Issues in Education

Ratnawati Mohd Asraf

IIUM PRESS
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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Published by:
IIUM Press
International Islamic University Malaysia

First Edition, 2011
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Perpustakaan Negara Malaysia Cataloguing-in-Publication Data

Edited By:
Ratnawati Mohd Asraf
Issues in Education
Ratnawati Mohd Asraf

ISBN: 978-967-418-055-3

Member of Majlis Penerbitan Ilmiah Malaysia - MAPIM
(Malaysian Scholarly Publishing Council)

Printed by :
IIUM PRINTING SDN. BHD.
No. 1, Jalan Industri Batu Caves 1/3
Taman Perindustrian Batu Caves
Batu Caves Centre Point
68100 Batu Caves
Selangor Darul Ehsan

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ISLAMIC HIGHER EDUCATION: ENSURING AND MAINTAINING QUALITY

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Abstract:
In this presentation, I would like to discuss the issue of quality in higher education, specifically in Islamic universities. In addressing the issue, I will also be discussing the ISO 9000: what it is, and how it came to be applied in education; and raises the question of whether the institution of this system would necessarily lead to quality. The paper concludes by stressing the need for a dialogue among academics at Islamic universities on the issue of quality and how we should go about ensuring and maintaining quality at our institutions.

The issue of quality in higher education has been on the agenda of most discussions pertaining to higher education as universities grapple with the growing demand for accountability and quality. Tax payers want to be assured that their money is being put to good use; parents want to be convinced that their children are receiving the best kind of education; and future employers want to be convinced that they are being fed with a high quality workforce (Burrup, Brimley, and Garfield, 1993; Cohn and Geske, 1990; Kraft and Nakib, 1991). Universities suddenly find themselves in a situation where quality is no longer considered an internal issue; instead, they now have to show proof to the world outside that they are providing quality education, and that they are