

# Key Performance Indicators (KPIs) for Governance of Public Universities in Malaysia

Noraini Mohamad Yusof & Melissa Darlyne Chow

The National Higher Education Research Institute (IPPTN) together with the Asian Centre of Research on University Learning and Teaching (ACRULeT), Universiti Teknologi MARA, organised a workshop on "Key Performance Indicators (KPIs) for Governance of Public Universities in Malaysia" from 28 to 31 May 2006, at the Grand Plaza Parkroyal Hotel, Penang.

The workshop is a follow-up from the workshop held from 22 to 25 March 2006 at Colmar Tropicale, Bukit Tinggi Resort, Pahang. It was organised by ACRULeT, Faculty of Education of UiTM together with IPPTN and the Department of Higher Education Management for Institutions of Higher Learning (JP IPT).

The workshop aimed to obtain data related to KPIs and administrative management practices from the administrative support and

academic groups of Public Institutions of Higher Learning (PIHL) in Malaysia and the preparation of the instrument process.

The workshop was attended by IPPTN's director, Professor Morshidi Sirat as the research facilitator and a research team comprising Professor Dr. Hazadiah Mohamad Dahan as the project leader and assisted by eight other researchers from UiTM, UKM and JP IPT, as well as three research assistants.

The workshop was held to discuss the study of instrument construction, that is the preparation of the questionnaire for each group according to the category of positions, such as Vice-Chancellor, Registrar, Bursary and Dean. The construction of instruments also involved a discussion on the checklist and interview questions. The research team was divided into

smaller groups to discuss interview questions for each category of position.

On the last day of the workshop, the research team fine tuned the instruments for the interview questions of each group according to the respective positions. Each member then presented their work. The research team also discussed procedures and data collection arrangement for the KPI study in Universiti Malaysia Sabah and Universiti Malaysia Sarawak. For the data collection procedure, the method for the interview process was spelled out by Dr. Chan Yuen Fook as the Assistant Project Leader.

It is hoped that from the findings of this study, suitable KPIs can be identified to measure the performance of the administrative groups of PIHL in Malaysia.



Participants of the 'Key Performance Indicators (KPIs) for Governance of Public Universities in Malaysia' workshop