PERFORMANCE MEASUREMENT
OF ENGINEERING FACULTY
BHAYANGKARA UNIVERSITY (UBHARA)
WITH MALCOLM BALDRIGE CRITERIA

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ABSTRACT

Bhayangkara University (UBHARA) is an institution of higher education seriously developing a high commitment to have a continuous internal and external improvement. As a human resources provider, UBHARA, as a higher education executor, is strongly demanded to maintain its quality through the seven standards of Quality Assurance Strategy (QA) defined by National Quality Assurance Institution for Higher Education (BAN-PT) and they are as follows: 1. Vision, Mission, Objectives and Goals, and Achievement Strategies; 2. Organizational Structures, Leadership, Management System, and Quality Assurance; 3. Students and Alumni; 4. Human Resources; Standards; 5. Curriculum, and Academic Atmosphere; 6. Financing and Facilities, and Information System; and 7. Research, Social Service Activities, and Cooperation. An appraisal instrument called Malcolm Baldrige National Quality Award (MBNQA) is needed to appraise or measure the performance of Higher Education Institution. By the application of it, the effectiveness of performance of an organization as a whole is appraised or measured as it has been stated in BAN-PT standards. Seven criteria of MBNQA are used to perform an appraisal: Leadership, Strategic Planning, Student, Stakeholder, and market Focus, Information and Analysis, Faculty and Staff Focus, Educational and Support Process Management, Organizational and Performance Result. The final results based on MBNQA are as follows: Engineering Faculty – 168,4208; Civil Engineering Department – 252,225; Electrical Engineering Department – 283,52. Through MBNQA the weaknesses can be identified, some recommendations to find the right strategies can be sought and finally the performance and the quality of UBHARA can be improved. The lower category of performance is 7 and for Engineering Faculty (11 %) and for Civil Engineering (20%) while Electrical Engineering is the lowest category 4 (25%).

Key Words: Measurement Performance, MBNQA.