

Implementasi Penjaminan Mutu Internal Perguruan Tinggi Swasta  
(Studi Kasus di Universitas Islam Indonesia dan  
Universitas Muhammadiyah Yogyakarta)  
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**ABSTRAK**

Tujuan penelitian ini terdeskripsikannya: 1) Kebijakan mutu dalam implementasi penjaminan mutu internal di Universitas Islam Indonesia dan Universitas Muhammadiyah Yogyakarta. 2) Kapasitas organisasi dalam implementasi penjaminan mutu internal di Universitas Islam Indonesia dan Universitas Muhammadiyah Yogyakarta. 3) Proses implementasi penjaminan mutu internal di Universitas Islam Indonesia dan Universitas Muhammadiyah Yogyakarta. 4) Dampak implementasi penjaminan mutu internal di Universitas Islam Indonesia dan Universitas Muhammadiyah Yogyakarta dan mengembangkan model hipotetik penjaminan mutu internal untuk perguruan tinggi swasta. Metode penelitian yang digunakan yaitu deskriptif analisis melalui pendekatan kualitatif. Penelitian dilakukan di UII dan UMY Yogyakarta. Informan pada penelitian meliputi Ketua BPM, Rektor/Wakil Rektor, Dekan, Ketua Prodi, Dosen, Mahasiswa dan masyarakat/alumni. Teknik pengumpulan data dilakukan melalui studi literatur dan studi lapangan dengan menggunakan wawancara, observasi, dan studi dokumentasi. Adapun teknik pengolahan data melalui reliabilitas, validitas, triangulasi dan *peer debriefing*, sedangkan teknik analisis data dilakukan melalui reduksi data, sajian data, penarikan simpulan dan verifikasi. Temuan penelitian menunjukkan bahwa: 1) Kebijakan mutu dalam implementasi penjaminan mutu internal di UII dan UMY sebagai upaya peningkatan tahapan dari *teaching university* menuju tahapan *excellent teaching university* dalam mewujudkan universitas yang unggul baik pada tingkat nasional maupun internasional. 2) Kapasitas organisasi dalam implementasi penjaminan mutu internal di UII dan UMY ditunjukkan melalui kepemimpinan yang efektif, teknologi informasi, infrastruktur, keuangan, sumber daya manusia, nilai dan budaya perguruan tinggi yang meliputi sikap, kebiasaan, perilaku berorganisasi, etos kerja, berkarya, melayani, berinteraksi dengan kolega, pimpinan, dan masyarakat dengan hasil yang baik. 3) Proses implementasi penjaminan mutu internal di UII dan UMY telah mengimplementasikan penjaminan mutu internal pada tingkat universitas, fakultas, jurusan/program studi, dan unit pelaksana lainnya untuk menjamin kesesuaian dan kepastian terhadap norma, standar, pedoman, peraturan, dan manual yang berlaku. 4) Dampak implementasi penjaminan mutu internal di UII dan UMY menunjukkan bahwa kedua perguruan tinggi telah memiliki akreditasi institusi dengan peringkat akreditasi A dari BAN-PT yang ditunjukkan oleh kapasitas institusi dan efektivitas pendidikan. 5) Pengembangan model penjaminan mutu internal di UII dan UMY dilihat dari aspek kebijakan mutu, kapasitas organisasi, proses dan dampak implementasi penjaminan mutu internal, secara umum telah menunjukkan model penjaminan mutu internal yang baik melalui penetapan standar sendiri dan disesuaikan dengan karakteristik perguruan tinggi. Rekomendasi dari penelitian ini, antara lain: 1) Meningkatkan mutu pendidikan melalui pengkajian standar mutu, 2) Mengkaji efektivitas dan sistem kinerja organisasi, 3) Terciptanya prosedur komunikasi dua arah, 4) Peningkatan pelayanan yang lebih optimal pada *stakeholders* sehingga memperoleh kepuasan, 5) Peningkatan mutu lulusan sebagai upaya mewujudkan PT bermutu.

Kata kunci: Penjaminan Mutu Internal, Kebijakan Mutu, Kapasitas Organisasi, Perguruan Tinggi Bermutu.

*Implementation of Internal Quality Assurance in Private Universities  
(A Case Study in Indonesian Islamic University  
and Muhammadiyah University Yogyakarta)  
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**ABSTRACT**

*The purpose of the study is to describe : 1) quality policy in the implementation of quality assurance in Indonesian Islamic University(UIN) and University of Muhammadiyah Yogyakarta(UMY), 2) organization capacity in implementing internal quality assurance in Indonesian Islamic University(UIN) and in Muhammadiyah University Yogyakarta(UMY), 3) the process in implementing internal quality assurance in Indonesian Islamic University(UIN) and in Muhammadiyah University Yogyakarta(UMY), 4) the impacts of internal quality assurance implementation in Indonesian Islamic University(UIN) and in Muhammadiyah University Yogyakarta(UMY) and to develop the model of hypothetical internal quality assurance implementation in private universities. The method used in this study was descriptive analyses through qualitative approach. The study has been done in Indonesian Islamic University (UIN) and University of Muhammadiyah Yogyakarta (UMY). The information has been taken from the head of Quality Assurance Agency (BPM) the head of University, deans, lectors, lecturers, university students and society or university graduates. The technique of data collection was done through study literature, and field studies ( direct study) through interviews, observation and study documents. The technique used by the writer in processing the data was carried out through reliability, validity, triangulation and peer debriefing, using the analyses techniques of data reduction, data presentation, summary taken and verification. The findings of the study shows that 1) quality policy in internal quality implementation in Indonesian Islamic University(UIN) and University of Muhammadiyah Yogyakarta(UMY), as the efforts from the level of teaching university to the level of excellent teaching university to achieve the establishment of qualified university in national as well as international level. 2) The capacity of organization in implementing internal quality assurance in Indonesian Islamic University(UIN) and University of Muhammadiyah Yogyakarta(UMY), has been developed through effective leadership, information technology, infrastructure, financial, human resource, university cultures and values such as attitude, habits, organization behavior, working ethics, creativities, collegial interaction, leader and society has been done well. 3) Indonesian Islamic University(UIN) and University of Muhammadiyah Yogyakarta(UMY), have applied the implementation of internal quality assurance in the levels of university, faculty, department and other operational units to assure the conformity and certainty of the norms, standard, guideline, rules and manual implementation. 4) The impacts of internal quality implementation in Indonesian Islamic University (UIN) and University of Muhammadiyah Yogyakarta(UMY), shows that both of universities have possessed accreditation institution with A accreditation level approved by BAN PT shown by the institution capacities and education effectiveness. 5) The establishment of internal quality implementation in Indonesian Islamic University(UIN) and University of Muhammadiyah Yogyakarta(UMY), can be seen through the aspects of quality policy, organization capacity, process and impacts of internal quality implementation, have been in general shown good model implementation by designing self standard adapted with university characteristics. The recommendation of the study are : 1) to improve the quality of education through quality standard evaluation/analyses 2) to Evaluate on the effectiveness of organization working system 3) to establish two ways communication 4) to improve the quality service optimally to stakeholders in order to get satisfaction 5) to improve the quality of graduates to reach qualified higher education.*

*Keywords: Internal Quality Assurance, Quality Policy, Organizational Capacity, Higher Education Quality.*