

# Chapter 12

## Assessing the Impact of Quality and Internal Control on Academic Institutions' Performance: A Case of Study of HIBAG

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### **ABSTRACT**

*This study assesses the relationship of both quality and internal control on academic institutions' performance by using a case of study of the Higher Institute of Business Administration of Gafsa (HIBAG). The study uses mixed-methods research approach, including surveys, interviews, and document analysis, and it aims to examine the current state of quality and internal control practices at the higher institute subject to study and their impact on its overall performance. The findings highlight that a solid quality management system and an effective internal control have a crucial impact on ensuring academic institutions' performance. The interviews conducted with the managers and the institute director revealed that the internal control system has helped to enhance the efficiency and effectiveness of the institution's operations. The findings of the study highlight the importance of quality management and internal control systems in enhancing the performance of academic institutions.*

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## **1. INTRODUCTION**

Brain drain is a pervasive issue in developing countries, and Tunisia is no exception. In recent years, the country has witnessed a significant migration of highly skilled professionals, including doctors, engineers, and scientists. This trend has adverse consequences on the Tunisian economy and society, as the loss of skilled human capital hinders the country's growth and development. In this context, academic institutions play a crucial role in mitigating the impact of brain drain by producing highly skilled graduates who can contribute to the country's development. However, the performance of academic institutions is not only essential for addressing the issue of brain drain but also for ensuring their sustainability and competitiveness in an increasingly globalized world.

The performance of academic institutions can be assessed through various indicators, such as research output, student satisfaction, academic success, financial stability, and social impact. To achieve and maintain high levels of performance, academic institutions need to adopt a systematic approach that involves quality management and internal control systems.

Quality management refers to the processes and practices used by organizations to ensure that their products and services meet or exceed customer expectations. In the context of academic institutions, quality management encompasses various aspects, such as curriculum design, teaching methods, assessment, and student support. Implementing a quality management system can help academic institutions to enhance the quality of their programs and services and, consequently, improve their performance.

Internal control systems, on the other hand, refer to the policies, procedures, and mechanisms used by organizations to ensure that their operations are efficient, effective, and compliant with relevant regulations and standards. In the context of academic institutions, internal control systems can help to enhance the transparency and accountability of their operations, mitigate risks, and improve their overall performance.

In light of the above, this paper aims to assess the impact of quality management and internal control systems on academic institutions' performance, with a case study of a higher academic institute that has implemented ISO9001:2015 and an internal control system.. Overall, this paper contributes to the literature on the performance of academic institutions by providing insights into the role of quality management and internal control systems in enhancing their performance.

Academic Institutions (AI) play a crucial role in shaping the future of individuals and society as a whole. These institutions are responsible for providing quality education, conducting research, and producing innovative ideas that drive progress and development. The performance of educational institutions is, therefore, of great

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