courses related to the implementation of academic activities and competencies that should be generated by the students so as to achieve a passing grade which has been set by the college. The feedback mechanisms, facilitated by the quality assurance agency STKIP Singkawang so as to facilitate the audit process because the data has been collected. In addition, the work done in the students reached the standard of competence for graduates also show commitment to perform an internal quality assurance system that will affect the satisfaction of the stakeholders of the quality of graduates produced by STKIP Singkawang.

Quality document systems STKIP Singkawang internal quality assurance available and have been used over the last two years. Quality document consists of the Quality Manual, Quality Procedures and Work Instructions. Quality Procedures and Work Instructions are prepared and implemented in each unit / work unit. Quality documents stipulated by STKIP Singkawang serves as a guide for management control and improve the quality of higher education.

Internal quality assurance system in STKIP Singkawang coordinated by the quality assurance agencies that are at the university level. Institutions of quality assurance STKIP Singkawang charge of planning, implementing and evaluating the quality assurance system comprehensively in STKIP Singkawang, making the devices required for the implementation of quality assurance, control the implementation of quality assurance system, carry out auditing and evaluation of quality assurance, and reporting on the implementation of quality assurance periodically. In the development, the task of institution quality assurance STKIP Singkawang developed into a plan, implement, and evaluate the implementation of the system of higher education quality assurance, implement internal quality audit department received a report of internal quality audit courses from the majors, evaluate the implementation of internal quality audits Prodi in the

Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

majors and submit Chairman of the audit report to STKIP Singkawang forum Working Meeting of the University for further action.

Implementation of internal quality assurance system based on two documents, namely documents as well as the quality of their academic papers. Academic documents compiled at the university level, department or program of study. Academic documents that are at the university and department consists of academic policy documents, academic standards and academic regulations. Academic document-level study program consists of specifications course, curriculum, curriculum maps, and plan learning programs and activities of the semester. Quality document consists of the quality manual at the college level, quality procedures, and work instructions. Quality procedures and work instructions developed and implemented in each unit / work unit. Implementation of internal quality assurance system in accordance with one Singkawang STKIP cycle internal quality assurance system in STKIP Singkawang starting with the establishment of standards, implementation, monitoring, evaluation, internal audit, correction formula, and the establishment of new standards. By default, this time STKIP BAN PT Singkawang applying standards as a minimum standard courses and university management. Singkawang STKIP in the future will apply a higher minimum standard is based on ISO quality standards [19

IV. CONCLUSIONS

STKIP Singkawang implement internal quality assurance standards consisting of 41 standards. Internal quality assurance in STKIP Singkawang covering the entire course. The functions of internal quality assurance system STKIP Singkawang is to prepare and develop standards and guidelines as a reference for implementing quality assurance in education, research and community service. Model of quality assurance applied by STKIP Singkawang is composed of PDCA Plan (planning), Do (execution), check (evaluation), Action (correction). Implementation of these standards requires the support of all the components that exist in universities both management and all individuals who will carry out the internal quality assurance system. Awareness of all parties of the importance of the implementation

of the standards that have been set will improve the quality produced by the college.

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Andi Mursidi[1], Soeharto[2], Rini Setyorini[3], I-Hsien Ting[4], Didi Sundiman[5], Sabran[6]
Model of Internal Quality Assurance System (SPMI) in STKIP Singkawang

9