

Optimizing the Performance of the Quality Assurance Committee in the Implementation of Education and Training BPSDM Papua Province

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Abstract

The purpose of this study is to find out and analyze the role of the Quality Assurance Committee in the implementation of education and training at BPSDM Papua Province. 2) to find out and analyze the Performance Optimization of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province. The research method used is descriptive analysis research, which is to provide data that is as accurate as possible about humans, circumstances or other symptoms, especially to reinforce hypotheses so that they can assist in strengthening old theories or within the framework of developing new theories. The results of this study are the role of the Papua Province BPSDM Quality Assurance Committee plays an important role in the education and training implementation process because the role of KPM can help make standard standards in conducting education and training starting from the planning, evaluation and quality quality stages, besides that KPM can make post-training instruments and implement so that BPSDM Papua Province as the organizer of the education and training has data related to the quality of graduates who have attended the training. So it can be concluded that the role of the Papua Province BPSDM Quality Assurance Committee plays an important role in providing education, training and implementing it so that the Papua Province BPSDM as the education and training provider has data related to the quality of graduates participating in the training. Optimizing the performance of KPM BPSDM Papua Province can be done through several environmental aspects, namely, the social environment, the political and legal environment, the labor environment and the technical environment. KPM BPSDM Papua Province as a team that carries out quality control and assurance functions must carry out its duties and responsibilities as well as possible and professionally so that BPSDM Papua Province can feel the existence of KPM.

Keywords

Optimizing; performance;
quality assurance committee



I. Introduction

In the development of the world of education, especially after the rolling reforms, new phenomena have arisen in educational institutions, which are schools that use the term Integrated Islamic Schools (Titik, 2010: 42). The school is essentially aimed at helping parents teach good habits and add good character, also given education for life in society that is difficult given at home. Thus, education in schools is actually part of education in the family, which is also a continuation of education in the family (Daulay in Ayuningsih, W. et al. 2020).

Education is the foundation of a successful career, financial freedom, the ability to think and reason critically and to make informed decisions. Without education we will be limited to perform tasks and we will be ignorant to the things that are happening in and around our surrounding, and according to Martin Luther King, a people without knowledge is like a tree without roots. For education to be of great value, curriculums should be implemented. (Philips, S. 2020)

Education and Training at the Human Resources Education Agency in every Ministry/Institution/Regional Government throughout Indonesia has the aim of producing quality and outstanding human resources, as well as the Papua Province Human Resources Education Agency, that is to improve the competence of Civil Servants in the Province of Papua. In various fields, of course, in order to realize the demands for bureaucratic reform towards good governance, the Papua Province BPSDM is characterized by SIYANMA ACTION, namely Accountability, Dedication, Transparency and Excellent Service.

Meanwhile, according to Mustofa Kamil (2010:13) the purpose of training is to improve competence, achieve a certain level of competence required, and close the competency gap between what is currently owned and the competencies required to be able to carry out work tasks effectively. Meanwhile, according to Rivai (2006: 183), training is briefly defined as an activity to improve current performance and future performance. Training is the process of systematically changing employee behavior to carry out the current job. In line with this opinion, Malayu (2004:63) states that training is a process of teaching certain knowledge and skills, as well as attitudes so that employees are more skilled and able to carry out their responsibilities well.

In this regard, the Papua Province BPSDM has the duty and responsibility to educate and train Papuan Civil Servants (PNS) to have creative and innovative knowledge, attitudes and skills that are closely related to competence. This is in line with the function of civil servants as implementers of public policies and public services as well as as a unifier of the nation, for that BPSDM Papua Province in organizing education and training starting from planning to evaluation is ensured to be in accordance with the guidelines for providing education and training both substantively and administratively.

The competencies referred to in the implementation of the Papua Province BPSDM Training and Education are as stated in Article 69 paragraph 3 of Law Number 5 of 2014 concerning State Civil Apparatus, which states:

(3) Competence as referred to in paragraph (1) includes:

- a. technical competence as measured by the level and specialization of education, functional technical training, and technical work experience;
- b. managerial competence as measured by education level, structural or management training, and leadership experience; and
- c. socio-cultural competence as measured by work experience related to a pluralistic society in terms of religion, ethnicity, and culture so that they have national insight.

Therefore, BPSDM Papua Province in providing education and training for civil servants has always paid attention to the components of education and training, such as training personnel, training programs and facilities and infrastructure. The three cannot stand alone, because they are an integral part. These three integral parts must show certain qualities so that a training program is expected to have outcomes (results) to create reliable and competent Papuan Civil Servants in accordance with the needs of the organization. Research and Development of the Ministry of Religion of the Republic of Indonesia (2018:1), for this reason, one of the efforts made by the Papua Province BPSDM is to improve the quality of education and training on an ongoing basis, this is done by implementing a quality assurance system in the management of education and training such as training participants, The

teaching materials used, teaching staff, facilities and infrastructure as well as the service providers, this is in the process of providing education which is monitored by the Quality Assurance Committee which ensures the quality of the education and training implementation. The Roles and Duties of the Quality Assurance Committee (KPM) of the Papua Province BPSDM is part of the KPM Performance.

KPM, which has a role in improving the quality of the implementation of education and training, its role is still not felt significantly in various education and training institutions, one of the Papua Province BPSDM, for example, it was formed to fulfill accreditation requirements, even though KPM is an independent team formed by the Education and Training Institution to be able to carry out an extension of the delegation from The State Administration Agency (LAN) in monitoring and evaluating the implementation of the Education and Training, the perceived benefits have not provided optimal feedback to the Education and Training Organizing Agency, especially the Papua Province BPSDM.

Based on the background described above, it becomes an interesting topic to discuss and becomes the central theme in this paper, namely: 1) What is the Role of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province?. 2) How is the Performance Optimization of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province?

The objectives of writing this scientific paper are 1) to find out and analyze the role of the Quality Assurance Committee in the implementation of education and training at BPSDM Papua Province. 2) to find out and analyze the Performance Optimization of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province.

Furthermore, in connection with the description above, the authors follow up by reviewing further in the form of scientific papers, this is because to the author's knowledge there is no scientific work that discusses Optimizing the Performance of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province., but based on the results of monitoring and observation there are several things that discuss the problem of the Education and Training Quality Assurance Committee, including:

1. Siti Tunsiah. (2017), Evaluation of the Role of the Quality Assurance Committee (KPM) in Quality Management in the Implementation of Pre-service and Leadership Training, Policy Analyst Journal Vol. 1 No. 2 of 2017. In this research, the formulation of the problems raised are as follows: (Siti Tunsiah, 2017)
 - a. Has the KPM owned by several Education and Training Institutions carried out their duties and functions in accordance with what has been mandated?
 - b. How to evaluate the role of KPM in the quality management of the implementation of the Education and Training Institution in which the monitoring and evaluation of the implementation of Pre-service and Leadership Education and Training has been carried out by the Center for Program Development and Training Guidance, LAN?
2. Bella Ayu Pratiwi (2019), Performance Planning of the West Java Province BPSDM Quality Assurance Committee. In this research, the formulation of the problem raised is as follows : (Bella Ayu Pratiwi, 2019).
 - a. How is the Performance Planning that has been carried out by the West Java Province BPSDM KPM Team?
 - b. Who are the stakeholders involved in the formation of the West Java BPSDM KPM Team??
 - c. What model is used in KPM Performance planning?
 - d. What are the Potentials and Problems of implementing the performance of KPM BPSDM West Java Province?

Based on this, the research of the author's scientific work has significant differences, including:

- a. The research substance covers the area in BPSDM Papua Province.
- b. The object of research is more to improve the performance of the Quality Assurance Committee, especially in the Papua Province BPSDM.
- c. Regulations related to quality assurance use the latest regulations, namely the Regulation of the Republic of Indonesia State Administration Agency Number 13 of 2020 concerning Training Accreditation, previously the regulation used the Regulation of the Head of the Republic of Indonesia State Administration Agency Number 15 of 2015 concerning Guidelines for Accreditation of Government Education and Training Institutions.

II. Research Methods

The research method used is descriptive analysis research, which is to provide data that is as accurate as possible about humans, circumstances or other symptoms, especially to reinforce hypotheses so that they can assist in strengthening old theories or within the framework of developing new theories. (Soerjono Soekamto, 2014), besides that this study uses a descriptive qualitative approach which has a general nature of being able to change or develop according to the situation. The presentation is done descriptively by narrating the results of the study data, not with numbers. This study uses a library approach or called library research by collecting literature that is in line with the research carried out as well as documents related to this research such as journals, research reports, scientific magazines, newspapers, relevant books, seminar results, unpublished scientific articles, resource persons, decision letters and so on that are in accordance with this writing. Primary data sources are taken from literature related to this research, such as previous research, reference books and other literature. While the primary data sources are taken from documents that can strengthen the data obtained. (Jatmiko, 2015)

III. Result and Discussion

3.1. The role of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province

The Papua Province Human Resources Development Agency (BPSDM) in accordance with its task of carrying out human resource development through education and training for Papua Province Civil Servants which is run by the Structural Position Human Resources power who runs the organization and the Widyaiswara Functional Position Human Resources Strength, p. This of course refers to the vision, mission and direction of the National Long-Term Development Plan (RPJPN) 2005-2025, the Fourth RPJMN 2020-2024 is aimed at realizing an independent, advanced, just, and prosperous Indonesian society through accelerated development in various fields by emphasizing the establishment of a solid economic structure based on competitive advantages in various regions supported by qualified and competitive human resources. (EMR BPSDM Performance Report, 2020).

In achieving the vision that supports quality and competitive human resources, it is supported by 9 (nine) missions known as the Second Nawacita. The role of the Papua Province BPSDM in supporting this vision is implemented through the positions, duties and functions of the Papua Province BPSDM as shown in table 1 below: (<https://bpsdm.papua.go.id>, 2021)

Table 1. Position and Functions of BPSDM Papua Province

Institution	Position	Task	Function
BPSDM Papua Province	<ol style="list-style-type: none"> 1. The Human Resources Development Agency is an element that supports the tasks of the Regional Government in the field of implementing employee education and training. 2. The Human Resources Development Agency is led by a Head of the Agency who is under and responsible to the Governor through the Regional Secretary 3. The Human Resources Development Agency in carrying out its duties and functions is coordinated by the Government Assistant. 	The Human Resources Development Agency has the task of carrying out employee education and training.	<ol style="list-style-type: none"> 1. preparation of strategic plans and work plans and budgets of BPSDM; 2. implementation of strategic plans and budget implementation documents of BPSDM; 3. formulation of policies, guidelines and technical standards for the implementation of employee education and training; 4. preparation of maps of needs, planning of prospective participants and preparation of materials and curriculum for employee education and training; 5. review and development of program materials and curriculum, methods and tools for employee education and training; 6. implementation of employee education and training; 7. management of permits and employee study assignments; 8. coaching and development of widyaiswara, extraordinary widyaiswara and functional officials of education and training of other employees; 9. preparation of methods of education and training of employees; 10. provision and standardization of educational and training aids;

			11. granting certificates/letters of completion of education and training; 12. preparation of technical/functional competency standards for employees; 13. implementation of assessor education and training; 14. implementation of technical/functional competency test of employees; 15. preparation and validation of technical/functional competency test measuring instruments; 16. management of employee professional certification;
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Based on Table 1, it can be explained that related to the position, duties and functions of the Papua Province BPSDM are: part of the performance of the Quality Assurance Committee in the implementation of education and training, because quality assurance is a never-ending process in maintaining and improving the quality of education and training.

a. Doing Planning

Planning refers to the decision process refers to the process of deciding what to do and how to do it. Meanwhile, Le Breton & Henning (1961) stated that "a plan is a predetermined course of action". A plan is an action that has been predetermined so that a plan will be in vain if there is no follow-up. Planning involves many aspects ranging from organizational structure, budget, and manpower to control programs. Litman (2003) in his writings also mentions that planning is a social activity which involves many parties or stakeholders. So planners must be prepared to work with people from a variety of backgrounds. According to Litman (2013) planning stakeholders, namely: users, citizens, impacted residents, businesses, employees, public officials,

BPSDM Papua Province throughout 2021 has held training, some of which include CPNS Training, Administrator Leadership Training (PKA) and Supervisory Leadership Training (PKP), Technology-Based Archives Technical Training (ICT), and other training. Of course, in planning the implementation of education and training, the planning stage is the initial stage when the KPM Team plans its performance in the next year, including setting quality targets, identifying stakeholders, determining stakeholder needs, developing training facilities to the quality of teaching provided by widyaiswara, coordinating with organizers and widyaiswara.

b. Doing Evaluation

Evaluation is part of the management system, namely planning, organization, implementation, monitoring, and evaluation. The understanding of the meaning of evaluation can vary according to the various definitions of evaluation by evaluation experts. According to Djaali and Pudji (2008:01) evaluation is defined as the process of assessing something based on predetermined criteria or goals which is then followed by decision making on the object being facilitated. The evaluation includes inputs, outputs, results, benefits and impacts of the implementation of the education and training.

c. Assessing Quality

Quality Quality Philip B. Crosby (1979) defines quality as conformance to what is required or standardized (conformance to requirement). The way to achieve the quality of a product or service according to Crosby (1979) there are 14 steps, including:

- 1) Commitment to leadership.
- 2) Form a quality improvement team in charge of formulating and controlling quality improvement programs.
- 3) Making quality measurements
- 4) Calculating the cost of quality.
- 5) Raising awareness of quality for every stakeholder involved
- 6) Take corrective action.
- 7) Doing work planning
- 8) Conducting training at the leadership level
- 9) Creating commitment and awareness about stakeholder development
- 10) Formulate goals to be achieved
- 11) Making repairs
- 12) There is recognition of achievement
- 13) Form a professional quality commission
- 14) Doing repetition every time until the best quality is achieved

Based on the above, the role of KPM BPSDM Papua Province in the quality of education and training implementation has an important role because it is a quality improvement team tasked with formulating and controlling quality improvement programs, for education and training institutions that have received accreditation from the State Administration Agency (LAN), quality assurance is carried out by KPM.

3.2. Optimizing the Performance of the Quality Assurance Committee in the implementation of Education and Training at BPSDM Papua Province.

Performance is the output/result of activities/programs that have been or are about to be achieved in relation to the use of the budget with measurable quantity and quality. To measure how performance is needed measures that can describe the success of the performance itself or are called indicators. Indicators can be in the form of output indicators, which are goods or services produced by activities carried out to support the achievement of program and policy goals and objectives. Indicators of results (outcomes) are everything that reflects the functioning of the outputs of activities in a program. As well as the Main Performance Indicators which are a measure of the success of the organization in achieving its goals and are a summary of the results of various programs and activities as a description of the tasks and functions of the organization. Meanwhile, the Performance of the Quality Assurance Committee is a series of planned, integrated and sustainable activities to ensure the fulfillment of education and training standards in accordance with the provisions set by the State Administration Agency, as stipulated in the Regulation of the State Administration of

the Republic of Indonesia Number 13 of 2020 concerning Training Accreditation, previously the regulation using the Regulation of the Head of the State Administration of the Republic of Indonesia Number 15 of 2015 concerning Guidelines for Accreditation of Government Education and Training Institutions.

The quality assurance of education and training carried out by the Papua Province BPSDM aims to:

- a. Identify training needs
- b. Assessing the training plan
- c. Assessing the training process
- d. Provide input on the implementation of education and training

Therefore, in order to improve the performance of the Papua Province BPSDM Quality Assurance Committee, a quality assurance system for education and training is created, which is a series of planned, integrated, and sustainable activities to ensure the fulfillment of education and training standards. The sub-system or part of the education and training quality assurance includes the Training Program Standards, Training Personnel Standards, Process Standards, Training Management Standards, Facilities and Infrastructure Standards, Financing Standards, Education and Training Evaluation Standards, and Training Implementation Reporting Standards.

Fulfillment of these standards is of course an effort to improve the quality of education and training, for this reason, several things that can be understood related to quality assurance of education and training are: (Balitbang Kemenag, 2018)

- a. Quality Assurance Paradigm, including:
 - 1) Education and training is open and equitable for civil servants who support the main tasks.
 - 2) Building human resources into civil servants who have integrity and professionalism.
 - 3) Develop the full potential of civil servants both intellectually, emotionally and spiritually,
 - 4) The culture of quality improvement is a shared responsibility and occurs on an ongoing basis.
- b. Quality Assurance Principles, including:
 - 1) sustainable,
 - 2) Planned and systematic, with a clear and measurable time frame and quality achievement targets in education and training quality assurance.
 - 3) Open and continuously refined.
- c. Values that are used as a reference in the implementation of education and training quality assurance
 - 1) honesty (honesty),
 - 2) integrity (integrity),
 - 3) professionalism (professionalism),
 - 4) innovation (innovation),
 - 5) responsibility (responsibility),
 - 6) exemplary (role model),
 - 7) qualification (qualification),
 - 8) performance (performance),
 - 9) excellence (excellence),
 - 10) transparency (transparency),
 - 11) accountability (accountability),
 - 12) togetherness (togetherness), and

13) SMART PNS (Mastering foreign languages, information technology and High Collaboration and Networking).

In addition to this, improving the performance of the Quality Assurance committee as well as its role, there are KPM Performance indicators as shown in Table 2 below:

Table 2. Papua Province BPSDM PKM Performance Indicators

No.	Performance Indicator	Information
1	Input	a. SK regarding KPM b. Budget c. Facilities and Infrastructure Support
2	Output	a. Quality Assurance according to SOP b. Observation and Monitoring Evaluation is carried out based on work instruments
3	Outcome	Quality Assurance Report
4	Benefits	a. The implementation of the education and training runs according to standards b. Decrease in the number of training violations c. Increased Accreditation Value
5	Impact	a. The quality of education and training graduates is getting better b. Civil servants are able to compete globally

Based on Table 2, it can be said that the formation of the KPM Committee is a special concern, some performance indicators of the PKM BPSDM Papua Province still have obstacles, however, with the serious attention of the Head of the Papua Province BPSDM, it will affect the quality of PKM performance for the better.

Performance Improvement of the Quality Assurance Committee using the performance theory of Kats and Kahn, namely there are 4 (four) environmental aspects that organizations must monitor and respond to in order to be more effective and optimal, namely: (Murphy and Cleveland, 1990)

a. Social Values

It is meant that the Papua Province BPSDM KPM has a sense of attachment to the BPSDM because it is based on the experience they have and of course becomes a positive value for KPM in carrying out their performance.

b. Political and Legal Environment

The legal basis for the formation of KPM is of course getting a decree from the Head of the Agency because in carrying out its performance the budget is very necessary.

c. Labor Environment

The formation of the KPM Team consists of approximately 5 (five) people, of course, it is a big challenge to ensure the quality of the education and training implementation if the intensity of the implementation is high enough.

d. Technology Environment

PKM has an IT background, especially since the COVID-19 pandemic outbreak in early 2020, office and educational activities were carried out online using technology.

Some of the aspects described above, it is clear that the environmental aspect will affect the performance appraisal in several ways, besides having a direct impact, it can also have an indirect impact so that these aspects can optimize the performance of KPM BPSDM Papua Province.

IV. Conclusion

The role of the Papua Province BPSDM Quality Assurance Committee plays an important role in the education and training implementation process because the role of KPM can help make standard standards in conducting education and training starting from the planning, evaluation and quality quality stages, besides that KPM can make post-training instruments and implement so that the Papua Province BPSDM as Education and training organizers have data related to the quality of graduates who have attended the training.

Optimizing the Performance of KPM BPSDM Papua Province can be carried out through several environmental aspects, namely the social environment, political and legal environment, the Labor environment and the Technological Environment.

Papua Province BPSDM KPM as a team that carries out quality control and assurance functions should carry out its duties and responsibilities optimally and professionally so that the presence of KPM can be felt by the Papua Province BPSDM.

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