

**QUALITY PERFORMANCE OF
UNIVERSITI TEKNOLOGI MARA
SARAWAK
2006**

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Abstract

This project is an effort for continuous monitoring on quality performance of Universiti Teknologi MARA (UiTM) Sarawak based on the recommendations of the 2004 study. The project measured the quality index on the standard of services rendered to staff and students in the form of QMeasure Index on customer satisfaction. The first part of the project was undertaken by conducting questionnaire surveys on students and staff. The questionnaires for students and staff used in 2004 study were updated to overcome the limitations of that study. A total of 1,765 students and 449 staff responded. In the second part of the project, the QMeasure Instrument III for self-evaluation based on the eight criteria laid out in the QMeasure were refined and up-dated to incorporate as much as possible the items in the Malcom Baldrige “2003 Education Criteria For Performance Excellence” model. Scoring system of this model was utilised to assign scores. The QMeasure Index™ was derived by using statistical methods. Results showed that UiTM Sarawak has achieved a QMeasure Index of 5.9 out of 7.0. This is an improvement from the index of 5.6 obtained in 2002 study. Although the index indicates that UiTM Sarawak is progressing well on its quality journey, there is still plenty of room for further improvements based on the feedback from the students and staff.

CHAPTER 1: INTRODUCTION

This project is a follow up of the research studies on Quality Performance of Universiti Teknologi MARA Samarahan Campus 2001 and Quality Performance of UiTM Sarawak 2003. One of the recommendations made in the 2001 study was that the campus regularly monitors the quality performance of the campus and whilst so doing fine tune the methodology and instrumentation utilised for the purpose. After the study in 2003, the improved instruments and methodology were registered for copyright protection under the Copyright Act 1987 on 8 September 2005.

1.1 Background of the Study

Although UiTM Sarawak has won the Vice Chancellor's Quality Award for four times (in the years 2000, 2003, 2004 and 2005) and a number of other awards relating to quality since 2000, UiTM Sarawak is still progressing along its quality journey. This is evidenced by the expanding quality management unit which has thirteen committees to focus on the specific aspects of quality in the campus. The latest additions to the unit are committees on e-initiative and monitoring of the strategic plan.

The concerted efforts of these committees had led again in 2006 to the winning of the following awards: *Anugerah Kualiti Setiausaha Negeri Sarawak (AKPANS)*, *Anugerah Kualiti Ketua Pengarah MAMPU* (a category in the *Anugerah Kualiti Perdana Menteri, AKPM*), *Anugerah Gemilang AKNC* and *Anugerah Kualiti Setiausaha Persekutuan Sarawak (AKSUPS)* (Second Prize).