

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh implementasi Sistem Penjaminan Mutu Internal (SPMI) dan Sistem Penjaminan Mutu Eksternal (SPME) terhadap kinerja perguruan tinggi dengan budaya mutu sebagai variabel mediasi di Universitas Diponegoro. Kinerja perguruan tinggi diukur berdasarkan konsep Tri Dharma Perguruan Tinggi yang meliputi pendidikan, penelitian, dan pengabdian kepada masyarakat. Metode pengolahan data yang digunakan adalah Second Order Approach dengan teknik analisis Structural Equation Modeling Partial Least Squares (SEM-PLS). Hasil penelitian menunjukkan bahwa SPMI dan SPME memiliki pengaruh signifikan terhadap budaya mutu dan kinerja perguruan tinggi. Namun, budaya mutu tidak memediasi hubungan antara SPMI dan SPME terhadap kinerja perguruan tinggi. Penelitian ini menyimpulkan bahwa meskipun budaya mutu berpengaruh positif terhadap kinerja, dampak SPMI dan SPME pada kinerja perguruan tinggi tidak bergantung pada penguatan budaya mutu. Rekomendasi diberikan untuk memperkuat budaya mutu melalui pelatihan rutin, sistem penghargaan, serta integrasi umpan balik dari evaluasi eksternal ke dalam kebijakan internal guna meningkatkan kinerja perguruan tinggi secara keseluruhan.

Kata kunci: SPMI, SPME, Kinerja Perguruan Tinggi, Budaya Mutu, *SEM-PLS*, Tri Dharma Perguruan Tinggi, *Second Order Approach*

ABSTRACT

This study aims to analyze the impact of the implementation of Internal Quality Assurance System (SPMI) and External Quality Assurance System (SPME) on university performance with quality culture as a mediating variable at Diponegoro University. University performance is measured based on the Tri Dharma of Higher Education concept, which includes education, research, and community service. The data processing method used is the Second Order Approach with Structural Equation Modeling Partial Least Squares (SEM-PLS) analysis technique. The results indicate that both SPMI and SPME significantly influence quality culture and university performance. However, quality culture does not mediate the relationship between SPMI and SPME on university performance. The study concludes that although quality culture positively impacts performance, the effects of SPMI and SPME on university performance do not depend on the enhancement of quality culture. Recommendations are provided to strengthen quality culture through regular training, reward systems, and integration of feedback from external evaluations into internal policies to improve overall university performance.

Keywords: SPMI, SPME, University Performance, Quality Culture, SEM-PLS, Tri Dharma of Higher Education, *Second Order Approach*