

Building Organizational Commitment and Leadership to Improve Quality of Higher Education

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Abstract—Realizing the quality of public tertiary institutions so that they can compete on a national, regional, and international scale is actually an easy job. There are many factors that determine the quality of higher education. Two factors that have received less attention so far are organizational commitment and leadership. By encouraging the formation of organizational commitment and leadership on an ongoing basis, it will foster new awareness to work together in implementing the internal quality assurance system in higher education. This study aims to answer the hypothesis about the influence of organizational commitment and leadership partially or simultaneously on the implementation of the internal quality assurance system in higher education. Through a quantitative approach and verification type with multiple linear regression models, each variable is tested for significance in order to answer the proposed hypothesis. The survey method was used to collect data through a questionnaire at three state universities in Ambon city with a population of 340, and a sample of 205 lecturers in the office using the Krejcie and Morgan tables. The results showed that organizational commitment and leadership partially or simultaneously had a positive and significant effect on the implementation of the internal quality assurance system in state universities. These findings ultimately conclude and suggest that organizational commitment needs to be fostered and collective leadership needs to be continuously encouraged to collectively increase the awareness of all parties to create a sustainable quality of education. Future research would consider adding other variables that may influence the quality of higher education.

Keyword- *organizational commitment, leadership, improving the quality of higher education*

I. INTRODUCTION

Today, competition between universities in Indonesia has become a reality that can be found everywhere. The competition is not only between state universities but also between private universities. All are competing to show their superiority in terms of the quality of education. Because to gain community support, every university must prove that they have a quality assurance framework that is systematic, planned, and sustainable. Through both internal and external quality assurance systems, universities are continuously encouraged to prove their respective excellence through the qualifications and competencies of each graduate. Why? Because when a university graduate is unable to compete, it will automatically reduce the level of trust and support from the community, and especially graduate users.

As government-funded institutions, state universities, institutes, tertiary institutions, and polytechnics should take the lead in promoting an internal quality assurance system framework that can be applied by all