

2.6 Learning Resources and Student Support

The Quality Policy of Universitas Mulawarman also regulates the number, types, and specifications of learning facilities. This is based on the characteristics of the methods and forms of learning to ensure an optimal teaching and learning process. In general, Universitas Mulawarman provides various learning facilities, such as libraries, faculty and administration buildings, training centers, laboratories, information and technology centers, and art rooms.

The building standards at Universitas Mulawarman are designed to meet safety, health, comfort, and security aspects. Additionally, the facilities and infrastructure provided must be inclusive for individuals with disabilities, including amenities such as ramps for wheelchair users, guiding blocks on pedestrian paths, campus maps, and accessible toilets. In the Business Administration Study Program, out of a total of 517 students, there is one student with a physical disability.

Currently, the facilities and infrastructure at the Faculty of Social and Political Sciences and in each department and study program of Business Administration are adequately available with appropriate specifications to support academic and organizational activities. Each room is equipped with a communication system, such as telephones, to facilitate interaction between rooms.

To improve accessibility to digital-based information, the Faculty of Social and Political Sciences has established an internet network connected to each room and provided hotspots on each building floor. Each room is also equipped with chairs, tables, and other furniture tailored to its function. Specifically, for the CABIN (Creative and Business Innovation) Lab, computers, printers, and other learning media are available to support business innovation-based learning processes. Meanwhile, the Avi (Audio-Visual) Laboratory is equipped with computers, cameras, printers, and a studio that supports the production of audio and visual materials. Over the next five years, each study program is generally committed to continuously improving multimedia-based learning facilities and adjusting them to the specific needs of each field of study.

Budget allocation plays a crucial role in ensuring the achievement of study program learning outcomes and supporting the improvement of achievements and performance of both lecturers and students. Currently, the Faculty of Social and Political Sciences manages a total budget of Rp. 9,120,961,410. This budget is allocated to various programs, including student activities, education, research, community service, publication, and investment in resource development.

Most of the funds are focused on student affairs and research to enhance the quality of education and research. This step is taken to strengthen the achievement of academic performance aligned with the vision and mission of Universitas Mulawarman.

No	Component	Amount of Funds
1	Total Education Fund	Rp. 8,781,338,066
2	Total Research Fund	Rp. 151,999,990
3	Total Community Service Fund	Rp. 82,666,662
4	Total Publication Fund	Rp. 11,607,692
5	Total Study Program Operational Fund	Rp. 79,549,000

6	Total Student Association Operational Fund	Rp. 13,800,000
		Rp. 9.120.961.410

In addressing the challenges of globalization, the development of facilities and infrastructure must be oriented towards an integrated information system. Information technology is developed to support learning processes in line with the facilities provided by Universitas Mulawarman. All information technology infrastructure and services at Universitas Mulawarman are centrally managed by the UPT TIK, which includes:

1. Internet access
2. Access control systems such as Gate Access, Workstations, Main Control, Printing, Class Operators, Information Centers, Technical Support, Security, and more
3. WAP technology
4. Hotspot areas
5. Information and Communication Technology (ICT) services

ICT services offer various technology-based services, including online research, allowing the academic community to collect research data digitally with a broader respondent coverage and more cost efficiency. Additionally, an online learning system is available, enabling lecturers to assign tasks, conduct mid-term and final exams, monitor lecture minutes, and track student attendance. The Faculty of Social and Political Sciences also provides various information system-based applications to support academic activities, such as fingerprint-based staff attendance systems, CCTV systems, and a security control room to ensure campus security.

All these information systems are disseminated through various communication channels, such as websites, SMS broadcasts, and emails. The information and communication technology infrastructure at Universitas Mulawarman includes several key services, including:

1. Student data
2. Study plans
3. Attendance
4. Lecture schedules
5. Academic grades
6. Academic transcripts
7. Graduate data
8. Lecturer information

9. Employee and academic staff data
10. Finance
11. Inventory
12. Tuition fee payments
13. Digital library services (E-Library), including Online Public Access Catalog (OPAC), e-catalogs, and other digital services accessible at <https://perpustakaan.unmul.ac.id>

The Study Program receives budget allocations from the faculty to support its various internal needs. These funds originate from university resources managed by the faculty and are allocated to support student learning processes. The management of this budget plays a crucial role in creating a conducive learning environment, both in academic and non-academic aspects. The key areas supported by this budget include:

1. **Facilities and Infrastructure**

In addition to general facilities provided by the university, such as libraries/reading rooms, laboratory centers, and open spaces, the Business Administration Study Program also has other supporting facilities. As part of the Faculty of Social and Political Sciences, the Business Administration Study Program utilizes shared lecture buildings that apply a resource-sharing system. Various rooms, including those for lectures, meetings, and student activities, can be used collaboratively to support academic activities.

For face-to-face lectures, the Business Administration Study Program provides one laboratory and classrooms designated for students attending in-person classes. Meanwhile, online lectures are conducted using a paid Zoom platform managed directly by the study program.

The Business Administration Study Program also has the CABIN (Creative and Business Innovation) Lab located in the Faculty of Social and Political Sciences building. This lab is frequently used for various study program agendas, such as group study activities, selection of outstanding students held in-person, and meetings between lecturers and students.

Business Administration lecture rooms are well-equipped with facilities such as projectors, LCD TVs, microphones, speakers, air conditioning, chairs, study tables, and whiteboards. The flexible classroom design allows for adaptable seating arrangements to

accommodate various teaching methods. Additionally, students can utilize multipurpose rooms for hybrid academic activities, such as international guest lectures or teleconference-based seminars. These rooms are equipped with smart TVs, sound systems, and high-quality recording cameras.

2. Faculty Development

A portion of the study program budget is allocated for enhancing faculty competency. These funds are used for training and professional development for lecturers, enabling them to continuously update their knowledge and skills to improve teaching quality. Additionally, the budget is allocated for research and community service activities as part of the university's tri-dharma obligations.

3. Learning Resources

The study program budget is also used to develop learning resources, such as providing textbooks and electronic modules. Additionally, these funds cover operational support for field practicum activities, ensuring students gain optimal learning experiences.

4. Non-Academic Activities

The Business Administration Study Program also supports student development beyond academics through the Business Administration Student Association (HIMABISNIS). This organization serves as a platform for students to develop organizational skills, share knowledge, and increase engagement in various non-academic activities. HIMABISNIS plays a role in coordinating various events, such as welcoming new students, study program socialization, and academic procedure mentoring. The existence of this organization contributes to strengthening synergy between the study program, lecturers, students, and alumni in achieving the established vision and mission.

Recapitulation Table of Educational Facilities Availability in the Business Administration Study Program Over the Last Three Years

No	Type of Facility	Number of Units	Total Area (m ²)	Adequacy	Accessibility	Ownership
1	One room for 3 lecturers	12	156	√	√	Owned
2	One room for 1 lecturer	3	36	√	√	Owned
3	Head of Study Program Office	1	12	√	√	Owned

4	Head of FM (FISIP) Office	1	12	√	√	Owned
5	Data Laboratory	1	73	√	√	Owned
6	Thesis Supervision Room	1	45	√	√	Owned
7	Seminar/Undergraduate Defense Room	1	100	√	√	Owned
8	Server Room	1	10	√	√	Owned
9	Audio Visual Room	1	150	√	√	Owned
10	Laptop	10	-	√	√	Owned
11	LCD Projector	8	-	√	√	Owned
12	LCD Screen	12	-	√	√	Owned
13	Whiteboard	10	-	√	√	Owned
14	Work Desk	15	-	√	√	Owned
15	Filing Cabinet	10	-	√	√	Owned
16	Air Conditioner (1 PK)	12	-	√	√	Owned
17	Wireless Internet Network	1	-	√	√	Owned
18	Wired Internet Network	1	-	√	√	Owned
19	Volleyball Court	1	200	√	√	Owned
20	Sepaktakraw Court	1	20	√	√	Owned
21	Basketball Court	1	100	√	√	Owned
22	Prayer Room (Mushala)	1	35	√	√	Owned
24	FISIP Reading Room	1	120	√	√	Owned
25	Faculty Meeting Room	1	120	√	√	Owned
26	Universitas Mulawarman Teaching Hospital	1	1500.0	√	√	Owned

2.7 Information Management

Effective information management ensures seamless academic and administrative operations at Mulawarman University. This section covers data collection policies, student progression tracking, academic record management, and access to institutional systems. It also addresses data privacy, research and community service, e-learning integration, and lecturer access to specific data, supporting efficient decision-making and institutional transparency.

2.7.1 Data Collection Policy

To support effective performance management, Mulawarman University and the Faculty of Social and Political Sciences implement a systematic data collection policy designed to evaluate and improve the quality of education. The Business Administration Study Program, as part of the Faculty of Social and Political Sciences, uses this data not only to fulfill Key Performance Indicators (KPI) but also as a foundation for strategic academic decision-making and governance enhancement. The data collection activities are guided by legal frameworks such as Law No. 12 of 2012 on Higher Education, which mandates the regular reporting of academic data to the Higher Education Database (PDDikti), and Ministerial Regulation No. 61 of 2016, which establishes the guidelines for higher education data management and reporting. Internally, the university's data collection efforts are supported by its Academic Information System (AIS),

ensuring centralized, reliable, and real-time data management that contributes to transparency and academic quality improvements.

2.7.2 Student Satisfaction Survey

The student satisfaction survey serves as a crucial instrument to assess the quality and effectiveness of teaching as well as the level of satisfaction with academic and administrative services at Mulawarman University, particularly within the Faculty of Social and Political Sciences. The Business Administration Study Program leverages this survey to measure program quality, curriculum relevance, faculty performance, and the adequacy of academic support services and infrastructure.

According to the Student Evaluation of Lecturers (EDOM) Report for the Even Semester of the 2021/2022 Academic Year, student satisfaction with lecturers reached an average score of 75.64, classified as Satisfied. This evaluation covers multiple aspects including teaching readiness, the quality and relevance of teaching materials, lecturer discipline, evaluation methods, and lecturer personality traits. Additional supporting data stems from the EDOM Reports for the Odd and Even Semesters of 2023/2024, alongside the Monitoring and Evaluation Report on Learning Processes for the 2020/2021 academic year, which examines lecturer and student attendance as part of teaching quality assessments.

Data is collected through online surveys integrated within the Mulawarman University Academic Information System (AIS), where participation is mandatory before Course Registration (KRS), as well as through semester-end questionnaires and discussion forums during academic meetings. The parameters measured include teaching quality, lecturer-student interaction, curriculum alignment with industry standards, campus facilities including classrooms, laboratories, and libraries, and the effectiveness of academic and administrative support services. Survey results are systematically analyzed and employed for academic strategic planning at the study program, faculty, and university levels. The findings inform service improvements, policy adjustments, and operational decision-making, ensuring that student feedback directly contributes to enhancing academic and administrative performance.

2.7.3 Student Progression Rate

The student progression rate is another essential Key Performance Indicator (KPI) utilized by Mulawarman University and the Faculty of Social and Political Sciences to evaluate how effectively study programs support students in completing their education within the expected timeframe. The analysis of progression rates includes examining graduation percentages, retention rates, study durations, and dropout rates, all crucial in evaluating academic success and institutional support systems.

Key documents supporting the monitoring of student progression include the Monitoring and Evaluation Report on Lecturer and Educational Staff Performance for 2020, assessing the effectiveness of teaching and staff support, and the Monitoring and Evaluation Report on Learning Processes for the Odd and Even Semesters of 2020/2021, which monitors the learning processes and their impact on student success rates. Data collection for monitoring student progression is facilitated through the Mulawarman University Academic Information System (AIS), which tracks each student's academic journey from enrollment through graduation. Academic progress is monitored every semester through reports generated at the study program and faculty levels, and special attention is given to analyzing dropout rates and the contributing factors, including the impact of academic policies.

Key measurement parameters include the percentage of students graduating on time, the percentage completing within the standard duration, and the proportion of students experiencing study delays. This information is critical in shaping academic interventions, such as providing intensive mentoring for students facing academic difficulties, adjusting curriculum structures, and refining teaching methodologies. All data collection and reporting activities are conducted in compliance with national regulations, ensuring that Mulawarman University maintains its commitment to transparency, accountability, and continuous improvement in educational quality.

2.7.4 Access to various information systems

Access to information systems at Mulawarman University (Unmul) is designed to ensure security, efficiency, and system integration to support a wide range of academic and administrative activities. The approach adopted is Role-Based Access Control (RBAC), where each user is granted different access levels according to their role within the university ecosystem. Business Administration students at Mulawarman University can access their personal academic data and relevant services through STAR UNMUL, the Academic Information System (SIA), and the official websites of the university, faculty, and study program (<https://adbisnis.fisip-unmul.ac.id>). Faculty members have broader access, including course management, grading, and research activities, through platforms such as BIMA BRIN (<https://bima.brin.go.id/>), SINTA (<https://sinta.kemdikbud.go.id/>), the Mulawarman University LP2M (<https://lp2m.unmul.ac.id/>), SISTER Dikti (<https://sister.kemdikbud.go.id/>), and the Electronic Performance Appraisal System (e-SKP) (<https://skp.sdm.kemdikbud.go.id/>). The accessibility of Unmul's information systems is also supported by various platforms, including web portals, mobile applications, and desktop systems.

2.7.5. Personal and private data handling

Mulawarman University is committed to protecting the personal data of its academic community in accordance with applicable laws and regulations, such as the Personal Data Protection Law (UU PDP), which was enacted on September 20, 2022. The implementation of the PDP Law ensures that the personal data of students, faculty members, and staff are managed securely and in compliance with established standards. This data management includes the collection, storage, usage, and deletion of data in accordance with information security standards. Each student, faculty member, and employee at Mulawarman University has the right to manage their personal data within the university's information systems. They are entitled to access their stored personal data to verify its accuracy. Should any discrepancies be found, they may request corrections to ensure the data reflects their actual conditions. Furthermore, Unmul guarantees that personal data is used solely for academic, administrative, and research purposes. Personal data must not be shared with third parties without official authorization, except for purposes related to accreditation, reporting to the Higher Education Database (PDDIKTI), or collaborations with governmental institutions. In the case of tracer studies or alumni research, personal data is utilized strictly for academic evaluation purposes without disclosing sensitive individual information.

Mulawarman University also implements a range of security measures to protect its information systems from cyber threats, including the use of CAPTCHA (Completely Automated

Public Turing Test to Tell Computers and Humans Apart). CAPTCHA is a security technology designed to differentiate human users from bots or automated devices that may attempt suspicious activities such as brute force attacks, spam, or unauthorized access to academic and administrative systems. Additionally, data is stored on university servers with regular backup procedures and protected by firewalls to guard against cybersecurity threats.

2.7.6 Manage academic data

As part of its obligations as a higher education institution, Mulawarman University routinely integrates academic data into the Higher Education Database (PDDIKTI), managed by the Ministry of Education, Culture, Research, and Technology. This ensures that all academic information related to students, curricula, and graduates is nationally documented.

Mulawarman University (Unmul) utilizes various information systems to manage academic data in an integrated and efficient manner. The Integrated Academic Information System (SIA-Terpadu) plays a central role in managing core academic data, such as student enrollment, Course Registration Card (KRS) submissions, recording of academic grades, and graduation processes. For new student admissions, Unmul relies on the New Student Admission Information System, which accommodates admission pathways such as SNBP, SNBT, and independent selection programs.

Academic data management at Unmul involves several key stages:

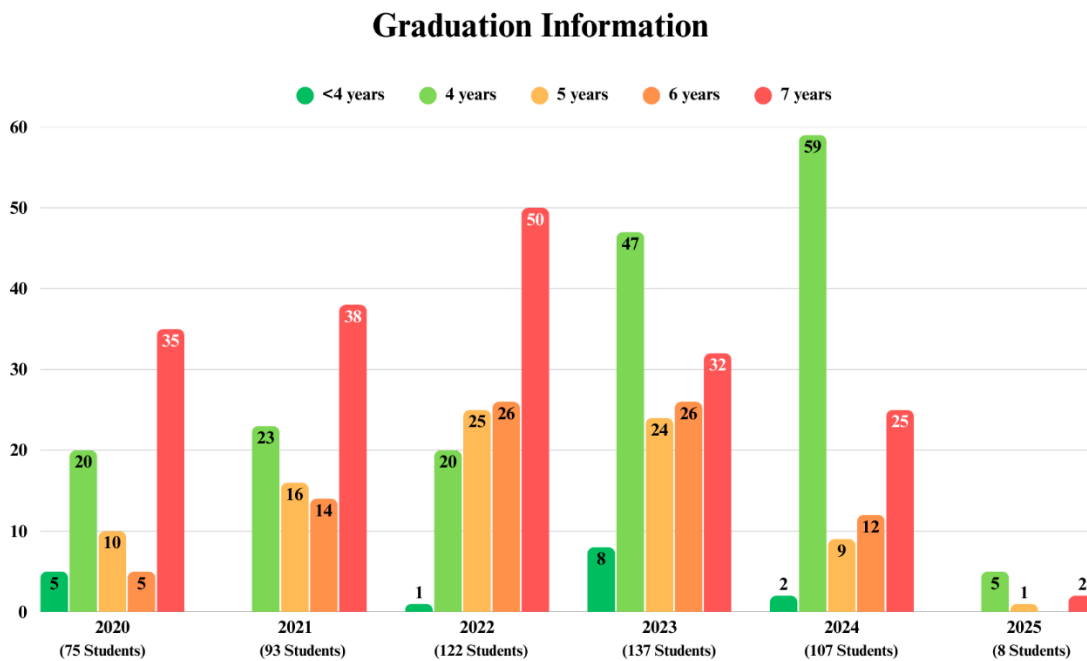
- a. **Data Collection:** Academic data is collected from various sources, including initial enrollment, KRS submissions, exam results, and other academic activities.
- b. **Data Processing and Validation:** All incoming data are verified by the system and academic officers to ensure accuracy before being integrated into the database.
- c. **Data Storage and Security:** Academic data are stored within the university's information systems under strict security measures, including encryption, role-based access control (RBAC), and regular backup systems.
- d. **Data Access and Utilization:** Students can access their personal academic records through the SIA-Terpadu portal, while lecturers can manage grades and course activities. University leadership has access to aggregated data for academic analysis and strategic planning.

2.7.7 Graduation Information

The image below illustrates the Graduation Information for the Business Administration Program at Mulawarman University for the 2020–2025 period. The graph presents the distribution of graduates based on the duration of study, ranging from less than 4 years (<4 years) to 7 years, along with the total number of graduates (SUM) for each academic year. In 2020, there were 75 students, with 20 graduates completing their studies in less than 4 years, and 35 students graduating in 7 years. In 2021, the number of students increased to 93, with 23 students finishing in less than 4 years and 38 students taking 7 years to graduate. In 2022, the total number of graduates increased to 122, with 50 completing within 4 years, and 26 students graduating in 5 years. In 2023, there were 137 students, with 47 completing in less than 4 years

and 32 graduating in 7 years. In 2024, the number of graduates decreased to 107, with 59 completing within 4 years, while 25 students graduated in 7 years. In 2025, the number of graduates was 8, with 5 completing in less than 4 years, and 2 students graduating in 7 years.

The data presented analyzes student graduation trends, reflecting the effectiveness of the academic system in ensuring timely completion of studies. It helps evaluate curriculum efficiency, academic support, and strategies for accelerating graduation. This data is essential for shaping policies aimed at improving graduation rates and optimizing the time required for students to complete their degrees.



2.7.8 English proficiency test services

The English Proficiency Test Services offered within the Business Administration Program aim to provide students with essential resources to assess and enhance their English language abilities, focusing specifically on academic and professional contexts. These services encompass a range of widely recognized standardized tests, such as TOEFL, IELTS, or internal university examinations, each carefully designed to evaluate key language skills, including listening, reading, writing, and speaking in English. In an increasingly globalized world, English proficiency is a critical asset for students, as it enables them to access a wealth of international scholarly literature, engage in the writing of academic papers and publications, and participate in prestigious international conferences and exchange programs. Mastery of the English language not only opens doors to academic collaboration but also plays a pivotal role in fostering cross-cultural understanding and global dialogue. Through these services, students are expected to not only improve their command of the English language but also develop vital global

competencies that are highly valued in today's competitive job market. Moreover, by enhancing their English proficiency, students will be better equipped to conduct high-quality research, collaborate with international peers, and broaden their professional horizons, thereby expanding both national and international career opportunities.

2.7.9 Research and community service (student proposal, progress and research)

The data below illustrates the number of student participations in community service activities from 2021 to 2025. This data provides insights into the increasing engagement of students who contribute to community development and social responsibility. The rise in participation is largely attributed to the implementation of the MBKM (Merdeka Belajar Kampus Merdeka) curriculum in the Business Administration Program, which encourages students to study and engage in activities outside the campus. As a result, a significant number of students have taken part in community service initiatives, reflecting the program's commitment to fostering active involvement in societal development. Furthermore, student engagement in research and community service has positive implications for higher education quality, analytical skill development, and graduate competitiveness. The collaboration between students and lecturers in research and community service strengthens broader contributions to social development and provides lecturers with opportunities to guide students in applying theoretical knowledge to practical problems in society.

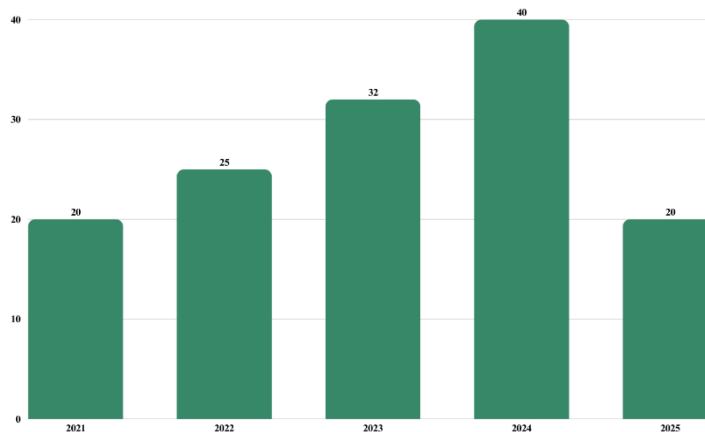


Image. Student Involvement in the Research and Community Service Program

2.7.10 E-learning platforms data exchange

At Mulawarman University's Business Administration Program, the integration of digital platforms is central to enhancing academic processes and student engagement. Platforms like YouTube and Instagram are used to distribute educational content and provide real-time updates. YouTube serves as a platform for hosting recorded lectures, webinars, and academic discussions, giving students the flexibility to access learning materials at their own pace. Instagram, in contrast, is used to share dynamic updates, including lecture schedules, seminar announcements, and other important academic information, ensuring students stay informed and connected. In addition to these social media platforms, the Academic Information System (AIS) and Student Academic Record (STAR) are integral to managing formal academic data. AIS facilitates the exchange of essential information such as class schedules and grades, while STAR tracks students' academic progress, achievements, and involvement in research and community service. By connecting YouTube, Instagram, AIS, and STAR, Mulawarman University has established a comprehensive e-learning ecosystem. This integration ensures students can easily access materials, communicate in real-time, and maintain academic transparency. Ultimately, it enhances the quality of education within the Business Administration Program, streamlining academic processes and making them more accessible and efficient for students.

2.7.11 Lecturer's access to specific data

Lecturers in the Business Administration Program have access to a variety of academic data through the Academic Information System (AIS) and the Student Academic Record (STAR). These systems provide essential information to support teaching, evaluation, and decision-making processes. Specifically, lecturers can access data such as exam results, assignment grades, attendance records, and overall academic progress. AIS enables lecturers to retrieve real-time data related to class schedules, course materials, grades, and other administrative details. This helps lecturers monitor students' performance and make informed decisions about their teaching approach. STAR, on the other hand, serves as the central database that tracks students' academic achievements, including course history, research participation, and extracurricular involvement.

By using these systems, lecturers can provide timely feedback, adjust their teaching strategies, and offer personalized support to students based on their individual progress. The data accessed from AIS and STAR is securely managed, ensuring the privacy and confidentiality of student information. Access is granted only to authorized faculty members for academic purposes, supporting transparency and efficiency in the educational process. With this integrated data, lecturers are better equipped to enhance the learning experience, monitor student progress in real-time, and contribute to the overall improvement of the Business Administration Program.

2.8 Public Information

2.8.1 University, Faculty, and Program Public Information

The websites of [Universitas Mulawarman](#) and [Faculty of Social and Political Science](#) are the main channels for distributing information to the public regarding programs and services owned by UNMUL and FISIP and Business Administration. The UNMUL website provides adequate information regarding university activities, programs and services to students, staff, community and other stakeholders in a transparent and responsible manner. Apart from that, there is a special website link that provides performance reports on study programs at UNMUL, especially regarding the results of internal audits ([Internal Quality Audit – Quality Assurance Unit](#)) and [list of accredited study programs](#).

Meanwhile, more detailed information regarding business administration study program can be accessed via the page <https://adbisnis.fisip-unmul.ac.id/>. Various information related to specific academic services can be obtained via the following website:

1. Integrated information system portal <https://ais.unmul.ac.id>
2. Student academic information system portal <https://star.unmul.ac.id>
3. Campus facilities <https://unmul.ac.id/content/sarana-dan-prasarana>
4. Research activities: <https://sinta.kemdikbud.go.id/affiliations/profile/411>
5. Lecturer research portal: <https://unmul.ac.id/publication-research>
6. Library: <https://perpustakaan.unmul.ac.id>
7. Scholarship: <https://unmul.ac.id/content/beasiswa>

Internal direct communication is carried out, among other things, by inviting all academic of the faculty in the form of general meetings, limited coffee morning meetings with elements of faculty leaders, heads of study programmers; faculty meetings; study program discussions/meetings, comparatives studies, seminars/workshops. Direct communication is also provided to students in class during lecturers, new student orientation activities, public lecturer and during academic guidance.

2.8.2. International Admission

The Business Administration Program at Mulawarman University (UNMUL) supports internationalization by following national regulations that govern foreign students and lecturers, specifically those from the Ministry of Law and Human Rights (No. 22/2023) and the Ministry of Manpower (No. 34/2021). Study and work permits for international students and lecturers are managed by the Directorate General of Higher Education through <https://izinbelajar.kemdiktisaintek.go.id/>. Students can apply online by submitting required documents like a university recommendation and a valid passport, while lecturers must send applications via email, including a proposal and the Foreign Manpower Utilization Plan (RPTKA).

These services help simplify administrative processes and ensure compliance with immigration and labor laws. Additional support is available through the Ministry's Integrated Service Unit.

2.8.3 About International Affairs

Mulawarman University (Unmul) is committed to creating a welcoming environment for international students. Information on admissions can be accessed via <https://pmb.unmul.ac.id>, and it's recommended to include a dedicated link for international admissions.

1. Prospective international students must meet the admission requirements and pass a selection process conducted by a dedicated team at the university, faculty, or program

level, in collaboration with the UPT International Services, which facilitates the admission process.

2. Students who pass the selection will receive a Letter of Acceptance and a recommendation letter issued by Unmul through UPT based on the selection results.
3. After the student arrives at Unmul, the UPT International Services will submit a request for a study permit to the Ministry of Education and Culture.

This process ensures that international admissions are well-coordinated, transparent, and supported administratively.

2.8.4 Student Service and Activities

Comprehensive information regarding Student Services and Activities is crucial for student well-being and engagement. To create and maintain our multicultural campus and ensure that students with a diverse array of values and cultural backgrounds can devote themselves to their studies, we have strived to provide a range of services and student support since BA's inception. In particular, our human resource development through student support is typified by the fact that students can closely interact and collaborate with other through their activities and daily lives.

Creating a cycle in which students can accumulate knowledge (theories) and actual practices (experience) is the job of the university, which provides student support by cultivating human resources on a multicultural campus. In view of this, UNMUL's basic policy for student support comprises the several items :

- 1) Multicultural student interaction and collaboration (link)
- 2) Emphasis on self-directed activities and enterprising spirit
- 3) Encouraging off-campus initiatives , regional and international exchanges
- 4) Linking all activities to post-graduation careers
- 5) Career achievement support
- 6) Campus Safety

FISIP carries out various student service strategies, namely by:

- 1) FISIP socializes new students about the forms of student services that can be accepted at the Faculty and University levels. Specifically for Business Administration students, socialization is carried out through the [MOM \(Student Orientation Period\) and Bintalsik \(Mental and Attitude Development\) Programs.](#)
- 2) Socialization from student organizations (HIMA and BEM) and Student Work Units (UKM) to new students under the coordination of the Vice Dean for Student Affairs related to student services at FISIP.
- 3) For services managed by FISIP, FISIP prepares POB (Standard Operational Guidelines) which are then published via the faculty website and displays the information on the information board.
- 4) FISIP has a guidance and counseling service for students.
- 5) FISIP has an entrepreneurship service for students who are in the Student Entrepreneur Community (SEC) organization.
- 6) FISIP has a health service in collaboration with the Mulawarman University Health Clinic.
- 7) FISIP has a career guidance service in collaboration with UPT. Perkasa Mulawarman University. Documentation of student activities is attached.

Strategies carried out in terms of Academic services for Foreign Students by:

- 1) Socialization of the International Student Buddy Program,

- 2) Socialization of the Summer School Program,
- 3) Socialization of the IISMA Program in 2021 and 2022,
- 4) Online workshop on preparing to study abroad
- 5) Student exchange program (credit transfer/earning) between universities in the Borneo Scientific Network (BSN) 2020 2021 2022
- 6) KBRI Berlin education talk show "opportunities for Doctoral, post-Doctoral and research in Germany
- 7) Socialization of the World Class Professor program
- 8) Sharing information on student exchanges, Masters and Doctoral scholarships abroad
- 9) FISIP actively communicates with National and International Partners to participate in various activities at Mulawarman University. [This is evidenced](#) by the MOU and the participation of students from Partner Universities in the International Program at Mulawarman University.

The strategy carried out to facilitate students from other Provinces in terms of Academic services is by:

- 1) Implementation of the Permata Sakti Program (Implementation of Independent Campus and Student Exchange);
- 2) Implementation of the Independent Learning Independent Campus Program (MBKM);
- 3) Implementation of the Nusantara MBKM Program;
- 4) Socialization of the Certified Student Internship Program (PMMB);
- 5) Socialization of the National KKN Program;
- 6) Mulawarman Business School 2022;

FISIP has a policy to encourage students to improve their hard skills and soft skills. The activities are as follows:

- 1) Facilitating HIMA Business, SEC, MYE activities.
- 2) Facilitating Students to be directly involved in Community Service activities through the Program:
 - a. Village Development (Mulawarman Village, Kersik Village, Prangat Baru Village, Salo Palai Village) Kutai Kartanegara Regency.
 - b. Industrial or Company Internship (PT Pelindo, PT Pertamina, PT Hayyu Pratama Kaltim PT Kimia Farma, PDAM, PT United Tractors, PT Berkat Anugerah Sejahtera, Harris Hotel, Selyca Mulia Hotel, Horison Hotel, PT Kaltim Parna Industri, PT Tritunggal Energi Mandiri, PT Askrida, PT Parewa Aero Catering, PT Multi Harapan Utama, PT Assa Rent Balikpapan, PT Cotrans Asia, Bank Syariah Indonesia, Bank Rakyat Indonesia, and Bank Kaltimtar).
 - c. MSME Internship (Surasama, Confetti Project, East Kreatif, Urban Food, Safa Coffee, PT Kaliman Karya, Green Nusa, and Kenalkan.co)
 - d. Entrepreneurship Internship (Asrah Boutique, Taichan.kuy and Nurrezeki).
 - e. The faculty requires students to be involved in research and community service activities that receive grant funding.

2.8.5 General Quality Assurance System

Ensuring transparency in About the general Quality Assurance System builds stakeholder trust. Based on SIO 9001:2008, quality assurance on governance and governance in BA is more concerned with the effectiveness of the processes implemented in BA's organizations. In carrying

out its functions as an Bas organization, all parties in the organization apply the principles of good governance (credible, transparent, accountable, responsible, and fair)

Evaluation in the implementation of quality assurance is carried out by the AB

2.8.6 Public Relations

Mulawarman University (UNMUL) manages its Public Relations through the Bureau of Communication and Information (BKI), focusing on building a positive image, transparency, and strong external partnerships. BKI oversees media communication, social media (@UNMUL_official), press releases, and crisis management. To meet ACQUIN standards, UNMUL uses data-driven strategies and digital tools like its official website and AIS application for accessible information. The university also enhances global engagement through international partnerships, forums, MoUs, and the promotion of flagship programs such as tropical forest research, reflecting its commitment to transparent and international governance.

2.8.7 Demonstrating commitment to About Community Service

Mulawarman University shows strong social responsibility through diverse community service programs led by faculty, researchers, and students. These initiatives focus on community empowerment, sustainable development, and applying academic knowledge to real-world challenges, including workshops, SME training, environmental and health campaigns, and rural development. Integrated with academic learning, the programs enhance student civic engagement and leadership. Through these efforts, coordinated by LPPM (<https://lp2m.unmul.ac.id>), the university actively supports regional and national development in line with its vision of being a socially responsive institution.

2.8.8 Clear guidelines for Workload assessment

The studies in the Business Administration Study Program consist of 243.2 ECTS that must be completed within 8 semesters or 4 years. Of the total 243.2 ECTS, 169.6 ECTS are compulsory courses and 73.6 ECTS are elective courses. The regulations regarding assessments and exams are outlined in the Standard Operating Procedures (SOP) document. The program upholds three principles in assessment: validity, reliability, and practicability. To ensure the application of these principles, a rubric is created for each course as a guide for assessments. Course assessments by lecturers are conducted through assignments and written exams, project-based courses are assessed through written reports and presentations, while the thesis course is assessed through a research seminar and thesis defense.

2.8.9 Transparent reporting on About PLO Achievement ensure academic integrity.

The Faculty of Social and Political Sciences (FISIP) at Mulawarman University is dedicated to ensuring its graduates meet the Program Learning Outcomes (PLOs) for each study program, which include practical knowledge, analytical skills, and professional ethics. The achievement of these outcomes is assessed through student evaluations, stakeholder feedback, and graduate job market performance. These assessments help gauge the effectiveness of the educational objectives and highlight areas for improvement. The results inform teaching methods, course design, and academic quality, ensuring students are well-equipped for professional success.

2.8.10 Detailed information About Research

The Faculty of Social and Political Sciences (FISIP) at Mulawarman University is committed to promoting a dynamic research culture that advances academic knowledge and practical solutions. FISIP encourages research across diverse fields relevant to social and political sciences, supporting both theoretical and applied studies that address local, national, and global issues. Faculty members and students are actively supported to pursue innovative and meaningful research initiatives.

Journal of Business Administration (JADBIS) is a scientific journal published by the Business Administration Study Program, Faculty of Social and Political Sciences (FISIP), Mulawarman University. This journal features research articles and scientific studies in the field of business administration, such as marketing management, human resources, finance, entrepreneurship, and strategic issues in business and economics. Published twice a year, JADBIS employs a peer-review system and open access via the OJS platform, ensuring publication quality and transparency. The journal serves as a forum for academics, researchers, and practitioners to disseminate ideas and scientific findings relevant to the development of knowledge and business practices at both local and national levels.

2.8.11 International Conferences and Activities highlights the institution's scholarly contributions.

ICONPO 13 (The 13th International Conference on Public Organization) in 2024, organized by the Faculty of Social and Political Sciences (FISIP) at Mulawarman University, is a prestigious international conference that brings together academics, researchers, practitioners, and policymakers from various countries. This forum addresses strategic issues in the fields of public organization, governance, policy innovation, and sustainable development. As the host of the 13th ICONPO, FISIP Mulawarman University demonstrates its commitment to the internationalization of higher education and the strengthening of global collaboration in social sciences and public administration. The organization of ICONPO 2024 also serves as a significant platform to enhance research quality, expand international scientific publications, and promote FISIP Unmul's academic contributions to global and regional challenges.

2.8.12 Providing Information about graduates

The Faculty of Social and Political Sciences (FISIP) at Mulawarman University is committed to preparing graduates with strong knowledge, skills, and competencies to thrive in both local and global job markets. Its academic programs provide comprehensive learning in areas such as public administration, business administration, communication, and political science, combining theoretical insight with practical experience. To support graduates beyond academia, FISIP collaborates with PERKASA (Pusat Pengembangan Karir Alumni), a university-wide career development center. PERKASA offers services including career guidance, alumni networking, and professional development resources. This platform also facilitates tracking graduate outcomes and connecting alumni with potential employers. Further details about alumni programs and services are available through the official PERKASA website: <https://perkasa.unmul.ac.id/perkasa2>.

2.8.13 Information Disclosure

In addition to the website, the public can access information about the Business Administration Program and enhance digital engagement through its official social media platforms, such as Instagram (@adbis_unmul) and YouTube (Administrasi Bisnis Unmul).

2.8.14 Legal Documentation and Information Network and a functional

The Faculty of Social and Political Sciences (FISIP) at Mulawarman University has developed a comprehensive Documentation and Information Network to effectively manage, archive, and distribute academic and administrative information. Through its official website, <https://fisip.unmul.ac.id>, FISIP provides the public with access to a variety of institutional documents, including academic regulations, program curricula, research activities, community service reports, and alumni records. This system demonstrates FISIP's commitment to transparency, accountability, and continuous improvement in institutional governance, aligning with public information disclosure standards.

2.8.15 Integrated Academic Information System streamline administrative processes.

The Bachelor of Economic Development Program at Mulawarman University promotes transparency, accountability, and accessibility through its Academic Integrated System (AIS), available at <https://ais.unmul.ac.id>. AIS is a centralized digital platform that streamlines academic services such as student admissions, curriculum and schedule planning, course registration, academic evaluations, and provides real-time access to grades and educational records for both students and lecturers. Beyond academic administration, AIS serves as a key tool for data-driven decision-making at the program, faculty, and university levels. Its ongoing development ensures compliance with national and international accreditation standards, thus improving both educational quality and institutional performance.

2.8.16 Academic Staff

The Faculty of Social and Political Sciences (FISIP) at Mulawarman University is supported by a dedicated academic staff with diverse qualifications, research expertise, and professional experience. The faculty consists of professors, associate professors, and lecturers who are actively engaged in teaching, research, and community service across various study programs.

Detailed information about academic staff, including their educational backgrounds, academic ranks, research interests, and scholarly work, is available through the faculty's official academic staff portal at <https://fisip.unmul.ac.id/sdm>. This open access reflects FISIP's commitment to transparency, educational quality, and continuous improvement in higher education.

2.8.17 Facilities and Infrastructure

Further contribute to a comprehensive and transparent institutional profile. BA building is equipped with several facilities. The campus building is equipped with emergency routes, meeting points, and also has a fire extinguisher located at strategic spots and reverse parking system that eases evacuation during an emergency situation. The campus area is also connected with WiFi. BA has a seminar and video conference room. BA also provided libraries with accessible e-journal. Based on the exit survey, most students deemed the facilities in BA to be sufficient and the classroom conducive for learning activities.

2.9 On-going Monitoring and Periodic Review of Programs

Business administration conducts regular monitoring and review of study programs to ensure the learning outcomes are set and adapted to the needs of students and the community. Systematic monitoring is a part of the Internal Quality Assurance System (SPMI) of UNMUL

through the Internal Quality Audit that is conducted by the LPPPM. AMI is objective evaluation process to ensure that the activities at BA is in accordance with the procedures set and the results of these activities are in accordance with the standards set by UNMUL. If the implementation of a study program is not in accordance with the standards, corrective actions are applied.

This task is entrusted to the Quality Assurance Cluster Center (GJM) in each faculty. This is regulated in the Unmul Rector's Regulation Number 07 of 2019 concerning the Implementation of Quality Assurance within the Mulawarman University Environment. The [SPMI organization at Unmul](#) is attached

Internal quality assurance in practice is coordinated by GJM FISIP Unmul where a Quality Assurance Unit (UJM) of the Study Program is also formed which refers to the Rector's Decree [Number 2498/SK/2019](#). The implementation of quality assurance at UPPS refers to Permendikbud Number 03 of 2020 concerning National Standards for Higher Education, and Unmul Rector's Regulation Number 07 of 2019, Guidelines for Implementing SPMI Unmul. (<https://lp3m.Unmul.ac.id>).

In its implementation, the implementation of SPMI in FISIP is guided by Unmul PR Number 07/2019, especially Article 5 Paragraph (1) which explains the PPEPP cycle. This starts from: (a) Determination of Unmul SPMI documents (Policy documents, manuals, standards and forms); (b) Implementation of SPMI; (c) Evaluation of SPMI Implementation carried out by GJM FISIP on UPPS and Study Programs based on Unmul SPMI; (d) Control of SPMI; and (e) Improvement / Enhancement of SPMI Standards.

Operationally, GJM in FISIP has the main task regulated in Unmul Rector Regulation Number 07/2019 Part Eight Article 44, namely coordinating the implementation of SPMI in FISIP and the implementation of evaluations which are the third cycle of PPEPP, namely system evaluation (Learning Monitoring and Evaluation, SPMI Evaluation and AMI).

2.9.1 Audit and Evaluation Determination

At Mulawarman University (UNMUL), monitoring and evaluation are carried out through the Internal Quality Assurance System (SPMI) using the PPEPP cycle (Penetapan, Pelaksanaan, Evaluasi, Pengendalian, Peningkatan). Annual Internal Quality Audits (AMI) are conducted at the university, faculty, and program levels to assess compliance with academic standards, governance, research, community engagement, and service quality. The Quality Assurance Center (LP3M) sets audit priorities based on risk assessments, past results, and emerging trends.

For the Business Administration program, periodic Internal Quality Audits (AMI) ensure academic quality in alignment with UNMUL, the National Accreditation Board for Higher Education (BAN-PT), and international standards. These audits assess the effectiveness of the academic system, faculty qualifications, and readiness to address global business challenges. Recent audits show progress, including increased faculty certifications and a higher proportion of doctoral-degree holders, enhancing teaching and research capabilities.

The program continues to focus on transparent quality assurance, with follow-up actions through Management Review Meetings (RTM) to meet international accreditation standards. Based on the SPMI implementation guideline book, in order to control SPMI standards at Unmul, [stages and mechanisms are applied](#).

2.9.2 Controlling and Development

The evaluation of SPMI standards is also carried out through Internal Quality Audit (AMI). The audit object is the examination of documents/forms/evidence of the implementation

of SPMI standard fulfillment organized by the Study Program at Unmul. This audit will refer to the SPMI fulfillment standard indicator points. [The further process in this AMI is explained.](#)

The implementation of AMI is carried out by LP3M through GJM FISIP Unmul with cross-auditors from other faculties and/or Study Programs that are appointed and have previously received audit training from LP3M Unmul.

The SPMI evaluation related to the implementation of standards is assisted by the UJM Study Program through summative evaluation, while the internal quality audit is carried out by the LP3M Audit Team. [The attached SPMI flowchart implementation image](#) is sourced from: SPMI System Implementation Guidelines (LP3M, 2019: 25).

The implementation of SPMI in FISIP and Study Programs is guided by the Unmul SPMI standard document. The implementation of SPMI Unmul is guided by Permendikbud Number 62 of 2016 concerning SPMI and Permendikbud Number 03 of 2020 concerning SN-Dikti. The documents related to SPMI Unmul (SPMI Policy document, SPMI Manual document, SPMI Standard document and SPMI Form) are formulated and developed by LP3M Unmul. The determination and implementation of quality assurance are regulated in Unmul Rector Regulation Number 07/2019. The implementation of SPMI in FISIP and the Business Administration Study Program is in line with the provisions contained in the Unmul Statutes as regulated in CHAPTER XII Article 94 paragraph (1)–(5) and Article 95 paragraph (1)–(3). From the organizational side, the implementation of SPMI is also in line with OTK Unmul where the LP3M institution is tasked with coordinating, implementing, monitoring, and evaluating activities to improve education development and quality assurance (Articles 93-94). This provision is further emphasized by the existence of PR Unmul Number 07/2019 where LP3M has GJM in each faculty.

The instruments developed by LP3M Unmul include policy documents, quality manuals, SPMI standards which include 24 educational standards for fulfilling SN Dikti (referring to Permenristek Dikti No. 44 of 2015) and were determined in October 2018. These documents are used at the Faculty and Study Program levels in order to implement the PPEPP cycle. The existence of GJM at FISIP Unmul has the main task of ensuring that this cycle is implemented, especially at the Study Program level through a series of evaluation activities (summative and/or Internal Quality Audit) which are the main materials in the Management Review Meeting (RTM).

In addition to the 24 Unmul SPMI standards, LP3M continues to develop standards by socializing 12 Unmul SPMI exceedance standards in 2020, including: (a) Cooperation Standards; (b) Unmul Vision and Mission Standards; (c) Unmul Governance Standards; (d) Unmul Quality Assurance Standards; (e) Unmul Academic Atmosphere Standards; (f) New Student Admissions Standards; (g) Information System Service Standards; (h) Student Service Standards; (i) Education Personnel Standards; (j) Alumni Management Standards; (k) Curriculum Development Standards; (l) Laboratory standards. The PPEPP cycle is attached

In terms of implementation, GJM FISIP socializes the Unmul SPMI document to each UPPS and Study Program. Furthermore, both UPPS and Study Programs implement each indicator of standard fulfillment that can be met/achieved. For evaluation activities, the GJM FISIP Unmul element carries out supervision activities with three methods: First, learning monitoring and evaluation to assess the suitability of the implementation of content and process standards and assessment of learning aspects. This monitoring and evaluation are held at least per semester and is implemented by the UJM of each Study Program. Second, the summative

SPMI evaluation carried out by the UJM of the Study Program is material for GJM FISIP in implementing the Internal Quality Audit (AMI).

2.9.3 National and International Benchmarking

In order to control and develop the quality of education, benchmarking is also carried out at UPPS with comparative study visits to UPPS outside UNMUL to become a model for developing quality standards. On July 25, 2022, benchmarking was carried out to the University of Indonesia, including to FISIP/FIA UI. The benchmarking activities can be seen at the link: [UI benchmarking report](#).

Additionally, the Business Administration program conducted benchmarking visits to several institutions in February 2025, including the Tourism program at Universitas Pendidikan Indonesia, the Business Administration program at Universitas Telkom, and the Business Administration program at President University. These visits were aimed at preparing for international accreditation, ensuring the program aligns with global standards and best practices in business administration.

2.9.4 Teaching and Learning Monitoring and Evaluation

Two evaluations are done in BA Study Program, which are early learning evaluation and end of learning evaluation. At the end of each year, a Management Review Meeting (RTM) is held to discuss the results of the Learning Monitoring and Evaluation Report and a list of findings from AMI by GJMF FISIP. This meeting is a follow-up to quality management, especially the discussion of findings that indicate non-conformity or non-achievement of the standards set in SPMI Unmul. The teaching and learning Monitoring and AMI reports can be accessed via the FISIP Unmul website and the Business Administration Study Program. After this leadership meeting, follow-up efforts were made in the context of the last cycle of PPEPP, namely improvement and enhancement.

Improvements are made to improve the non-achievement of standard quality. Improvements are made if the leadership considers that the existing quality standards have been implemented consistently and have become a culture (culture in work units). Next, a qualitative improvement will be carried out, namely the standard does not experience an increase but the standard fulfillment indicator is increased. Quantitative improvement is carried out by adding standard fulfillment indicators or the standard itself (outside the existing standard). The documents related to the quality assurance system can be seen at the link: [SPMI FISIP Unmul Policy](#) and [GJMF FISIP](#). At the University level, the Business Administration Study Program provides a report to the university's SPMI at <https://spmi.unmul.ac.id/homeInternational Accreditation Audit>

2.9.5 Audit of Teaching and Learning Infrastructure

The Bachelor of Business Administration program systematically monitors and evaluates teaching and learning processes to ensure academic quality. Annual curriculum workshops and reviews assess the relevance of the curriculum, teaching methods, and student outcomes. Tools like student surveys, faculty evaluations, and feedback from alumni and industry partners help evaluate the effectiveness of student-centered learning approaches, such as case-based and project-based learning.

Teaching and learning facilities undergo annual audits to assess classroom adequacy, digital infrastructure, and library resources. Classroom and laboratory adequacy is regularly assessed to ensure that instructional spaces are sufficient and equipped with up-to-date technology and materials to support effective learning.

The readiness of digital infrastructure is also evaluated, focusing on server capacity, internet bandwidth, and cybersecurity measures. These elements are crucial for maintaining a stable and secure environment for online learning and digital resource access. Library development is another key area of assessment, with an emphasis on expanding digital collections and enhancing access to international academic journals. This ensures that students and faculty have the resources needed for research and academic development. Audit results inform budget planning and strategic investments in infrastructure, ensuring the program supports high-quality learning experiences.

2.9.6 Audit of Leaders Key Performance Indicator

In accordance with Rector's Decree No. 5 of 2023, Mulawarman University conducts an annual evaluation of its academic leaders, including Deans, Heads of Departments, and Program Coordinators, based on a set of key performance indicators (KPIs). These KPIs are designed to assess various dimensions of academic leadership and institutional performance. Specifically, academic service quality evaluates the effectiveness of teaching and learning support, while research output measures the quantity and impact of scholarly work produced by the leader's department or program. Student performance indicators assess academic achievement and progression, reflecting the leader's ability to foster a productive learning environment.

Community service engagement examines the extent to which leaders contribute to societal development through outreach and service activities. Resource management effectiveness evaluates how efficiently and strategically leaders manage available resources to support academic goals. The results of these evaluations not only guide leadership development programs, which aim to enhance the skills and competencies of academic leaders, but also play a key role in decisions regarding the renewal of leadership appointments. This comprehensive evaluation process ensures that academic leadership is aligned with the university's goals of academic excellence and institutional growth.

2.9.7 Satisfaction Survey 2021, 2022 and 2023

The Business Administration program consistently administers user satisfaction surveys to evaluate and improve the quality of academic, administrative, and learning facility services. The survey results from 2021 to 2023 highlight a positive trend in user satisfaction, reflecting the program's ongoing commitment to excellence in business education. In 2021, the satisfaction score was recorded at 75.64%, signaling a strong level of contentment among users. This score rose to 84.4% in 2022, marking an improvement of 8.76% within one year.

However, in 2023, the satisfaction score slightly decreased to 81.0%. While this represents a slight dip from 2022, the overall trend still indicates sustained satisfaction and highlights the program's efforts to maintain high-quality services. The findings from these surveys offer valuable insights for continuous improvement in the program's offerings. The steady increase in satisfaction over the years reflects significant enhancements in teaching quality, administrative services, and accessibility of academic information. These results also underscore the program's dedication to optimizing learning infrastructure, strengthening research support, and refining administrative processes. Despite the minor decline in 2023, the overall positive trajectory and commitment to maintaining and improving user satisfaction align with the program's goal of achieving international standards and fostering global competitiveness in the field of Business Administration. The survey results continue to serve as a strategic foundation for ongoing improvements in the program's quality and the pursuit of academic excellence.

2.10 Cyclical External Quality Assurance

Mulawarman University integrates internal and external quality assurance (QA) mechanisms into a comprehensive framework to sustain and continually enhance academic quality, relevance, and accountability. Cyclical external quality assurance activities including national and international accreditations are designed to validate the effectiveness of Mulawarman University internal quality systems and align institutional practices with evolving global higher education standards. These processes ensure that academic programs remain competitive, relevant, and of high quality across all faculties and study programs.

The Faculty of Social and Political Sciences and the Business Administration Study Program are integral parts of Mulawarman University overarching commitment to academic excellence. These programs integrate the Internal Quality Assurance System (Sistem Penjaminan Mutu Internal/SPMI) with external evaluations from recognized bodies such as **LAMEMBA**, **BAN-PT**, and international agencies like **ACQUIN** and **ASIIN**. This integration fosters continuous improvement and ensures that UNMUL's academic offerings meet both national and international standards. These programs are also aligned with the **European Qualifications Framework (EQF) Level 6**, guaranteeing that graduates acquire advanced skills and critical thinking, making them competitive in both local and global job markets.

Table 2.10 Development of national and international accreditation of Business Administration study programs

No	Prodi	Akreditasi Nasional			Akreditasi Internasional
		2009	2014	2019	2025
1	BusinessAdministration	B Lampiran	B	B	On Going

Acquin Accreditation Submission Period

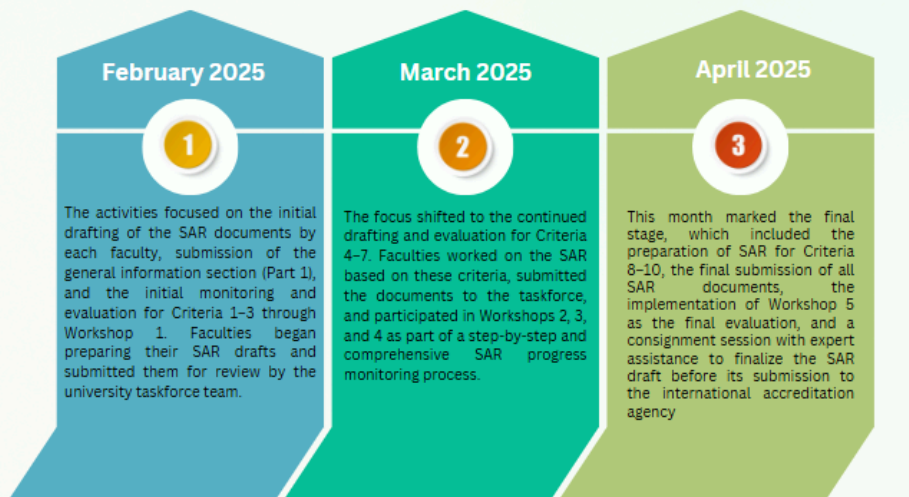


Figure 2.10.2.1. Cyclical Period of Business Administration Programme External Quality Assurance

2.10.1 Connection Between Internal and External Quality Assurance

At the Faculty of Social and Political Sciences, the internal and external QA systems operate in a complementary and interconnected manner. The internal quality assurance system follows the **PPEPP cycle** (Establishment, Implementation, Evaluation, Control, and Improvement), as mandated by **Rector's Decree No. 5 of 2023**. This cycle ensures that academic and administrative processes are systematically monitored, evaluated, and enhanced. Through the **External Quality Assurance System (SPME)**, FISIP undergoes evaluations from national accreditation bodies such as BAN-PT and specialized agencies. These evaluations reinforce FISIP's alignment with evolving national and international standards and ensure continued relevance in the academic landscape.

Similarly, the **Business Administration Study Program** strictly adheres to the PPEPP internal QA cycle. Internal audits, curriculum evaluations, graduate competency assessments, and satisfaction surveys are conducted regularly. These processes prepare the program for external evaluations from BAN-PT and specialized agencies like **LAMEMBA**, as well as international accreditors such as **ASIIN**, **ACQUIN**, and **ABET**. This alignment guarantees that the academic quality and graduate outcomes meet both national benchmarks and global business education standards.

2.10.2 Examples of Best Practices

Faculty of Social and Political Sciences adopts several best practices in its QA cycle:

1. **Internal Mock Audits**

Prior to national or international accreditations, Faculty of Social and Political Sciences conducts internal mock evaluations led by the **University Quality Assurance Center (LP3M)**. These audits use rubrics from **BAN-PT**, **ESG**, and **ACQUIN**, identifying early areas for improvement and ensuring readiness.

2. **Benchmarking**

The faculty benchmarks its curriculum, research outputs, and graduate attributes against top Indonesian and international universities to maintain competitiveness and relevance.

3. **Capacity Building**

Continuous training for academic and administrative staff is a cornerstone of quality enhancement. FISIP organizes regular workshops featuring experts from internationally accredited institutions to improve staff competencies in QA, curriculum design, and learning assessment.

For the **Business Administration Study Program**, best practices include:

1. **Integration of External Feedback**

Feedback from LAMEMBA and BAN-PT evaluations is systematically integrated into action plans for program improvement especially in curriculum enhancement, lecturer performance development, and service quality.

2. **Global Benchmarking**

Curriculum content, learning outcomes, and graduate competencies are continuously compared with standards from internationally recognized business schools.

3. **Tracer Studies & Surveys**

Regular alumni tracer studies and student satisfaction surveys help evaluate the program's performance and provide crucial feedback for future development.

4. **Digital Audit Preparedness**

The program has initiated digital systems for accreditation document readiness, enabling more transparent and efficient data management aligned with QA indicator

5. **Quality Information System (SIMPEL)**

UNMUL has implemented a digital monitoring system known as **SIMPEL** (Sistem Informasi Mutu Pembelajaran dan Evaluasi), which supports FISIP and the Business Administration Study Program in managing QA cycles, tracking action plan progress, and preparing for audits effectively.

2.10.3 Industry Partners Involvement

External stakeholders including industry players, alumni, and professional associations play a central role in the QA process at both FISIP and the Business Administration Study Program.

1. **Curriculum Development**

Industry input is actively sought during curriculum development and revision to ensure alignment with labor market trends, technological advances, and evolving professional standards.

2. **Internships & Applied Projects**

Students across both programs participate in industry-driven internships and field projects. These experiences are co-evaluated by industry mentors, contributing directly to student assessments and ensuring relevance of academic content to real-world applications.

3. **Industry in Accreditation**

Industry representatives participate in accreditation assessments to provide testimonies on graduate competencies and curriculum effectiveness. This feedback is especially valuable during site visits and accreditation document reviews.

4. **Collaborative Research & Community Engagement**

Joint research projects with businesses, NGOs, and government bodies enhance students' practical exposure and validate academic quality. Community engagement activities such

as public lectures, social research, and empowerment programs further establish societal relevance and external impact.

5. **Advisory Boards**

Both programs have initiated **Program Advisory Boards** composed of industry experts and alumni to provide continuous guidance on curriculum alignment, skill gaps, and innovation opportunities.