

Persepsi sivitas akademika UPBJJ-UT terhadap perolehan sertifikat ISO 9001:2008

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20406591&lokasi=lokal>

Abstrak

The management quality standart of UT student services is based on ISO 9001. Recently ISO 9001:2008 certificate already being applied to 35 UT Regional Centres (UPBJJ-UT). UT has to allocate considerable amount of budget in order to maintain them. Considering the limitation of budget in the future, a study had to be conducted in order to collect information on the perceptions of academicians' community toward the benefit of the implementing ISO 9001:2008. The purpose of the study were (1) to identify the benefits of ISO certification, (2) to identify the perceptions of colleagues and students toward the acquisition of ISO certification, and (3) to explain the relation between UPBJJ-UT's characteristics batiosed on the geographical conditions, their partners' and students perceptions toward the acquisition of certificate. The research methodology applied the standard survey, by submitting the questionnaire to the UPBJJ-UT's leaders, staffs, partners and students at 10 UPBJJ-UT which were characterized by urban, island, and inland. Data was analyzed by applying descriptive statistics methods. The result showed that: (1) the officials in the UPBJJ management level felt that ISO as procedures need to be modified and readapted to make them better, more realistic and humanist (2) the achievement of ISO certificate did not have any influence to UT colleagues and students' perceptions towards UT (3) Based on UPBJJ-UT characteristics, it seemed that there were no differences in perceptions among UT partners and students toward UT's ISO certificate.