

AF 206

**AN EMPIRICAL STUDY ON THE EXTENT OF RELIABILITY OF
QUALITY ASSURANCE (QA) SYSTEM IN SRI LANKAN
UNIVERSITIES – STUDY BASED ON THE MANAGEMENT
FACULTIES IN SRI LANKAN UNIVERSITIES**

Abstract

The Quality Assurance (QA) system in Sri Lanka is to ensure quality, continuous development and efficient performance of Sri Lankan higher education institutions, and to gain the confidence of the community in universities graduates in accordance with internationally recognized evaluation mechanisms. Robert Kaplan and David Norton (1992) present the Balanced Scorecard (BSC) is widely used method to improve on an organizations performance both financial and non financial way. The purpose of this study is to evaluate reliability on performance in the Management Faculties in Sri Lankan Universities using Balanced Scorecard with comparison of the Quality Assurance information. The sample size consists of eleven universities out from fifteen and selected all Management Faculties in Sri Lankan Universities. The questionnaire was used to collect data from the department heads in each Management Faculties and the data published by the Quality Assurance and Accreditation Council (QAA). The data was analyzed using Statistical Package for Social Sciences (SPSS). The findings focus to enhance learning and growth activities in the entire Management Faculties in Sri Lankan Universities and Curriculum Design - Content and Review, Postgraduate Studies, Skills Development in the process of the QA system.

Keywords:

Balanced Scorecard (BSC), Quality Assurance (QA), Performance Evaluation (PE).