

Internal and External Quality Audit in Efforts to Build High Quality in the College of Poltekkes Kemenkes Bengkulu

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Abstract—Abstract Higher Education has the responsibility to carry out quality assurance activities autonomously and independently. In improving the quality, Poltekkes Kemenkes Bengkulu has conducted Internal Quality Audit (AMI) by Auditor and External Quality Audit with ISO 9001 by SAI Global. This research uses qualitative method of quality audit by collecting data and doing observation. AMI found syllabus that has not been verified and unequal syllabus format, in the field of research and community service is still low publication and there is no coordination with other institutions in the source of funds. The findings of the ISO show that the trend findings from year to year in the form of a percentage of the trend of decline. This shows that the implementation of ISO management in Poltekkes has increased every year. Quality Assurance System in Poltekkes Kemenkes Bengkulu conducted by internal parties through AMI and external parties through ISO 9001 has been running well, because it has a purpose in improving the quality of education it should be integrated into one.

Keywords—AMI; ISO; Poltekkes Kemenkes Bengkulu

I. INTRODUCTION

Higher Education (PT) has an obligation to perform autonomous quality assurance activities. Poltekkes Kemenkes Bengkulu as one of the health-based colleges continues to improve its quality to achieve the quality of education. The implementation of internal quality assurance by college is performed systemically through Internal Quality Assurance System (SPMI) as regulated in the Regulation of the Minister of Education and Culture of the Republic of Indonesia no. 50 the year of 2014. The working principle of SPMI refers to the standard setting cycle of higher education, the implementation of the higher education standard, the evaluation of college standards, the control of college standards and the increase of higher education standards [1].

Internal Quality Assurance System (SPMI) in a college is an independent activity that each process is designed, run and controlled by the relevant college without government interference. This is based on college's diversity in terms of history, vision and mission, organizational culture, resources and leadership patterns [1]. Nevertheless, there are fundamental things that must exist in every university SPMI as stated in

Article 52 verse (2) of Dikti Law, it is mentioned that quality assurance is done through 5 (five) main steps which is abbreviated PPEPP, that is Determination, Implementation, Evaluation (execution), Control (execution) and Improvement of Higher Education Standard. This means that the five major steps must be in implementing the SPMI, even, those are the most important of SPMI in every university [2].

In the case of the improvement of the quality of college externally, Poltekkes Kemenkes Bengkulu since 2012 has implemented ISO 9001: 2012 System, and in 2017 has been upgraded to ISO 9001: 2015. In line with Internal Quality Audit, it should be implemented by every organization that implements ISO 9001 quality management system. By conducting internal quality audit, it will get data and information that can be used for various purposes, one of them is as an important input to take preventive action and correction action in the application of quality management system. However, it would be useless if the internal quality audits carried out were limited to the fulfillment of the requirements of the implementation of the quality management system not for the purpose of continuous improvement [3].

A. Internal Quality Audit

SPMI has an important role in university because the existence in the future does not depend solely on the government but mainly depends on the stakeholders namely students, work fields, lecturers, supporting staffs and other interested parties. In order for its existence to be guaranteed, every college must run SPMI within the SPMPT framework as required by Article 91 paragraph (1) PP. No 19 of 2015 concerning National Education Standards. This system aims to maintain and improve the quality of tertiary institutions that is run by universities internally to fulfill SNPT that realizes the vision and mission and meets the needs of stakeholders through the implementation of the Tri Dharma Perguruan Tinggi. One of the efforts made to ensure the implementation of SPMI's objectives was carried out by the Internal Quality Audit (AMI) [4].

The implementation of SPMI in the Bengkulu Health Ministry Polytechnic was carried out by the Quality Assurance

Unit (UPM). Based on the SPMI cycle, UPM conducts the design and preparation of PT standards which together with the top management to determine the quality standards that will be implemented and evaluated. Based on the results of the audits that have been carried out, the same problem is also found, this is due to: 1) there is still a lack of understanding of the concept of quality assurance, 2) joint commitment in implementing quality assurance is still low, 3) Human resources as Auditors that have not been fulfilled.

Internal Quality Audit (AMI) is an assessment conducted by universities internally on the policies and procedures that are carried out. In general, the audit is a series of systematic, independent and documented activities to obtain audit evidence and evaluate it objectively to determine the extent to which the audit criteria are met. Internal audit is also called a fiscal party audit because it is carried out by internal universities towards different operations and controls in the organization [5].

Implementation of AMI in Poltekkes Kemenkes Bengkulu conducted in study programs in each semester alternately study with auditors who have attended the training. AMI's activities include the three principles of college (Tridharma PT) starting from the process of learning, research and dedication to society. AMI's findings will be clarified to the study programs which will be the future improvement, but if the findings become problems that cannot be resolved in the course will be solved at the directorate level.

B. External Quality Audit

Poltekkes Kemenkes Bengkulu implements the ISO 9001: 2008 system where the documentation system according to Clause 4.2.1, clarifies that the quality management system documentation is not only in the form of records or quality recordings required by ISO standards but also all records or quality recordings that must be owned by your company in order to plan, operate and control the process of quality management system. So the latest standards have expanded the definition of documentation covering all recording processes of the quality management system [6]

ISO 9001 is an international standard on quality management system (QMS). The standard was first published in 1987 and revised in 1994, 2000 and 2008. ISO 9001 has 8 main principles, namely: customer focus, leadership, personnel involvement, process approach, systems approach to management, improvement persistent, fact-based decision-making approaches and mutually beneficial relationships with suppliers [7].

Implementation of ISO 9001 in PT can provide several benefits namely [8]:

- The process of Teaching and Learning Activities (KBM) and research is convenient, directed, and acceptable with ISO documentation SMM.
- Documentation also improves understanding between faculty and staffs and can be used to train new staff.
- College operations are more efficient, quality problems can be identified, improved, and prevented, and "improvement" activities can be done systematically.

- Internal quality audits allow each faculty and staff to express and solve existing problems.
- SMM provides a clear explanation of the rights and obligations of students, faculty, and staff.
- An audit conducted by an independent certification department is more objective. This opens up opportunities for quality improvement. Some things that might be identified in the external audit process are strengths, weaknesses, and some potential "improvements" that have not been implemented.
- Ease of promotion and accreditation process.

At this time Poltekkes Kemenkes Bengkulu has upgrading from ISO 9001: 2008 to ISO 9001: 2015. ISO 9001: 2015 has the objective of ensuring the sustainability of a quality management system and has a focus area on the management system of an organization. This International Standard uses a process approach, incorporating the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking. The PDCA cycle can be applied to all processes and to the overall quality management system [9]. Implementation of AMI and ISO 9001 Audit in executing is still done separately (not yet integrated), AMI is done by Auditor while ISO Audit is done by SAI GLOBAL.

The ISO 9001: 2015 certificate obtained through the re-audit stage of all study programs and units in the Bengkulu Health Ministry Polytechnic environment will have a good impact on the organization, especially sustainable improvement in the management system to produce better products as well. However, the ISO system also has weaknesses, which are related to time and cost. In implementing and running an ISO system is quite expensive, such as preparing standard operating procedures that must bring in outside consultants. Moreover, maintain the ISO certificate must also be carried out routine audits that cost considerable. ISO 9001: 2015 audit activities must be carried out every 6 months to maintain a quality management system. Not only costs, but also requires time to prepare everything according to standards to get ISO certification. Despite its weaknesses, ISO 9001: 2015 has several benefits that greatly impact an institution. If a university can maximize the quality assurance system according to ISO standards, it will increase the productivity of higher education and the quality of products produced.

II. METHOD

The method used in this research is by qualitative method of quality audit at Bengkulu Health Ministry Polytechnics. The steps that will be taken in this research are as follows: 1) conducting data collection, this research is done up to the saturation level of data, and during that also done categorization in themes to find thematic conception about internal quality audit in Bengkulu Health Ministry Polytechnics, 2) making observations, the aim is to obtain findings in the form of propositions on the quality assurance model at Bengkulu Health Ministry Polytechnics. Based on the findings in the form of propositions, further analysis and development towards the conceptual is to obtain an abstraction of internal quality audit at Bengkulu Health Ministry Polytechnics.

III. RESULT AND DISCUSSION

TABLE I. INTERNAL QUALITY AUDIT

Learning Sector	Research Sector	Community Service Sector
There is still an unverified syllabus	The lecturers' research reports have not all been documented in the study program	Reports on the results of the lecturers' dedication have not all been documented in the study program
Still found a different syllabus format	Lecturers publications in national and international journals are still low	Community service results have not been published yet
	There has been no collaboration in granting funds from international institutions	

In the field of teaching, findings can be done immediately so that the results of the findings only limited on observation. The syllabus of different format is found in the General Course where the lecturer comes from outside the institution. In order to avoid repeated findings, it is necessary to take precautionary measures in the form of periodic and tiered monitoring of the sub-department's quality assurance affairs, which are subsequently verified by the Head of Study Program.

In the field of research, the publication of lecturers in national and international journals is still low. This is due to the difficulty of lecturers in making journals to be published both in national journals and international journals. Follow-up conducted by Publication and Research Unit that is held Training of Journal of Scientific Publication for lecturer in Bengkulu Health Ministry Polytechnics environment. Sources of research funding and community service are still sourced from Bengkulu Health Ministry Polytechnics due to the lack of cooperation with other institutions outside the institution.

TABLE II. EXTERNAL QUALITY AUDIT (ISO 9001) ISO FINDINGS BASED ON AUDIT AREA FROM 2012-2017

Year	Number of Audit Areas	Number of Findings
2012	11	35
2012	12	43
2013	3	3
2013	5	10
2014	6	21
2014	9	21
2015	11	23
2015	9	17
2016	9	8
2017	11	8

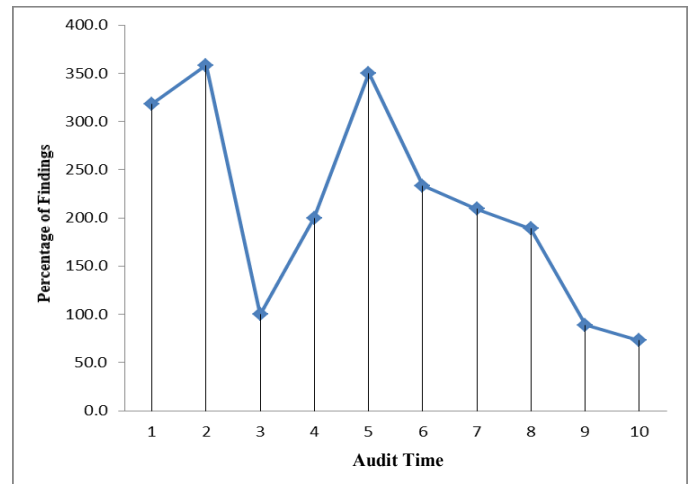


Fig. 1. Percentage of findings versus years.

From the graph it can be seen that the trend findings from year to year in the form of percentage tend to decline. This shows that the implementation of ISO management in the Poltekkes has increased every year. Implementation of ISO 9001 in the field of education focuses on customer satisfaction i.e. students, in order to increase student satisfaction must be improved from the findings. The findings were clarified to the study program / unit for corrective action and the findings were limited to minor observations or findings.

Based on the Audit Area, the average findings of the surveillance were obtained from 2012-2017.

TABLE III. THE AUDIT AREA COMPARES THE AVERAGE FINDINGS

No	Audit Area	Average
1	Management Review	4.14
2	Curriculum Development (ADAK)	1.43
3	Nursing Department	4.00
4	Midwifery Department	4.00
5	Nutrition Department	3.33
6	Analyst Department	3.50
7	Environmental Health Department	3.17
8	Laboratory	4.33
9	Staff	1.75
10	Maintenance	2.67
11	Library	2.00
12	D3 Nursing Department Curup	3.25
13	D3 Midwifery Department Curup	2.75
14	PPM and PPI	2.00
15	Staff Curup	2.00
16	Maintenance Curup	2.00
17	Laboratory Curup	0.63
18	Library Curup	0.86

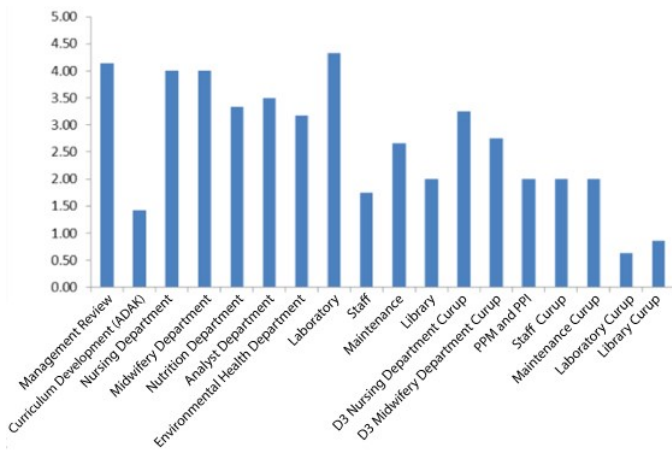


Fig. 2. The audit area graph compares the average findings.

IV. CONCLUSION

The Quality Assurance System in the Bengkulu Health Ministry Polytechnic conducted by internal parties through AMI and external parties through ISO 9001 has been going well, because it has a purpose in improving the quality of education, it should be integrated into one.

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