

10.2.2026

Author

BUSCO, Carolina (DOONER, Cecilia; D'ALENCON, Andres)

Title

Universidad de Chile : self-assessment and its effects on university's management / Carolina Busco ; Cecilia Dooner ; Andrés d'Alencon

Publication year

2018

Source/Footnote

In: Higher education. - 75 (2018) 3, S. 431 - 447

Inventory number

46711

Keywords

Ausland : Chile : einzelne Hochschulen ; Qualitätssicherung ; Hochschule : Verwaltung allgemein

Abstract

This paper presents a brief approach to the results of a case study of a university within the Chilean higher education system, focusing on the effects of self-assessment on the university's management of undergraduate and postgraduate programs from 2011 to 2014. The research hypothesis is that the university's management, as a dependent variable, is impacted by self-assessment. The data gathering process was structured in three methodological steps: Step 1 considered the consistency analysis to evaluate the use of managerial language and visualize any consequences of planning documents after self-assessment. Step 2 involved the elaboration of a semi-structured interview that was applied to a sample of 12 key informants with the objective of encouraging qualitative categorization regarding the self-evaluation process and its effects. Step 3 entailed the construction of a questionnaire that would allow for a quantitative description. Several impacts have been reported analyzing the results from three main perspectives: organizational learning, cultural shift, and university and stakeholders. (HRK / Abstract übernommen) Busco, Caroline, E-Mail: carolina.busco@udp.cl