

Institutional Implementation of the Internal Quality Assurance System (SPMI): A Review of the SiMutu Application at UNESA

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ABSTRACT

Keywords:
Internal Quality Assurance (SPMI); Management; Application

Quality System Quality SiMutu

The digital transformation of higher education governance has increasingly influenced the implementation of internal quality assurance systems. This study aims to examine the Internal Quality Assurance System (Sistem Penjaminan Mutu Internal / SPMI) developed by the Quality Assurance Agency of Universitas Negeri Surabaya (UNESA) and implemented through the SiMutu application. Using a qualitative descriptive approach with a system review method, this research analyzes the structural design, functional features, and workflow integration of the application in relation to the PPEPP cycle (Planning, Implementation, Evaluation, Control, and Improvement). The findings indicate that SiMutu demonstrates strong structural alignment with the SPMI framework. The system operationalizes planning through mandatory annual executive work plans, monitors implementation via structured realization reports, facilitates evaluation through periodic documentation review, conducts control through systematic internal audits, and supports improvement through documented follow-up actions. The integration of these processes within a unified digital platform reflects a shift from fragmented administrative practices toward an integrated digital quality governance model. However, while the platform structurally supports continuous quality improvement, its effectiveness depends on institutional commitment to utilizing audit findings for strategic decision-making. The study concludes that SiMutu represents a significant step toward digital-based quality assurance in higher education, although sustained impact requires strong leadership engagement and a culture of evidence-based improvement.

INTRODUCTION

Quality assurance has become a central pillar in higher education governance worldwide (Kayyali, 2023; Lemaitre & Karakhanyan, 2020). Universities are increasingly required to demonstrate accountability, transparency, and continuous improvement in academic and non-academic processes. In this context, Internal Quality Assurance Systems (IQAS), known in Indonesia as Sistem Penjaminan Mutu Internal (SPMI), function as a structured mechanism to ensure that institutional standards are systematically implemented, monitored, evaluated, and continuously improved (Fauzi et al., 2024; Nurdianti, 2025; Sampe & Arifin, 2024).

An effective SPMI does not merely serve as a compliance instrument for accreditation purposes (Ridho & Julaiha, 2025). More importantly, it operates as a strategic framework that integrates planning, implementation, evaluation, control, and improvement cycles within institutional management (Yani et al., 2024). When properly implemented, SPMI strengthens academic quality, institutional credibility, stakeholder trust, and long-term sustainability. However, challenges often arise in the operationalization of internal

quality assurance, particularly in documentation management, standard monitoring, data integration, and cross-unit consistency (Supriyanti et al., 2025).

In response to these challenges, many higher education institutions have begun integrating digital systems into their quality assurance mechanisms. The digitalization of internal quality assurance enables real-time monitoring, centralized documentation, systematic audit trails, and more transparent reporting processes. Digital platforms also reduce administrative redundancy and increase institutional responsiveness in implementing corrective actions based on monitoring and evaluation findings.

Universitas Negeri Surabaya (UNESA), through its Quality Assurance Agency (Badan Penjamin Mutu), has developed and implemented a digital-based internal quality assurance platform known as SiMutu. This system is designed to support the implementation of SPMI by integrating quality standards, derivative standards, monitoring processes, audit documentation, and management review mechanisms into a single digital application. Through SiMutu, quality assurance processes are expected to become more structured, measurable, and sustainable.

Despite the strategic role of SiMutu in institutional quality governance, a systematic academic review of how the SPMI framework has been developed and operationalized within this digital platform remains limited. Understanding the design, implementation mechanism, and functional performance of SiMutu is essential to assess its effectiveness in supporting continuous quality improvement at the institutional level.

Therefore, this study aims to examine the development and implementation of the Internal Quality Assurance System (SPMI) as operationalized through the SiMutu application at UNESA. By analyzing its structural design and implementation practices, this research seeks to contribute to the broader discourse on digital-based internal quality assurance systems in higher education.

RESEARCH METHOD

This study employed a qualitative descriptive design using a case study approach to examine the Internal Quality Assurance System (SPMI) as operationalized through the SiMutu application at Universitas Negeri Surabaya (UNESA). A case study approach was selected because it enables an in-depth exploration of a bounded system within its real institutional context (Creswell, 2018; Yin, 2009).

The primary focus of the study was not to measure user satisfaction statistically, but to analyze the structural design, functional components, and operational mechanisms of the SiMutu application as a digital platform supporting internal quality assurance processes.

Data were collected through document analysis and system review. Document analysis refers to a systematic procedure for reviewing or evaluating documents – both printed

and electronic – related to institutional policies and quality assurance standards (Bogdan & Biklen, 1998). The analyzed documents included SPMI guidelines, quality manuals, derivative standards, monitoring and evaluation procedures, audit reports, and system documentation embedded within the SiMutu platform.

In addition, the study conducted a structured system observation of the SiMutu application interface and workflow. The evaluation of the system referred conceptually to the Information System Success Model proposed by Delone & McLean (2014), particularly focusing on system quality, information quality, and process support in facilitating internal quality assurance implementation.

Data analysis was conducted through thematic analysis. The researcher categorized findings into key dimensions: (1) structural alignment between SPMI standards and digital features, (2) system functionality in supporting monitoring and audit processes, and (3) institutional integration and continuous improvement mechanisms.

The trustworthiness of the findings was ensured through triangulation between policy documents, system features, and institutional quality assurance procedures.

RESULTS AND DISCUSSION

The findings indicate that SiMutu is structurally embedded within the broader institutional digital ecosystem of Universitas Negeri Surabaya (UNESA), particularly through its integration with the university's Single Sign-On (SSO) system. This integration ensures centralized authentication, institutional visibility, and unified access management across digital services. Through the SSO portal, members of the academic community can access the platform; however, access levels are differentiated according to institutional roles and responsibilities.

While general information related to quality assurance activities can be viewed more broadly, advanced system functionalities – such as editing standards, validating documents, submitting executive work plans, and accessing detailed audit records – are restricted to authorized users. These include members of the *Badan Penjamin Mutu* (BPM) as the University Quality Assurance Agency at the central level, the *Gugus Penjaminan Mutu* (GPM) at the faculty level, and the *Unit Penjaminan Mutu* (UPM) at the study program level. This tiered access structure reflects the multi-level governance model of SPMI implementation, ensuring that authority and accountability remain aligned within the institutional quality assurance framework.

This access stratification reflects a governance-oriented digital architecture, where transparency is maintained at the institutional level, yet control mechanisms remain aligned with quality assurance authority structures. The system, therefore, balances openness with procedural accountability, reinforcing hierarchical responsibility within the SPMI implementation process.

Digitalization of Annual Quality Planning (Executive Work Plan)

No	Position Name	Year	Work Program Document				
			Plan	Realization I	Realization II	Report	Activity
1	Dekan Fakultas Ilmu Pendidikan Prof. Dr. Mochamad Nursolim, M.Si.	2025	Form	Form	Form	Report	68 / 68 / 0 dari 68
2	Koord. Prodi SI Bimbingan Dan Konseling Dr. Evi Winingsih, S.Pd., M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
3	Koord. Prodi SI Manajemen Pendidikan Dr. Kanlati Amalia, M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
4	Koord. Prodi SI Pendidikan Guru Sekolah Dasar Putri Rachmadyanti, S.Pd., M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
5	Koord. Prodi SI Pendidikan Luar Biasa Dr. H. Pamuji, M.Kes.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
6	Koord. Prodi SI Pendidikan Luar Sekolah Rivo Nugroho, S.Pd., M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
7	Koord. Prodi SI PG Pendidikan Anak Usia Dini Dr. Kartika Rinokit Adhe, S.Pd., M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
8	Koord. Prodi SI Teknologi Pendidikan Dr. Utari Dewi, S.Sn., M.Pd.	2025	Form	Form	Form	Report	46 / 46 / 0 dari 46
9	Koord. Prodi S2 Bimbingan Dan Konseling Dr. Elisabeth Christiana, S.Pd., M.Pd.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29
10	Koord. Prodi S2 Manajemen Pendidikan Dr. Amrozi Khamidi, S.Pd., M.Pd.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29
11	Koord. Prodi S2 Pendidikan Dasar Neni Mariana, S.Pd., M.Sc., Ph.D.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29
12	Koord. Prodi S2 Pendidikan Luar Biasa Dr. Asri Wijastuti, M.Pd.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29
13	Koord. Prodi S2 Pendidikan Luar Sekolah Dr. Wivlin Yulianingsih, S.Pd., M.Pd.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29
14	Koord. Prodi S2 PG Pendidikan Anak Usia Dini Dr. Burhanudin, S.Pd., M.Pd.	2025	Form	Form	Form	Report	29 / 29 / 0 dari 29

Figure 1. Executive work plan

One of the most significant structural components of SiMutu is the Executive Work Plan module. At the beginning of each fiscal year, institutional leaders—including Vice Rectors, Directors, Deans, and Heads of Study Programs—are required to formulate and submit their annual work plans through the system.

The digital submission of work plans represents the *Planning* phase within the SPMI cycle (PPEPP: Planning, Implementation, Evaluation, Control, Improvement). The system standardizes the format of planning documents, ensuring uniformity across units and facilitating institutional alignment with quality standards.

Furthermore, SiMutu enforces periodic reporting obligations. Mid-year (Realization I) and end-of-year (Realization II) reports must be submitted through the same platform. This mechanism operationalizes the *Implementation* and *Evaluation* phases of SPMI in a structured and traceable manner. The requirement to digitally document progress ensures that planning is not merely declarative but measurable and reviewable.

This feature demonstrates that SiMutu functions not merely as a passive document repository, but as an integrated cyclical governance tool that systematically links institutional planning with performance reporting, ensuring that strategic intentions, implementation processes, and documented outcomes are digitally connected within a continuous quality assurance cycle rather than existing as fragmented administrative records.

Integration of Internal Audit Mechanisms

Audit Implementation

No	Activity Name	Start Date	Finish Date	Template	Invalid	Valid	Number of Unit	Action
1	Audit Sistem Informasi	01-12-2025	19-12-2025		0	0	1 Work Unit	Action
2	Audit PKM (LPPM)	29-10-2025	05-11-2025		0	0	1 Work Unit	Action
3	Audit PKM (Prodi)	29-10-2025	31-12-2025		13	0	151 Work Unit	Action
4	Audit Kemahasiswaan (Direktorat TPTP)	29-10-2025	05-11-2025		0	0	1 Work Unit	Action
5	Audit Penelitian (Prodi)	29-10-2025	31-12-2025		9	0	151 Work Unit	Action
6	Audit Kemahasiswaan (Direktorat Kemahasiswaan)	29-10-2025	05-11-2025		0	0	1 Work Unit	Action
7	Audit Kemahasiswaan (UIA)	29-10-2025	05-11-2025		0	0	1 Work Unit	Action
8	Audit Penelitian (LPPM)	29-10-2025	05-11-2025		0	0	1 Work Unit	Action
9	Audit Mobilitas Akademik	28-10-2025	30-11-2025		0	0	1 Work Unit	Action
10	Audit Kerjasama (Direktorat Kerjasama)	07-10-2025	30-11-2025		7	0	1 Work Unit	Action
11	Audit Sarpras Pembelajaran	03-07-2025	31-12-2025		1	0	12 Work Unit	Action
12	Audit Kurikulum (S2/23)	18-06-2025	31-12-2025		10	0	53 Work Unit	Action
13	Audit Kurikulum (S1/D4)	18-06-2025	31-12-2025		17	0	93 Work Unit	Action
14	Audit Visi Misi dan Spesifikasi Prodi	18-06-2025	31-12-2025		17	0	145 Work Unit	Action
15	Audit Akreditasi Internasional	20-02-2025	14-03-2025		0	0	17 Work Unit	Action

Figure 2. Internal Quality Assurance (SPMI)

In addition to planning and reporting functions, SiMutu structurally incorporates the internal audit process. The system schedules and manages approximately fifteen audit activities annually, covering strategic areas such as academic processes, research and community service (PKM), student affairs, curriculum implementation, facilities, international accreditation, and institutional governance.

These audits are conducted by the Quality Assurance units and are designed to examine the consistency between executive work plans and actual implementation. Each audit activity includes structured timelines, responsible units, validation status, and documentation tracking.

The inclusion of multiple thematic audits reflects the *Control* component of the SPMI cycle. More importantly, the digital documentation of audit findings creates an institutional memory that supports the *Improvement* phase. By embedding audit workflows within the same platform used for planning and reporting, SiMutu ensures vertical integration between managerial intention and quality verification mechanisms.

Alignment with the SPMI Continuous Improvement Cycle

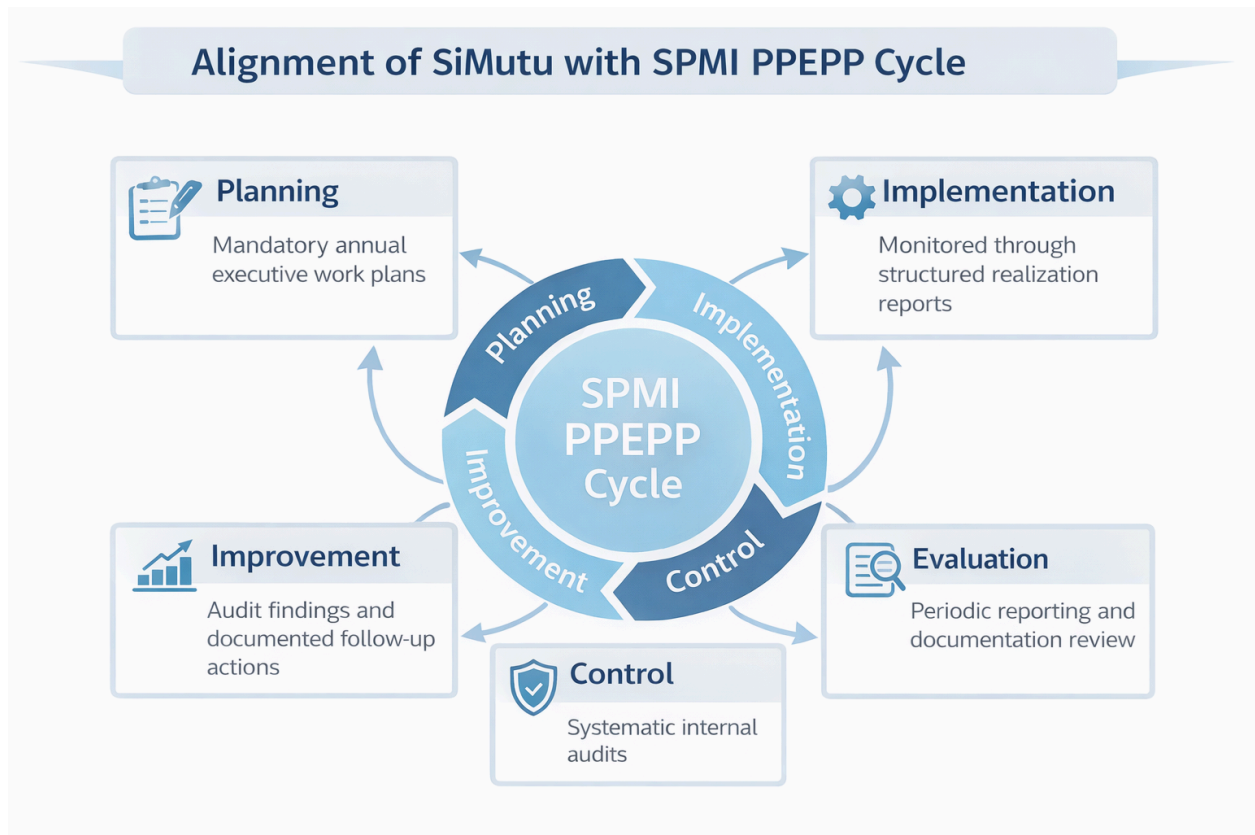


Figure 3. Flowchart of Internal Quality Assurance (SPMI)

Overall, the architecture of SiMutu demonstrates a clear alignment with the PPEPP cycle of SPMI.

- Planning is operationalized through mandatory annual executive work plans.
- Implementation is monitored through structured realization reports.
- Evaluation is facilitated through periodic reporting and documentation review.
- Control is exercised through systematic internal audits.
- Improvement is enabled through audit findings and documented follow-up actions.

This structural alignment indicates that SiMutu has been designed as an integrated digital quality governance system rather than a standalone administrative application. The system connects institutional leadership, operational units, and quality assurance actors within a unified digital workflow.

However, while structural alignment is evident, the effectiveness of this integration in generating measurable quality improvement depends on how audit findings are translated into corrective actions – an issue further discussed in the subsequent sections.

CONCLUSION

This study concludes that SiMutu functions as an integrated digital governance system that effectively operationalizes the Internal Quality Assurance System (SPMI) at Universitas Negeri Surabaya. The platform demonstrates structural alignment with the PPEPP cycle by translating planning, implementation monitoring, evaluation, control, and improvement processes into interconnected digital workflows. Rather than serving merely as a document management system, SiMutu institutionalizes accountability through mandatory work plans, structured reporting mechanisms, and systematic internal audits. However, while the architectural alignment with the SPMI framework is evident, the effectiveness of SiMutu in generating measurable quality enhancement ultimately depends on the consistency of follow-up actions and the institutional commitment to translating audit findings into continuous improvement strategies. Therefore, the sustainability of digital quality governance does not rely solely on technological integration, but also on organizational culture, leadership responsiveness, and the strategic use of quality data for evidence-based decision-making.

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