

Performance of Internal Quality Assurance Community Learning Center During the Covid-19 Pandemic

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ABSTRAK

This study aims to understand the performance of CLC's internal quality assurance in managing non-formal education during the Covid-19 pandemic and the need to develop CLC's internal quality assurance performance in order to optimize CLC's performance in managing non-formal education during the Covid-19 pandemic. The importance of CLC's internal quality assurance performance needs to be investigated because the Covid-19 pandemic has had a negative impact on the quality of education and internal quality assurance as an essential function of the institution must be managed properly even during the Covid-19 pandemic so that the satisfaction of CLC's stakeholders is guaranteed. This research uses an explanatory sequential mixed methods design. The study was conducted on CLC in D.I. Yogyakarta province, Indonesia. Collecting data using online questionnaires submitted to CLC managers, and using interviews, observations, and focus group discussions on obtaining information about the implementation and the factors that influence it. In this study, triangulation and affirmation from informants/data sources were carried out to determine the validity of the qualitative data, and to obtain the validity of the questionnaire and conceptual models were carried out by judgment. The results showed that internal quality assurance performance was carried out by CLC during the Covid-19 pandemic in order to provide quality non-formal education services for community members and was influenced by strong encouragement and facilitation from external parties. In an effort to develop the quality of CLC performance, there is a need to develop internal quality assurance performance as indicated by CLC quality assurance which is limited to the learning aspect and is constrained by facilities. Thus, this internal quality assurance performance must be carried out holistically and prioritize work-based learning.

Kata kunci: *community learnin center, quality assurance, internal, performance, community*