

BUILDING MUTUAL CONFIDENCE AT NATIONAL LEVEL : INDONESIA EXPERIENCE

*ASSOCIATION OF QUALITY ASSURANCE AGENCIES OF THE
ISLAMIC WORLD
CAIRO, EGYPT, 5-7 NOVEMBER 2012*

Mansur Ma'shum
Board Member
BADAN AKREDITASI NASIONAL – PERGURUAN TINGGI
NATIONAL ACCREDITATION AGENCY FOR HIGHER EDUCATION



NATIONAL ACCREDITATION AGENCIES IN INDONESIA

- ❑ **NAA'S**
 - Higher Education (NAAHE, 1994)
 - Primary and Secondary Education (NAAPSE, 1994)
 - Non-formal Education (NAANFE, 2006)

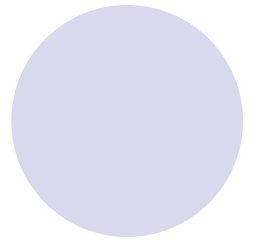
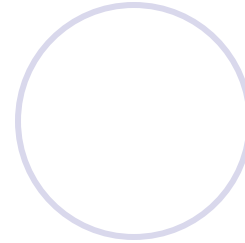
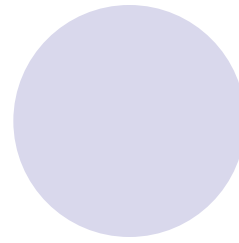
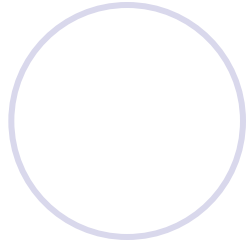
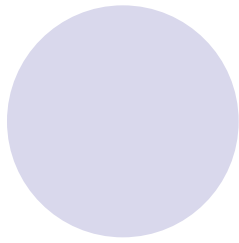
- ❑ **NAA'S REPORT TO MINISTER OF NATIONAL EDUCATION**

- ❑ **NAAHE is a sole independent and authorized accreditation agency for higher education in Indonesia.**

- ❑ **NAAHE is a member of AQAIIW (Association of Quality Assurance Agencies of the Islamic World), INQAAHE (International Network for Quality Assurance Agencies for Higher Education), APQN (Asia Pacific Quality Network), AQAN (ASEAN Quality Assurance Network).**

HIGHER EDUCATION INSTITUTIONS (CURRENT LEGAL BASIS)

- **Act No. 20/2003 National Education System.**
- **Government Regulation No. 19/2005 on National Education Standard**
- **MoNE Strategic Plan of 2005-2009 and 2010-2014**
- **Presidential Regulation No 8/2012 – Indonesian Qualification Framework**
- **Act No. 12/2012 Higher Education**
- **Minister of Education and Culture (MoEC) Regulation No. 59/2012 on BAN (NAA)**



● **Notes:**

- **Internal Quality Assurance in HEIs is compulsory**
- **Accreditation of study programs and HEIs is compulsory (renewal every 5 years)**
- **Transition period ends in 2012**
- **New Board Member was inaugurated September 28, 2012**

TASKS OF NAAHE

(Minister of Education and Culture Regulation No. 59/2012)

- 1. To formulate policies on accreditation.**
- 2. To disseminate accreditation policies.**
- 3. To assess programs and HEI's.**

Act No. 20/2005 on National Education System

”Accreditation is an evaluation activity of qualification of program based on defined criteria”

“... a process of **external quality review** used by higher education to scrutinize colleges, universities and higher education programs for **quality assurance and quality improvement** (CHEA, 2000).”

accountability

“... a window into higher education institution”

(Peril & Promise, WB 2000)

QUALITY ASSURANCE

- Internal
- External



**SELF EVALUATION
ACCREDITATION**

ACCREDITATION OF PROGRAMS AND HEI'S

○ ACCREDITATION OF PROGRAMS:

- Since 1996: bachelor programs
- Since 1999: master's programs
- Since 2001:
 - diploma programs (vocational programs)
 - doctoral programs
- Since 2006: open university programs
- Since 2008: professional programs

○ ACCREDITATION OF HEI'S:

- Since 2007

Government Regulation No. 19/2005 National Education Standard

It covers:

- a. Content (curriculum);
- b. Process;
- c. Graduate competence;
- d. Faculty members and non-academic staff;
- e. Infrastructure and facilities;
- f. Management;
- g. Cost; and
- h. Process evaluation.

● details have not been issued yet, under review by the Minister of Education and Culture.

NAAHE: defines 7 standards derived from NES

PARADIGM SHIFT IN QUALITY ASSURANCE IN INDONESIA ACCORDING TO LEGAL BASIS (since 2003)

- **Voluntary accreditation ⇒ mandatory accreditation**
- **Accreditation of program ⇒ accreditation of program and accreditation of institution**
- **Voluntary internal quality assurance ⇒ mandatory internal quality assurance**
- **Single accreditation agency ⇒ many accreditation agencies**

IQA and EQA are mandatory

SHIFT IN ASSESSMENT MODEL

1. Summative assessment every 5 years.
2. 1996-1997: desk assessment only.
3. Since 1998: desk evaluation (adequacy assessment) and visit (field assessment).
4. Before 2009/2010:
 - Diploma and undergraduate programs: form,
 - Graduate programs and HEIs: portfolio.
5. After 2009/2010:
 - All programs and HEIs: form,
 - Supplement for each field (under review).
6. Future:
 - Formative assessment.

Problems:

- Overwhelming volume of programs and HEIs to be accredited,
- Significant disparities of HEI in terms of resources, stage of development, and quality,
- Assessors competency.

ACCREDITATION MANUALS/INSTRUMENTS

1. Academic Paper
2. Standard and Procedure
3. Form for Program
4. Form for Faculty/School
5. Guideline for Form Completion
6. Guideline for Scoring
7. Scoring Matrix
8. Guideline for Field Assessment
9. Guideline for Self Evaluation

Note:

Generic instrument for all programs, however, supplements for each field (agriculture, art, engineering, health, etc) are under review.

PROCEDURE

**SELF EVALUATION
REPORT
DATA
AND
NECESSARY DOCUMENTS
(Program/HEI)**

**ADEQUACY
ASSESSMENT
(Assessors), 1 day**

**DECISION MAKING
(Board Members of NAAHE)**

**FIELD
ASSESSMENT
(Assessors), 2 days**

**VALIDATION
(Board Members of NAAHE)**

**DECISION MAKING
(Board Members of NAAHE)**

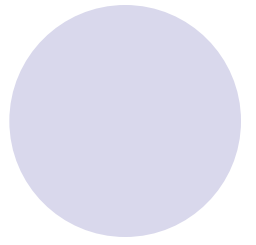
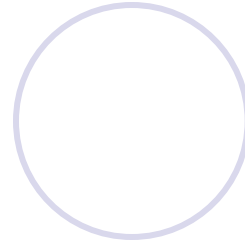
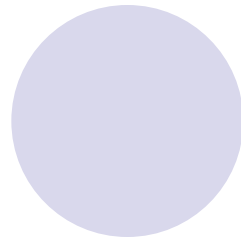
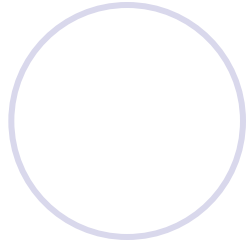
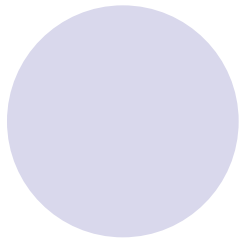
**ANNOUNCEMENT OF
ACCREDITATION STATUS
(Chairman and Secretary of NAAHE)**

1951 assessors

15 Board Members

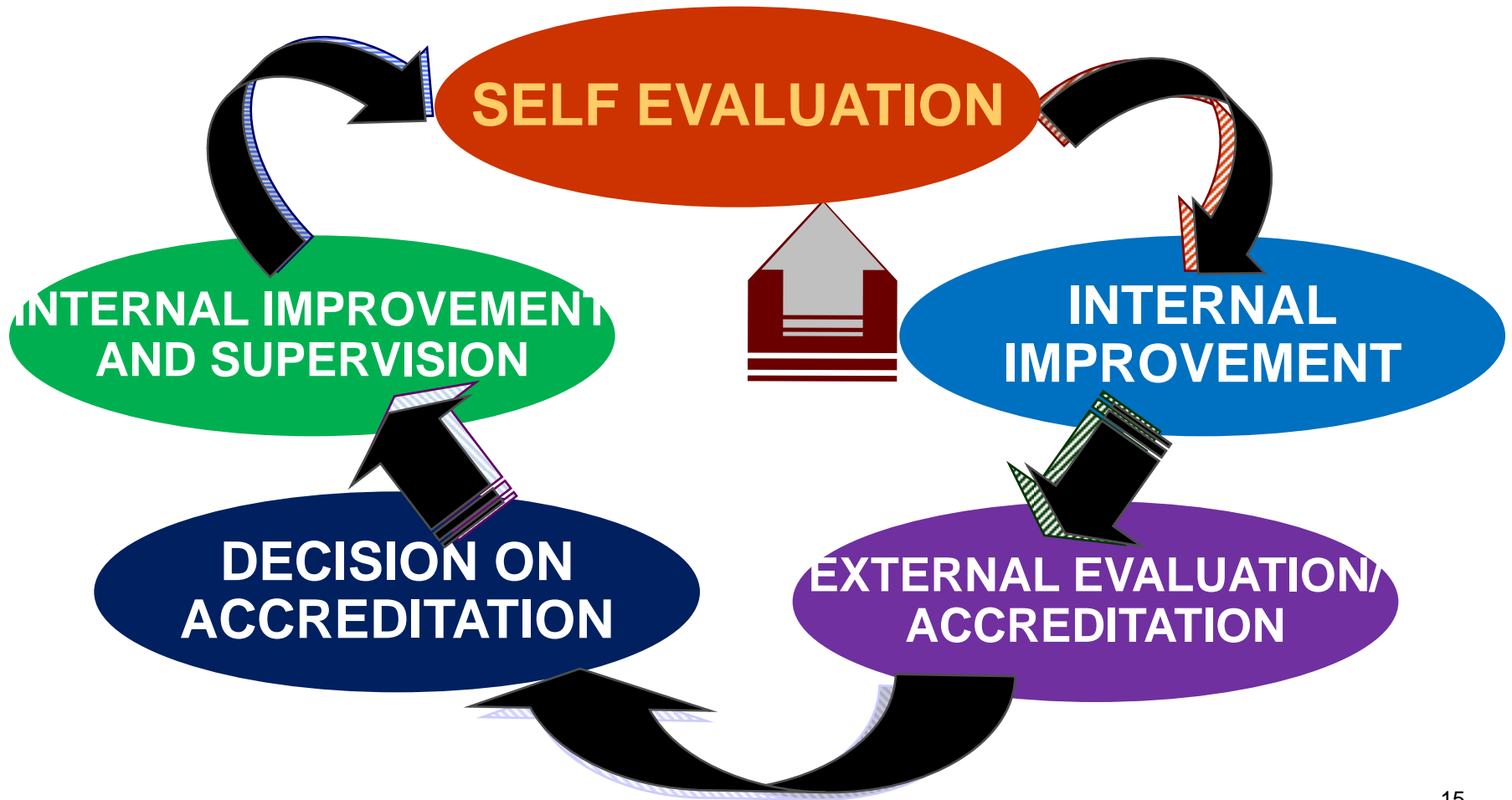
HIGHER EDUCATION INSTITUTIONS (NUMBERS)

- * Ministry of Education and Culture (MoEC)
 - 93 public HEIs managed by MoEC
 - 3,141 private HEIs supervised by the MoEC
- Ministry of Religious Affairs (MoRA)
 - 49 public religious HEIs
 - 289 private religious HEIs
- Other Ministries
 - 58 public HEIs
- Number of programs: \pm 19,000 programs.

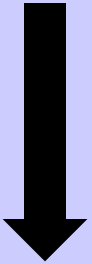


QUALITY ASSURANCE CYCLE

CQI = Continuous Quality Improvement
QMS = Quality Management System



- Basis of evaluation:



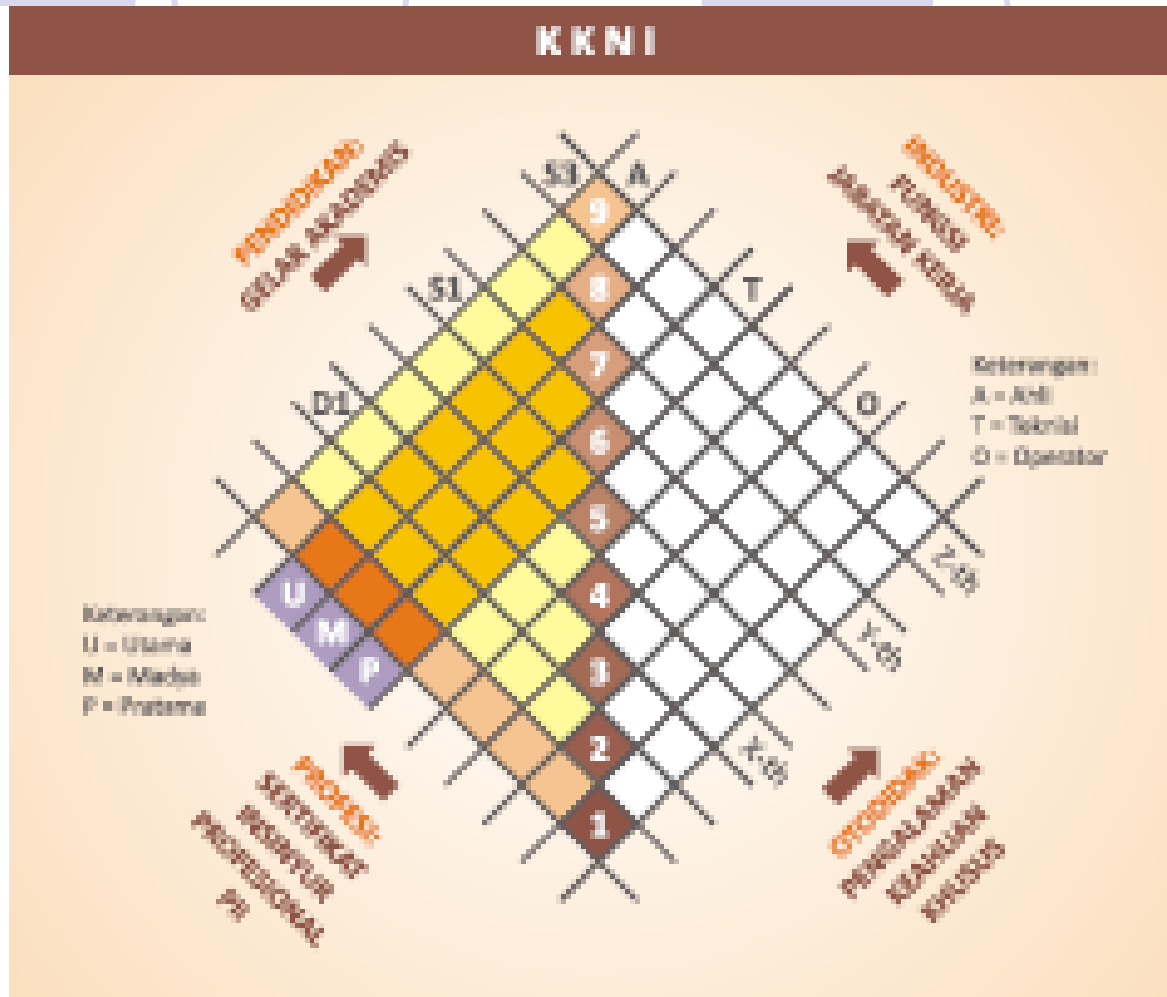
- Inputs
- Processes
- Outputs
- **Outcomes**

- New legal basis:

- Presidential Regulation No 8/2012 – Indonesian Qualification Framework (Peraturan Presiden No 8/2012 – Kerangka Kualifikasi Nasional Indonesia)
⇒ **Learning outcomes: education, training, work experience, self learning.**
- National Education Standard (under review by the Minister of Education and Culture).

⇒⇒⇒ **Accreditation: based on learning outcomes.**

KKNI (Kerangka Kualifikasi Nasional Indonesia) IQF (Indonesian Qualification Framework)



Gambar 1.

Penjenjangan KKNI melalui 4 jejak (jalan [pathways]) serta kombinasi ke-empatnya.
(Ilustrasi oleh : Rudy Handoyo PI)

LEVEL 6 (an example)

Capable to apply science, technology and art within her/his expertise and adaptable to various situations faced during solving a problem

Mastering in-depth general and specific theoretical concepts of a certain knowledge and capable to formulate related problem solving procedure.

Capable to take strategic decision based on information and data analysis and provides direction in choosing several alternative solutions.

Responsible for her/his own job and can be assigned to take responsibility of the attainment of organization's performances.

FUTURE ACCREDITATION AGENCIES IN INDONESIA??

BAN-PT (NAAHE)

(responsible for institutional accreditation, accreditation of programs not covered by **established** IAAHEs, and quality assurance of IAAHEs)

USDE &
CHEA
model ??

IAAHE-1

IAAHE-2

IAAHE-3

IAAHE-4

IAAHE-n

IAAHE = Independent Accreditation Agency for Higher Education

Examples:

- IAAHE in Health – Establishment of IAAHEH (Indonesia Accreditation Agency for Higher Education in Health), HPEQ Project, WB, Ministry of Education and Culture (MoEC).
- IAAHE in Engineering - Establishment of IABEE (Indonesia Accreditation Board for Engineering Education), proposal to JICA, Washington Accord signatory.

1. ORGANIZATION: separate bodies/units for:
 - i. defining education standards,
 - ii. imposing outcomes based learning/qualification framework,
 - iii. accrediting programs and higher education institutions,
 - iv. enforcing internal quality assurance system,
 - v. evaluating proposal for new programs.

Coordination is important.

2. **OUTCOMES BASED EDUCATION (OBE):** establishment of OBE at HEIs and dissemination of OBE to faculty members.
3. **INDEPENDENT ACCREDITATION AGENCY:** establishment of new independent accreditation agencies in specific field and its work arrangement with NAAHE.
4. **ACCREDITATION SYSTEM:** comprehensive evaluation for first accreditation.
5. **APPROVAL OF NEW PROGRAMS:** evaluation based on accreditation criteria.
6. **SYNCHRONIZATION OF INTERNAL QUALITY ASSURANCE SYSTEM AND EXTERNAL QUALITY ASSURANCE SYSTEM** – comprehensive use of under construction DGHE database.

Mutual Confidence

Transparency

Honesty

Foccus on added value

Be there completely body and soul

Respect the oher

Take responsibility

Transparency

- Don't try to hide something from other people. Avoid any hidden agenda. You might think you can deceive them. But you must know, most people have good intuition, and even though they do not know exactly your hidden agenda, they will feel uncomfortable being near you. Usually hidden agenda will show true body language.
- If they feel uncomfortable near you, they will not trust you.

Honesty

- This is similar with point one. Be honest. Don't try to deceive people with your words, for example giving fake praise or pretending to support. Once again, people have some kind of detector.
- When someone knows you are sincere, they are bound to trust you. People like the truth.

Focus On Added Value

- In every relationship, focus on actions that touch people heart. Work hard for it, because when you succeed to give added value to their life, they don't just feel that you are in their side, they will have the urge to the same to you.
- For example, in business relations, you complete a task faster than promised. Example in personal relations is you focus on fulfilling your partner's needs rather than you own needs.

Be There Completely Body and Soul

- Whenever you talk to someone, make him your main focus. Don't think about work when you are at home with your spouse. And don't think about home condition when you are with a client. Being there completely body and soul means you are giving quality time, and quality time build's trust.

Respect Other People

- Since we talk we have been told by parents and teacher to respect other people. But, due to environment those values start fading, we get into the bad habit of disrespecting other people. Thus include the behavior of saying bad thing behind peoples back.
- Remember, as a human everyone has the right to be treated by respect. When people understand you treat them by respect, they will trust you.

Take Responsibility

- When you are in a mess, clean your self up immediately. People will not understand, and probably will not care with your problems. Forget about finding excuses and take responsibility without hesitation. Rationalization and excuses might help you in a short term, but will decrease people trust in you on the long term.
- Recently, taking responsibility is a difficult character to find where most people tend to avoid negative consequences of their action. Have courage to make a different and you will gain people trust.

KELUAR

