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JURUAUDIT DALAMAN SISTEM KUALITI: KAJIAN KES DI UNIVERSITI TEKNOLOGI MARA, MALAYSIA

(Internal System Quality Auditors: A Case Study at Universiti Teknologi MARA, Malaysia)

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ABSTRAK

Kajian ini bertujuan untuk mendapatkan gambaran penglibatan kakitangan akademik sebagai juruaudit dalaman sistem pengurusan kualiti dan menentukan sama ada tempoh perkhidmatan sebagai juruaudit dan jawatan di fakulti masing-masing berbeza mengikut jenis bidang pengajian di institusi pengajian tinggi awam (IPTA). Seramai 82 responden daripada tiga bidang pengajian yang berbeza di IPTA (UiTM) telah memberikan maklum balas dan untuk menghuraikan senario yang dikaji dengan lebih mendalam, kaedah temu bual juga telah dijalankan. Statistik deskriptif telah digunakan untuk menghuraikan tahap kepentingan peranan juruaudit, faktor-faktor keberkesanan audit dan tahap persetujuan responden terhadap masalah-masalah yang sering dijumpai dan persepsi terhadap proses audit. Ujian Khi Kuasa Dua digunakan untuk menguji perbezaan yang signifikan di antara pemboleh ubah yang diuji. Dapatan kajian menunjukkan terdapat perbezaan yang signifikan antara jawatan pensyarah dan tempoh perkhidmatan sebagai juruaudit mengikut jenis bidang pengajian di IPTA. Limitasi kajian juga dibincangkan.

Kata kunci: sistem pengurusan kualiti ISO 9001:2000; audit dalam; juruaudit dalaman sistem kualiti; institut pengajian tinggi.

ABSTRACT

The purpose of this study is to investigate the involvement of academic staff in public institution of higher education (PIHE) as internal quality auditors and to determine whether duration of service as internal quality auditors and the post of academic staff differ according to fields of study. A total of 82 respondents from three different fields of study in PIHE (UiTM) have responded to the questionnaires and interview method has also been used to gain deeper understanding on the issues raised. Descriptive statistics are used to describe the level of importance of quality auditors' roles, factors which contributed to audit effectiveness and agreement level of problems detected during audit and quality auditors' perception towards audit process. Chi-square test is used to test significant difference among the variables. The result indicated that there were significant differences among post of academic staff and auditor's duration of service to fields of study in PIHE. Limitations were also discussed.

Keywords: quality management system ISO 9001:2000; internal audit; internal quality auditor; institution of higher education

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