

# Analysing the Quality Assurance Policy in Providing Services to the Lecturers and Education Supporting Staff at Tadulako University

Iskandar Ahmad

Teacher Training and Education Faculty  
Universitas Tadulako  
Palu, Indonesia  
iskandar.ahmad67@yahoo.com

**Abstract**—This research focuses on the effort to provide services to the lecturers and education supporting staff as the implementation of quality assurance policy at Higher Education System. The purposes of this research are a) analyzing the effort of capacity development of lecturers and supporting staff, b) analyzing the forms of supporting from Higher Education to the career development of lecturers and supporting staff. This research used a variety of source theory including articles. It is indicated that the services given to the lecturers and supporting staff have been carried out effectively in accordance with the standards of quality assurance procedures mandated by Law, Government Regulation as well as the National Education Standard. The services included opportunities for lecturers and education supporting staff to continue their education to a higher level. In addition, Tadulako University also conducts coaching sessions, training activities and workshop for education supporting staff. The services are delivered by promoting the principles of transparency, fairness, and objectivity according to standards and regulations relates to the fulfillment of the needs of the lecturers and education supporting staff.

**Keywords**—Analysis of Policy, lecturers and education supporting staff.

## I. INTRODUCTION

Educators and education supporting staff play a strategic role in building the character of the nation through the development of the expected character. Educators play a dominant role in education despite rapid technological development. Educators also play an essential role in the administration, management, development, supervision and technical services to supporting the education process in the educational institution. Professionalism is a requirement and as a commitment to national education standard. Transparency and accountability in the recruitment of lecturers and education supporting staff are important to improve the quality of education. On the other hand, it is important to provide services to the lecturers and supporting staff to enable them in carrying out their duties. Therefore, it is important to analyze the kind of support provided by the Tadulako University in supporting the career development of its lecturers and education supporting staff.

At the moment, in Tadulako University, lecturers do not only deal with the students and teaching matters, but they also deal with administrative matters such as organizing their

promotion. They will have difficulty in carrying out their duties when there are no rules governing the service standards of their duties and responsibilities. In addition, they also require support from the education supporting staff and work cooperatively in providing services to the students.

Policy on providing services to lecturers and education supporting staff is essential for the development of competitive human resources to meet the needs of the institution in the future. The initial form of supporting, it was provided by Tadulako University for the career development of lecturers and education supporting staff. It based on excellent human resources and retain the principles of transparency and fairness. However, sometimes the recruitment process was neither well established nor in line with common expectation. Proper recruitment system will obtain effective and efficient human resources who are vital to improving the quality service of universities.

The study which is the basic reference of this article can be found in the dissertation written [1] on "The implementation of Quality Assurance Policy for Higher Education Institution (Case Study at Tadulako University)", reference [2] "Development of Lecturers and Education Supporting Staff in Japan and Sudan" on concrete action done by other countries, Japan and Sudan in particular, as an effort to develop capacity of lecturers and education supporting staff. Reference [2] also discussed education system and policies in both countries.

It is expected that these two studies can provide inputs and consideration in developing the capacity of the lecturers and education supporting staff in Indonesia. Another study conducted by [3]. "Education Management, Teaching Staff, Education Supporting Staff, and Quality of Education". This study examines the relationship between leadership in education, the standard of teaching staff and education supporting staff and quality of education. In other words, a good quality of education is determined by good leadership in education, good leadership will be decisive for the establishment of standards of teaching staff and education supporting staff. An effective leadership in education is expected to supporting the implementation of the standard of teaching staff and education supporting staff, which in turn will support the improvement of the quality of education. It is important to hold a commitment from all bodies involved in education to establish a standard for teaching staff and

education supporting staff. In conclusion, it requires an effort and a policy to outline the standard of services to establish the standards of teaching staff and education supporting staff.

An analysis of Quality Assurance Policy on providing services teaching staff and education supporting staff in Higher Education Institution can be seen [1]. Based on theoretical studies on [1], it mentioned that education supporting staff in the universities must have a qualification, competency, and certification in accordance with their desk job description.

Based on the background above, it can be formulated a problem statement: "What kind of efforts are required in providing services to the lecturers and education supporting staff in accordance with the policy of quality assurance at Tadulako University, to answer this research questions, the researcher set the objective of this research: a). Analyze the recruitment system of lecturers and education supporting staff in Tadulako university and b) analyze the kind of support provided by the university for career development of lecturers and education supporting staff.

#### *A. Services, Lecturers, and Education Supporting Staff*

According to law No. 20 of 2003 [4] on National Education System Article 1, section 6, educators are teaching staff who are qualified as teachers, counselors, tutors, lecturers, instructors, facilitators, and other designations in accordance with their specialization and their participation in education. In addition, Law No. 20 of 2003 on National Education System Article 1, section 5, education supporting staff are community members who are devoted and appointed to support the system of education. Standards of educators and education supporting staff are regulated by Law No. 19 of 2005 [5] as follows: Article 1 of Law No. 20 of 2003 on National Education System explains that: "The standard of educators and education supporting staff are: attend the pre-service education, meet the prerequisite health (both mental and physical health) and attend in-service education. It means that the standard includes a number of criteria that must be met before and while on duty as educators and education supporting staff. In general, there are two required qualifications, academic and non-academic requirements. There is a certain level of education that must be met by the applicants for lecturers or education supporting staff position. It must be proven by diploma or certificate of relevant expertise complies with the law or regulation. If the applicant did not have diploma or certificate of expertise but he/she has a specialty and that is recognized and required by the institution, then she/he can be appointed as an educator. Department of Education (2009:7) [6] stated that "Educators have a strategic role because they have a professional duty to plan and implement the learning process, assess learning outcomes as well as carrying out coaching and training" However, the recruitment process of educators and education supporting staff must have an established standard.

Government regulation set the standard for educators and education staff, then the university requires a policy to regulate the services providing for lecturers and education supporting staff. Lecturers have three main duties at a university level, they are teaching, research conducting and doing community service. Meanwhile, supporting staff are responsible for an administrative task that relates to teaching and learning

process. The quality of the teaching-learning process in a university is determined by the quality of faculty members including lecturers and supporting staff.

Reference [7] define service as an attempt to serve of the interesting aspects to be considered, since the costumers' demands for products and services increase which trigger a competition amongst producers and service providers to attract consumers.

#### *B. Analysing the quality assurance Policy in providing services to the Lecturers and Education Supporting Staff*

Reference [4] defines Quality assurance as "a process of setting and fulfillment of standard quality management that is consistent and sustainable, therefore, consumers, producers, and other interested parties will derive satisfaction." This definition outlines the standard quality of management consistently focuses on the satisfaction of the consumers. All higher education institutions are required to have quality assurance system in accordance with the designated standard quality, and the quality should be improved continually. Reference [8] asserted that "quality assurance is the effort of government to improve management of higher education institutions. Indonesia has many higher education institutions with various quality level and quality assurance. It is one of the ways of the Indonesian government to compete with other countries in the education sector." This statement is in line with [9] who described that stakeholders and policy practitioners have not optimally encouraged, coached, and carried out the quality assurance and accreditation. Quality assurance does not only concern with accreditation of study program, but it involves other issues such as providing service to the educators and education supporting staff and requirement system of educators and education supporting staff.

Reference [1] pointed out, "Tadulako University provides services to the lecturers and education supporting staff in the form of providing opportunities for them to continue their education to a higher level. Furthermore, Tadulako University rewards the lecturers and education supporting who continue their education and completed their study on time.

## II. METHOD

#### *A. Objective of the Research*

The purpose of this study was to investigate the kind of efforts that are required in providing services to the lecturer and education supporting staff in accordance with the policy of quality assurance at Tadulako University.

#### *B. Time and Place of Research*

The research was carried out in May until September 2012 at Tadulako University.

#### *C. Method and Procedure of the Research*

The researcher became the key informant who interacted with anonymous informants and closely observed the recruitment process of lecturers and education supporting staff and the supporting provided by the Tadulako University to enhance career development of the lecturers and education supporting staff. The researcher employed a qualitative method using case study approach.

Refference [10] stated that The purpose of the case study is how to implement and how and what were the results of the research. The data were collected through observation and interview to obtain the information and document related to the implementation of the mechanism of the quality assurance policy at Tadulako University.

#### *D. Technique of Data Analysis*

Refference [11] explained that data analysis was done through three stages, they are data reduction, data presentation, and data verification. Data reduction focuses on the services given to the lecturers and education supporting staff provided by Tadulako University and analyzed descriptively. Data presentation was done by analyzing the data in the form of explanation. Data verification was carried out by verifying the data to the respondents or colleagues through discussion. If the obtained data had been already completed, then the researcher stopped the data collection.

### III. RESULTS AND DISCUSSION

#### *A. Effort to capacity development of lecturers and education supporting staff at Tadulako University*

Refference [12] said “*companies key priorities is that ... believe that people are their most important asset*”. It is indicated that in a modern organization, human resources is prioritized since it is the key determining factor for work performance which requires a standard procedural task.

Recruitment system plays an important role in improving Human Resources (HR) as suggested by [13] “Perhaps the most critical difference between the school and most other human organization is the intensity that characterizes its work. School organization is human in the sense that human are Reviews their products and their processes require the socializing of humans.” Thus, human resource issues dominate educational system since human resources management is a vital issue Higher Education Institutions. The recruiting system of lecturers is carried out by universities in accordance with Law No. 14 of 2005 regulation teachers and Lecturers. Article 69 states that the promotion and development of lecturers include training and professional development and career.

The implementation of coaching and development of lecturers’ professionalism refers to the guidelines of recruitment plan, appointment, and dismissal of lecturers and education supporting staff 4–6 lecturer functional and academic position. The ascending rank of lecturer academic position is: associate Lecturer, lecturer, senior lecturer, and the highest rank is a professor.

Official department in the university has a number development programs for education supporting staff, for example:

- Provides an opportunity to the education supporting staff to continue their education.
- Competency enhancement training for laboratory assistants, archivists, technicians, academic information systems manager, and bursars.
- Benchmark to Become One of Leading Universities in Indonesia

Remuneration is a reward given to employees for their productivity to improve professionalism and work performance. The system of remuneration (basic salary and allowances) in accordance with the remuneration system established by the central government. The performance allowance is given to education supporting staff based on the Law no. 20, Year 2003 on National Education System; Law No. 14 Year 2005 on Teachers and Lecturers, a decree of Coordinating Ministry of Development Supervision and Administrative Reform No. 38 of 1999 on lecturer function position and credit score assessment, Minister Regulation No. 16 Year 2007 on National Education Standard, Minister Regulation No. 42 year 2007 on lecturer certification, and standard conduct – Code of Campus life and supporting. These regulations and laws are the basis of remuneration. Remuneration is important for the professionalism enhancements of lecturers and education supporting staff since they have to keep studying to respond challenges and development progress which rapidly grow. Refference [14] emphasized that educators and education supporting staff need to keep learning to address barriers and challenges which grow rapidly. They are required to have self-development by having a new invention in education.

#### *B. Analyzing Kinds of Supporting Provided by Higher Education Institution for Career Development of Lecturers and Education Supporting Staff.*

The Higher Education Institutions do not only provide support to the quality career development of lecturers and Education Supporting Staff, but also provide other forms of supporting. Refference [15] emphasizes that to make a professional lecturer who has work performance complies with the standard set by the government requires support from all parties, especially supporting from the institution where he/she works. Hence, the institution is required to have a good leadership and management. Refference [1] remarks that “Tadulako University provides services to the lecturers and education supporting staff in the form of providing opportunities for them to continue their education to a higher level. Furthermore, Tadulako University rewards those lecturers and education supporting who continue their education and completed their education in accordance with the predetermined time. In addition, Tadulako University provides research opportunities as well as coaching sessions, such as training and seminars. Recently, Tadulako University focuses on providing an opportunity to the lecturers to publish the research findings at accredited journal publishers, nationally or internationally. Tadulako University also supporting teaching capacities of the lecturers by conducting Program Improvement of Basic Skills Instructional Techniques (PEKERTI), Applied Approach (AA), Training of Trainers (ToT), workshops and training on Student-Centered Learning (SCL) and active learning method.

Tadulako University provides services for education supporting staff in the form of sending some of the staff to cross a visit to other universities/education institution to learn some different things, such as some advantages or advances that the visited university possess. In addition, Tadulako University also supporting its staff to continue their education

to a higher level or participating in an internship or short course conducted in Indonesia or overseas.

#### IV. CONCLUSION

Tadulako University refers to standards of quality assurance procedures mandated in the Law, Government Regulation as well as the National Education Standard. Tadulako University is trying to improve services to the lecturers and education supporting staff effectively and efficiently. One of the efforts is providing opportunities for them to continue to their education to a higher level. In addition, Tadulako University also conducts training such as Program Improvement of Basic Skills Instructional Techniques (PEKERTI), Applied Approach (AA) that designated for lecturers, while training and workshops to develop the capacity of education supporting staff.

#### REFERENCES

- [1] Iskandar, Pelaksanaan Kebijakan Penjaminan Mutu Perguruan Tinggi (Studi Kasus di Universitas Tadulako), Disertasi: UNJ, 2015.
- [2] Suraijjah, Ta'lim Muta'allim, Vol. III Nomor 06, 2013, pp 1.
- [3] Hidayati, Jurnal Al-Ta'lim, Volume 21, Nomor, 1 Februari 2014, pp42-53.
- [4] Depdiknas. Pedoman Penjaminan Mutu (Quality Assurance) Pendidikan Tinggi. Jakarta: Direk.Jenderal Pendidikan Tinggi, Depdiknas.2003.
- [5] PP No 19 Tahun 2005 tentang Standar Pendidik dan Tenaga Kependidikan
- [6] Depdiknas. Penerapan Sistem manajemen Mutu Strategis Pendidikan Sesuai Standar ISO 9001:2008. Dir.Jendral Manajemen Pendidikan Dasar dan Menengah. .2009.
- [7] Lukman Sampara dan Sutopo, Pelayanan Prima. Bahan Ajar Diklat Golongan III: Jakarta. 2001.
- [8] Sugeng Listyo Prabowo. Implementasi Sistem manajemen Mutu. Malang: malang Press, 2009.
- [9] A. Hanif Saha Gafur. Manajemen Penjaminan Mutu Perguruan Tinggi di Indonesia. Jakarta: Bumi Aksara. 2008.
- [10] Robert K. Yin, Case Study Research: Design and Methods. (New Delhi: Sage Publications). 2003.
- [11] Matthew B. Miles and Huberman, Analisis Data Kualitatif. Jakarta: UI Press. 1992.
- [12] Noe, R. A, et all. (2000). Human Resources Management Gaining Competitive Advantage. Edited by Irwin Mc.Grow Hill
- [13] Sergiovanni, Thomas J. 1984. "Leadership and Excellent Schooling". Educational Leadership, February 1984, Vol. 41, No. 5. dalam <http://uharsputra.wordpress.com>.
- [14] Hamzah Nur. Jurnal MEDTEK, Volume 1, Nomor 2, Oktober 2009, pp 10
- [15] Adri Efferi. Manajemen Perguruan Tinggi dan Kinerja Dosen. <http://download.portalgaruda.org/article.php?article=114629&val=5247>,