

Akkreditierungsagentur  
im Bereich Gesundheit und Soziales  
Accreditation Agency in Health and Social Sciences



## **Assessment Report**

**for the Application of  
Universitas Indonesia  
Faculty of Social and Political Sciences  
For the accreditation of the Master Study Program "Communication"  
Master of Social Sciences**

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**December 10, 2024**

## Table of Contents

1	Introduction.....	4
2	Information about the University .....	7
3	Overview .....	9
3.1	Procedure-related documents.....	9
3.2	Structural data of the study program .....	10
4	Expert Report .....	12
4.1	Program aims and their implementation.....	12
4.2	Structure of the study program.....	14
4.3	Admission and Feasibility .....	22
4.4	Examination system and transparency .....	24
4.5	Teaching staff and material equipment .....	27
4.6	Quality assurance.....	29
4.7	Gender equality and equal opportunities.....	32
5	Conclusion .....	34
6	Decision of the accreditation commission.....	35

## **1 Introduction**

The Accreditation Agency in Health and Social Sciences (AHPGS) is an interdisciplinary and multi-professional organization. Its mission is to evaluate Bachelor and Master programs in the fields of health and social sciences, as well as in related domains such as medicine or psychology. By conducting accreditation and recommendation procedures, the AHPGS contributes to the improvement of the overall quality of teaching and learning. However, the higher education institutions remain responsible for implementing the quality assurance recommendations made by the AHPGS.

The AHPGS is listed in the European Quality Assurance Register (EQAR) since 2009. Since 2004, the AHPGS has been a member of the European Consortium for Accreditation (ECA). In 2006, the AHPGS joined the European Association for Quality Assurance in Higher Education (ENQA). In 2009, the AHPGS also became a member of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE) and since 2012 a member of the Network of Central and Eastern European Quality Assurance Agencies in Higher Education (CEENQA). In 2023, the World Federation of Medical Education (WFME) recognized the AHPGS as an agency with recognition status for 10 years.

In carrying out accreditation procedures, the AHPGS follows the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). In the present case, the decision regarding the accreditation of the study program is carried out by the AHPGS Accreditation Commission based on the following accreditation criteria:

1. Program aims and their implementation
2. Structure of the study program
3. Admission and Feasibility
4. Examination System and Transparency
5. Teaching Staff and Material Equipment
6. Quality Assurance
7. Gender equality and equal opportunities

## **I. The University's application**

The AHPGS verifies the sufficiency of the documents submitted by the University, namely the Self-Evaluation Report and its corresponding annexes. These are to fulfil the assessment spheres as well as the AHPGS standards. With this information, the AHPGS produces a summary, which is to be approved by the University and subsequently made available for the expert group, together with all other documentation.

## **II. Written review**

The main documents are reviewed by the expert group assigned by the Accreditation Commission of AHPGS. This is done in order to verify the compliance of the study program with the applicable accreditation criteria. Consequently, the experts comprise a short summary regarding the study programs.

## **III. On-site visit (peer-review)**

The experts carry out a site visit at the University. During this visit, discussions are held with members of the University, which include University and department administration, degree program management, teachers, and students. These discussions provide the expert group with details about the study program beyond the written documents. The task of the experts during the site visit is to verify and evaluate the objectives of the program and its projected study results, its structure, staff, material resources, course of studies, methods of assessment (selection of students, assessment of achievements, students' support), as well as the program management (program administration, external assurance of study quality).

Following the site visit, the expert group evaluates the fulfillment of the criteria based on the results of the visit and the documents submitted by the HEI. This Assessment Report is based on the results of the visit, the written review of the study programs, and the documents submitted by the University. Finally, the Assessment Report is made available to the University for the opportunity to issue a response opinion.

The Assessment Report as well as the University's response opinion – together with the provided documents – is submitted to the Accreditation Commission of the AHPGS.

#### **IV. The AHPGS accreditation decision**

The Accreditation Commission of the AHPGS examines the documentation made available in the process of application, namely the University's self-evaluation report, its annexes, the Assessment Report, as well as the University's response opinion. These documents lay the basis for the decision of the Accreditation Commission of the AHPGS regarding the accreditation of the study program.

## **2 Information about the University**

Universitas Indonesia was established in 1950, initially comprising various faculties across multiple Indonesian cities. Over time, some faculties evolved into separate universities, while the core University expanded in Jakarta by adding more faculties and campuses. In 1987, the Campus in Depok was established, accommodating most faculties, while certain programs remained on the Salemba Campus.

As of 2023, the University has 36,051 active students, including 1,022 international students from 56 different countries.

The University counts fourteen faculties, one vocational school, and two schools (Environmental Sciences and Strategic and Global Studies), offering a total of 241 study programs. There are ongoing developments in terms of program offerings. The lecture activities are conducted on two campuses: Depok and Salemba. The Depok campus covers 320 hectares, with green spaces including lakes and urban forests.

Furthermore, the University has 214 research units covering various fields. The Research and Development Directorate implements a long-term roadmap (2015–2035) aimed at enhancing research management, establishing research centers, internationalizing journals and conferences, and increasing research funding and collaboration.

Currently, the University has a strong focus on advancing the sustainable development goals, technology development to become a Smart Campus, and actively participates in international higher education associations (SER 3.1.1).

### **Basic data of the faculty**

The Faculty of Social and Political Sciences (FSPS) at Universitas Indonesia was founded in 1959 as part of the Faculty of Law and Social Sciences. Over time, it developed into its own faculty with seven departments:

- Communication,
- International Relations,
- Politics,
- Sociology,
- Social Welfare,

- Criminology,
- Anthropology.

As of June 2023, there are 3,469 students enrolled in undergraduate and graduate programs across these departments. The following table provides a breakdown of the number of programs per faculty.

	Dept. Comm	Dept. IR	Dept. Socio	Dept. Politics	Dept. Crime	Dept. Social Welfare	Dept. Anthro
Programs	4	2	3	3	3	3	3

FSPS is committed to ongoing development, with a focus on increasing collaborations with academic and industry partners. This includes internationalization efforts through partnerships with universities abroad. The faculty also addresses social issues, e.g. by the establishment of the Sexual Violence Prevention and Handling Committee, and the development of a committee focused on student health (SER 3.2.1).

### 3 Overview

#### 3.1 Procedure-related documents

The Self-Evaluation Report for accreditation of the above-mentioned study programs (hereinafter the SER) of the Universitas Indonesia (hereinafter the University) was submitted to the Accreditation Agency in Health and Social Science (AHPGS) in electronic format on February 2, 2024. The decision regarding the accreditation of a study program is carried out by the Accreditation Commission of the AHPGS. The contract between the University and the AHPGS was signed on April 4, 2023.

On July 11, 2024, the AHPGS forwarded the open questions and explanatory notes (hereinafter OQ) pertaining to the application for accreditation for the study programs to the University. On July 22, 2024, the University submitted the answers to the open questions and explanatory notes (hereinafter AOQ) to the AHPGS in electronic format.

The application documentation submitted by the University follows the outline recommended by the AHPGS. Along with the application request towards accreditation of the Master study program "Communication", the following additional documents can be found in the application package (the documents submitted by the University are numbered in the following order for easier referencing):

Specific documents for the Master study program "Communication"

Annex	Description
1	Module Description
2	Teachers' CVs
3	Teaching Matrix
4	Curriculum
5	Master Thesis Guidelines

Alongside the study-program-specific documents, the following documents pertain to all study program submitted for external evaluation:

Annex	Description
A	UI Rector Regulation Code of Ethics
B	UI Regulations Regarding Students Attendance and Learning Activities.

C	List of Facilities and Infrastructures in Faculty of Humanities, Universitas Indonesia
D	Regulation of the Minister of Education and Culture Number 3 of 2020 regarding National Standards of Higher Education
E	Facilities for People with Disabilities
F	Example of Learning Mechanism and Resources using EMAS LMS
G	Indonesian Qualification Framework
H	Minister of Research, Technology, and Higher Education Regulation No. 62 in 2016 relating to the Quality Assurance System of University
I	Directorate-General-of-Higher-Education-Decree-No.-64_E_KPT_2020
J	Indonesian Regulations Regarding Learning Assistance for Student's with Disabilities
K	UI Circular Letter-Work from Home
L	UI Internal Quality Assurance System Guidelines
M	UI Rector Regulation No.14-2016 on The Administration of Bachelor Programs at UI

The application, the open questions (OQ) and the answers to the open questions (AOQ) as well as the additional documents build the basis for the present summary. The layout bears no significance, as it solely reflects the agreed standard between the AHPGS and the University.

### 3.2 Structural data of the study program

University	Universitas Indonesia
Faculty/Department	Faculty of Social and Political Sciences Department of Communication Sciences
Title of the study program	Communication
Degree awarded	Master of Social Sciences
Form of studies	Full-time
Organizational structure	Monday–Friday, from 08.00 am to 05:00 pm. Some classes are offered from 06:00-09:00 pm.
Language of Studies	Indonesian
Period of education	4 semesters
Credit Points (CP) according to the internal credit system	38 CP

Hours/CP	<table border="1"> <thead> <tr> <th>Methods of Learning</th> <th>Interactive &amp; Cooperative Learning (minimum SCUs)</th> <th>Structured Assignment (minimum SCUs)</th> <th>Independent Learning (minimum SCUs)</th> <th>Total Number of Sessions per Module</th> </tr> </thead> <tbody> <tr> <td>Lecture/seminar with interactive discussion</td> <td>50 minutes</td> <td>60 minutes</td> <td>60 minutes</td> <td>16 sessions</td> </tr> <tr> <td>Practice (e.g. internship in relevant industries)</td> <td></td> <td>170 minutes</td> <td></td> <td>16 sessions</td> </tr> </tbody> </table>						Methods of Learning	Interactive & Cooperative Learning (minimum SCUs)	Structured Assignment (minimum SCUs)	Independent Learning (minimum SCUs)	Total Number of Sessions per Module	Lecture/seminar with interactive discussion	50 minutes	60 minutes	60 minutes	16 sessions	Practice (e.g. internship in relevant industries)		170 minutes		16 sessions																											
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CP for the final paper	8 CP																																															
Launch date of the study program	1982																																															
First accreditation	n/a																																															
Time of admission	twice a year in February and July																																															
Number of available places on the program	100																																															
Number of enrolled students by now	572																																															
Tuition fees	USD 1,375 per semester																																															

Chart 1: Structural data of the study program

## **4 Expert Report**

The site visit was carried out on September 23-24, 2024, according to the previously agreed schedule. Representatives from the head office of the AHPGS accompanied the expert group.

The expert group met on September 22, 2024, for preliminary talks prior to the site visit. They discussed the submitted application documents and the results of the written evaluation as well as questions that had been raised prior. Furthermore, they prepared the plan for the site visit at the University.

During the site visit, the experts conducted discussions with the University management, representatives of the Faculty of Social and Political Sciences and Faculty of Humanities, the dean, vice deans and the teaching staff of the program "Communication", as well as with students currently studying in the program. Furthermore, they inspected the learning premises, such as lecture halls, classrooms, libraries, and computer rooms. Moreover, the experts had the opportunity to examine the equipment and the capacity of the laboratories.

The Assessment Report is structured in compliance with the "Standards and Guidelines for Quality Assurance in the European Higher Education Area" (ESG), established by the European Association for Quality Assurance in Higher Education (ENQA). The study program will be described and analyzed in a comprehensive manner below. The documents submitted by the University, the experts' feedback to the documents, the observations made during the site visit, the results of discussions with the representatives of the University, the Faculty of Social and Political Sciences and the Department of Communication serve as the foundation for the statements made in the Assessment Report.

### **4.1 Program aims and their implementation**

#### **Summary**

The Master program "Communication" (MPIC) aims to offer advanced education in communication sciences, incorporating the latest industry trends and academic research. Aligned with the University of Indonesia's mission, it emphasizes practical and theoretical knowledge relevant to communication industries. Through academic and practice-based publications, students tackle contemporary communication challenges, fostering innovative solutions. Furthermore, they engage in

community service, addressing communication needs from a multidisciplinary perspective.

The program's objective is to equip graduates with the skills to lead communication initiatives, both academically and practically, contributing to the field's advancement and addressing industry challenges effectively. Graduates are prepared for managerial roles, capable of working in communications teams and conducting interdisciplinary research to address communication issues comprehensively.

The following diagram showcases the objectives of the program:

- A. Clarify communication theory from various perspectives of communication that are inter- and multidisciplinary
- B. Design various types of communication research methods in accordance with the perspectives and paradigms used which are inter and multidisciplinary
- C. Solving problem in the field of communication studies and practical problems in the field of communication industry (Media Management, Corporate Communication, Political Communication, and Marketing Communication)
- D. Establish professionals who have theoretical and practical competencies in the field of communication studies and communication industry (Media Management, Corporate Communication, Political Communication, and Marketing Communication)
- E. Build communication values, principles, and ethics in the field of communication
- F. Solve problems that exist in society at the local, national and global levels using inter- and multidisciplinary approaches to communication

After completing the program, students will be:

- Capable of developing knowledge in Communication Sciences in professional practice through innovative research
- Capable of solving communication problems through an inter- or multidisciplinary approach

Based on the 2020 tracer study report, many graduate of the academic year of 2018–2019 secured positions in government institutions, state-owned enterprises, and national private companies, with some also employed in foreign private firms and NGOs (SER 1.4.2).

## **Judgement**

The experts inquire about the long-term goal of international accreditation of the study program and internationalization in general. The University describes internationalization as one of the main goals of Universitas Indonesia. The current Ministry of Education encourages universities to expand their international activities. The goal is to create collaborations in research and teaching with leading international universities, attract more international students and lecturers, and to offer more mobility programs. According to the University management, the Faculty of Social and Political Sciences plays a pivotal role in this transformation process as one of the oldest faculties at UI.

From the experts' point of view, the Master study program "Communication" focuses on specific qualification objectives. These objectives cover professional and interdisciplinary aspects and particularly refer to the domain of academic competences, competences necessary for a qualified employment, skills of social commitment and personal development.

The experts highly appreciate the development of competencies from the bachelor's to the doctoral level. It shows the importance of the Department of Communication Sciences within the University.

Furthermore, both the University and the graduates of the study program convey that the career opportunities are good, and the acquired competences are relevant for the labor market.

## **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## **4.2 Structure of the study program**

### **Summary**

The program comprises a total of 36 modules. The study modules are divided into compulsory modules and elective modules (Annex 4). All students are required to complete six compulsory modules (18 CP) and two graduation requirements, namely scientific publication and thesis (6 CP). Additionally, four elective modules

are mandatory (3 CP each). Elective modules are available in the following concentrations:

- Communication studies
- Digital media management
- Corporate communication
- Marketing communication
- Political communication

### Compulsory courses

n	Course Name	Semester	Credits
1	Perspectives and Studies of Media	1	3
2	Perspectives and Theories of Communication	1	3
3	Perspectives on Communication Philosophy and Ethics	1	3
4	Advanced Communication Research Methodology 1	1	3
5	Advanced Communication Research Methodology 2	2	3
6	Perspectives on Industry and Communication Technology	2	3
7	Scientific Publications		2
8	Thesis		6
	<b>Total</b>		<b>26</b>

### Concentration – Communication studies (students elect 4 courses)

Num	Course Name	Semester	Credits
1	Seminar on Cultural and Media Studies	1	3
2	Seminar on Media Political Economy	1	3
3	Seminar on Media and Identity	1	3

4	Seminar on Media in Postmodernism	2	3
5	Seminar on Cultural Industry	2	3
6	Seminar on Media Text Analysis	2	3
7	Seminar on Critical Theories	2	3
8	Seminar on Digital Media and Social Construction	1	
9	Perspectives on intercultural communication	2	3
	Total (students choose 4)		12

**Concentration – Digital Media (students elect 4 courses)**

Num	Course Name	Semester	Credits
1	Digital Media Theory	2	3
2	Digital Media Economy	3	3
3	Digital Media and Digital Culture	2	3
4	Digital Media Research	3	3
	Total (students choose 4)		12

**Concentration – Marketing Communication (students elect 4 courses)**

Num	Course Name	Semester	Credits
1	Perspectives of Marketing Communication Theory	2	3
2	Digital Marketing Planning and Strategy	2	3
3	Digital Marketing Communication Management	3	3
4	Digital Communication Program Planning and Evaluation	3	3
	Total (students choose 4)		12

**Concentration – Corporate Communication (students elect 4 courses)**

Num	Course Name	Semester	Credits
1	Perspectives on Organization Theory and Communication Management	2	3
2	Seminar on Digital Public Relations Management	2	3
3	Managerial Economics of Communication Industry	3	3
4	Crisis Communication Management	3	3
5	Public Sector Communication	2	3
6	Government Crisis Communication Management	3	3
7	Public Sector Digital Communication Strategy	2	3
	Total (students choose 4)		12

**Concentration – Political Communication (students elect 4 courses)**

Num	Course Name	Semester	Credits
1	Digital Media and Voting Behavior	3	3
2	Political Digital Marketing	3	3
3	Digital Media and the Dynamics of Political Power	2	3
4	Political Communication Ethics	2	3
	Total		12

The module descriptions/catalog covers the following aspects:

Module name and code; semester; credit points; language of instruction; typology (mandatory or optional); total workload and breakdown of hours (class, seminar and individual study hours); condition for participation, learning outcomes and

qualification objectives, module syllabus and course content with hourly breakdown per topic, typology of examination, module bibliography.

The structure of the program begins with compulsory courses in the first term followed by elective courses based on concentration in the second and subsequent terms. Students select concentrations based on their preferred field of thesis study. As a prerequisite for graduation, students are required to publish journal articles and pass the thesis exam (SER 1.3.4).

The following teaching methods are applied throughout all the courses of the program as part of the Active Learning Education Methods at the University:

- **Interactive learning:** Course lecturers provide materials, which have been determined at the beginning of the lecture. Students are encouraged to actively participate in the learning process through analysis, synthesis, and evaluation of material in discussions and/or writing. The application of this concept includes the organization of guest or public lectures that present speakers from various institutions from the private and public spheres
- **Student-centered learning:** Cooperative and collaborative learning are applications of student-centered learning. Students are encouraged to interact actively and require group cooperation. Course teachers can apply learning strategies in the form of role-playing, think–pair–share in which students in groups seek answers through active discussions, case-based discussions, jigsaw methods, and experiential learning.
- **Problem-based learning:** This learning model encourages students to train their problem-solving capacity by thinking actively about the solution to a real problem in the context of everyday life. Its application includes the establishment of independent learning or research for students as a final project, which is a prerequisite for graduation (i.e., publication of journal articles and thesis). Lecturers act as supervisors in the completion of this task.
- **Experiential learning:** The application of this concept includes encouraging students to participate in seminars, conferences, and talk shows as well as internships. Students can attend seminars, talk shows, or any conference at the national or international level as well as internships. This learning process facilitates students to obtain concrete experience, reflective observation, abstract conceptualization, and active experimentation of knowledge in institutions, companies, or other organizations and develop knowledge based on observation and analysis (SER 1.2.4).

The Master's program "Communication" utilizes a range of platforms to facilitate both offline and online learning and teaching activities. These platforms are primarily online applications provided by the University of Indonesia.

These platforms include the e-Learning Management System (<https://emas.ui.ac.id/>), offering both asynchronous and synchronous features such as assignments, discussion forums, quizzes, and monitoring of student activity. The Academic Information System-New Generation (SIAK-NG) serves for asynchronous monitoring of student activity and achievements, along with administrative purposes. Synchronous teaching via video conferences is conducted through Microsoft Teams, Google Meet, and Zoom, complemented by additional resources available through the UI Library and Google Forms for quizzes (SER 1.2.5).

The program offers trainings, internships, and certifications, alongside its teaching curriculum. Such activities are optional and are aimed at producing competent public communication professionals aligned with program goals.

Specifically, internships, especially in public relations and policy, are emphasized to enhance students' strategic, tactical, and technical PR skills. International PR consultants and institutions are involved, providing opportunities for mentorship and theoretical application in real-world scenarios. The internship spans approximately 40 days and encourages students to compile output data in a report.

The program emphasizes internationalization through consistent use of English in courses, integration of guest lectures from renowned partner universities, and active participation of students in international conferences. Partner institutions include the University of Queensland, Curtin University, University of Michigan, Oxford University, Colorado State University, and Universite Le Havre Normandie. The program conducts benchmarking with partner universities to ensure curriculum alignment and is preparing for a joint degree program with the University of Queensland at the Master's level. Lists of guest lecturers and student participants in international conferences are available for reference (SER 1.2.8).

The program collaborates with multiple universities and foreign partner institutions, facilitating student networking opportunities. Students have the option to participate in various mobility activities listed on the University of Indonesia's International Office website or other sources such as ministries and cultural centers of Indonesian partner countries. Participation in exchange programs with foreign

universities, whether tied by MoUs or not, is available to program students, detailed in the List of Student Exchange. Moreover, the Department of Communication Sciences is a member of the International Association for Media and Communication Research (IAMCR) and the Asian Media Information and Communication Center (AMIC), enabling access to international networks, participation in conferences, and fostering future joint research activities (SER 1.2.9).

In terms of mobility, the number of students at the program from 2019 to 2023 is 127 for incoming student and 432 for outgoing students.

The program integrates research following the University of Indonesia's Rector's Decision No. 2477/SK/R/UI/2019 on research-based learning (PBR) guidelines. The program aims to develop globally competitive human resources while preserving Indonesian cultural values. Research is incorporated into various courses including literature reviews, research proposals, and thesis writing.

Research outputs are evaluated as part of course assessments, and a research-based learning matrix details its distribution. Additionally, students independently conduct research and publications with guidance from lecturers, outlined in the list of publications.

The thesis writing process involves proposal submission, supervisor appointment, seminars, guidance, and final examination (SER 1.2.7).

### **Judgement**

The Master study program "Communication" has a course-based structure and a course-related examination system. Descriptions of the courses are embedded within the module descriptions. The module descriptions contain general information on the module like name, number, semester, credits, hours, language and examination type, contents of the module, learning outcomes, and the type of teaching.

The combination and succession of the study program modules are consistent with the specified qualification objectives (described earlier). The study program has a strong orientation towards the requirements of the labor market, which ensures students a good start to their careers. It is assured that students receive the support and guidance they need for the organization and accomplishment of assignments and the learning process in general.

The internship in the programs isn't mandatory, yet many students report on site that they use the opportunity to complete a voluntary internship. Students are supported in their search for an internship by the University, which the experts welcome.

The study program contains mandatory credits based on government requirements. However, the experts commended the elective modules and specializations in the study program. The Master's program offers students the opportunity to gain in-depth knowledge and further expand their research activities. The study program further offers a class for working students, which allows more flexibility. The lectures are held in the evening, after the students are done with their jobs. The experts appreciate this flexibility and opportunity for working students.

The experts further inquire about the requirement to publish journal articles as a prerequisite for graduation. Students report on site, that it is difficult to publish articles during the course of study and as a requirement for the final assessment. According to the University, this requirement is set by the Indonesian Ministry of Education. Students are, for example, supported by a writing clinic. The experts also recommend offering smaller research projects during the course of study, which can then lead to publications.

The internationalization of the University and the study program is also discussed. The International Office is already working to expand the internationalization efforts through a range of different ways. Furthermore, the University as a whole has already established connections to a number of other universities. Yet, the Faculty of Social and Political Sciences should continue their efforts and create more options for mobility for students and teaching staff. An important issue here would be to ensure that tuition fees are waived at the partner university through agreements. The experts support the measures that are already in place and encourage the University to further expand the efforts. The experts recommend that the University develop an internationalization concept with strategies for the individual faculties.

Another way to improve the internationalization of teaching is through joint international research collaboration. The motivated teaching staff should be encouraged and supported by financing conference trips, rewarding internationally visible research or inviting foreign researchers to visit.

The experts acknowledge the detailed course files with its contents and aims, which allows a high level of transparency. In the experts' opinion, the structure of the curriculum seems to make the workload manageable.

### **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## **4.3 Admission and Feasibility**

### **Summary**

Based on the Regulation of the Minister of Education and Culture Number 6 of 2020 and the Rector's Regulation of the University of Indonesia Number 5 of 2021, registering for the Master program in Communication can be conducted by participating in an admission test by the University of Indonesia (SIMAK UI).

The requisite to apply for the program are a minimum GPA of 3.00 in the Bachelor program, a minimum score of 500 in the academic potential test and a minimum score of 6 in the English IELTS exam.

The University offers student support in academic issues, mental health, physical health, and sexual violence. Academic advisors assist students in study planning, developing good study attitudes and discussing study-related issues. Furthermore, there is counselling for mental health divided into urgent and non-urgent issues. Students with health issues are supported through the University of Indonesia Hospital, which is located at the campus in Depok. The program offers a comprehensive support system for enrolled students (SER 1.6.8). For research assistance, the program offers a mentoring program focusing on publication and thesis writing, led by young faculty members with set consultation hours.

Registration at UI follows three procedures outlined in Regulation No. 46 of 2017, catering to general registration, special assistance for students with disabilities, and affirmation. While requirements align with general entrance selection, methods and evaluations are adjusted to accommodate diverse needs without compromising selection quality. UI and FSPS prioritize infrastructure development to enhance accessibility, ensuring students with disabilities and chronic diseases can attend classes (SER 1.5.2).

Credit transfer in the Master's program in Communication is possible based on the UI Rector's Regulation No. 5 of 2021 concerning the Refreshment of Master programs at the University of Indonesia in Chapter X Article 29. Students can apply for credit transfer for courses obtained from other study programs within the University or between accredited universities such as student exchange programs, educational programs that have been attended previously, and other programs recognized by the University (SER 1.5.3).

### **Judgement**

The admission policies and procedures along with the requirements are properly documented and made publicly available. The experts determine the admission procedures and requirements to be appropriate, as they correspond to the standards of the study program.

The experts draw attention to the relatively high number of exams to be passed during the study program. The University states that the system of midterm and final exams is determined by the government. In order to prepare students for the level of difficulty and volume of exams, the type as well as the time of the different examinations are defined and communicated to the students transparently at the beginning of each course. The experts confirm that the University takes good measures to guarantee the feasibility of the study programs despite the high workload. The organization of the education process ensures the successful implementation of the study program. The experts appreciate the fact that students with disabilities or chronic illness are offered compensatory measures when writing exams, such as extra time or writing the exam in another room.

On site, it became obvious that the teaching staff is very present for their students. In the first week of each year, students undergo an orientation, including general information on the different departments and available support services. An academic advisor is responsible for a small number of students with the beginning of each semester. Students are supported through advisors, course coordinators or personal tutors with their registration process, selecting a study program, financial and personal issues and their performance during the semester. Support systems regarding physical and mental health are also available. The students report on site that they feel well-supported.

The experts find the support services at the University to be exemplary and conducive to the health and success of the student body.

## Decision

From the experts' point of view, the requirements of this criterion are fulfilled.

### 4.4 Examination system and transparency

#### Summary

Throughout the study program, mid-semester exams are held on the eighth week of each semester (duration 1-2 weeks); final semester exams are held at the end of the semester (week 16).

The following table summarizes the typology of exams set throughout the program:

Term	Number of Courses	Number of Credits	Exam Type	
1	5	15	Presentations, quizzes, group discussions, critical literature review, individual research papers, research design papers, and posters	The midterm exam is conducted in the eighth session, while the final term exam is conducted at the 16 <sup>th</sup> session.  Essay exam, oral presentation, and discussion tasks are regularly conducted in class.
2	4	12	Presentations, quizzes, group discussions, critical literature review, individual research papers, research design papers, and posters	
3	2	5	Presentations, quizzes, group discussions, critical literature review, individual research papers, and scientific publications	
4	1	6	Thesis trial exam	

The grading scores are categorized as follows:

<b>Score</b>	<b>Min</b>	<b>Max</b>
A	85	100
A-	80	85
B+	75	80
B	70	75
B-	65	70
C+	60	65
C	55	60
D	40	55
E	0	40

The passing grade for each course is a C or 55, whereas for the thesis the minimum grade is B or 75.

The policy on exam repeatability does not include repeat tests but allows make-up tests for cases of illness or other force majeure events. According to the University, this policy is designed to accommodate unforeseen circumstances, ensuring students have a fair chance to demonstrate their knowledge while maintaining academic standards. Students must provide proper documentation and promptly communicate with program coordinators to arrange make-up tests within a reasonable timeframe.

The program complies with regulations concerning accommodations for students with disabilities, as outlined by the University of Indonesia's Rector and the Ministry of Research, Technology and Higher Education of the Republic of Indonesia. This includes accommodations for exams and evaluations, as well as aptitude assessment procedures. Activities are adjusted in terms of material, media/tools, and evaluations based on student needs.

### **Judgement**

The University uses a continuous assessment process to ensure the quality of education for its students. This is achieved by evaluating the performance of the students through a series of exams and quizzes that are scheduled during the academic semester as midterm and final exams. The study program has a course-related examination system. Its implementation, including the grading system, course load regulations, repetition of courses and exams is regulated and transparent for the students. From the experts' point of view, the examination serves

to determine whether the envisaged qualification objectives have been achieved. These examinations are focused on students' knowledge and competences.

The transparent information of examination methods and of the examination schedule at the beginning of each term makes the high number of assessments during and at the end of each semester manageable. According to the University, an examination can only be repeated under certain circumstance like severe illness or health conditions. The experts recommend changing the regulation on the repeatability of exams. Students should have the opportunity to repeat an exam in case of failure in the first try or personal issues.

The experts conclude that the examinations serve to determine whether the envisaged qualification objectives have been achieved or not, and are focused on students' knowledge.

The requirements to students' performance in examinations are regulated and published in the module descriptions. The frequency of examinations, as well as their organizations, is appropriate. The University has developed a Disability Service Unit. As the University states, teaching and learning activities in the form of materials, media/tools used and evaluations are adjusted according to the needs of the particular student. Aptitude assessments are done by examinations with special assistance and/or equivalent alternatives and/or extra exam time. Therefore, the University guarantees that students with disabilities or chronic illnesses receive compensation, as well as all final and course-related performance records.

The University ensures that information about its activities, particularly the programs it offers, is easily accessible to prospective and current students, graduates, other stakeholders and the public. The published information includes detailed insights into the selection criteria for programs, intended learning outcomes, qualifications awarded, and the procedures employed for teaching, learning, and assessment. Furthermore, pass rates and available learning opportunities to students, as well as graduate employment information, are shared.

The experts note that the English website is lacking some information. The experts recommend updating the English website with all necessary information for students, teaching staff and others.

## **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## 4.5 Teaching staff and material equipment

### Summary

The Master program in Communication employs 22 lecturers, out of which 16 are full-time and 6 are part-time lecturer. 13% of the module are taught by professors, 32% by associate professors, 38% by assistant professors, 6% by lecturers and 8% by practitioners (SER 2.1.1).

Currently, the program does not have adjunct professors, but regularly hosts guest lectures from partner universities. Additionally, practitioners contribute to teaching alongside academic staff. In terms of faculty-student ratio, with 22 lecturers and 258 active students, the ratio stands at 1:11.

The recruitment process for teaching staff follows two channels outlined in PR UI Number 33 of 2018. One channel is through the University of Indonesia, while the other involves the selection of Civil Service employees as per the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 27 of 2021. Selection criteria include administration, field competence, psychology, and other specified criteria. The placement of teaching staff is determined based on departmental needs and expertise.

The program is equipped with various facilities at both the Salemba Jakarta Campus and the Depok Campus. At the Salemba Jakarta Campus, there is one library, four classrooms, and a common room available for students' use. Additionally, the Communication Building at the Depok Campus provides facilities such as an auditorium, four classrooms, and discussion rooms for seminars and lectures. Moreover, students have access to radio, audiovisual, and computer laboratories within the Department of Communication Sciences. They can also utilize study rooms and libraries at the Miriam Budiarjo Resource Center (MBRC) and the Central Library of the University of Indonesia in Depok.

The library of communication sciences has a total of 2,040 books consisting of 1,069 compulsory books and 971 non-compulsory books. The journal collection consists of 143 periodical journals. Books related to communication sciences and other topics can be accessed at the MBRC and the Central Library of the University of Indonesia. Students can use the digital library services of the MBRC.

Currently, the Central Library of the University of Indonesia subscribes to e-books, databases of reputable international journals, international proceedings,

internationally indexed dissertations and thesis, learning videos, and other digital sources (SER 2.3.1). The libraries are open 8-19 on weekdays and 9-16 on weekends.

The Computer Laboratory is equipped with 50 computers to aid the teaching-learning process, available to both students and lecturers during specified hours. Internet access is also provided across the program's premises to support learning outside classrooms (SER 2.3.3).

### **Judgement**

The experts find the amount of human resources allocated to the program to be sufficient to carry out its functions. The teaching staff is well qualified and in possession of academic and technical credentials and experience adequate to their tasks. The experts also welcome the involvement of practitioners as teaching staff.

The University informs its employees about opportunities for personal and professional development transparently and actively encourages their participation in workshops, training courses and conferences intended to improve their abilities, which is confirmed during the talks with the staff on site. The staff also describes that they can, for example, receive training to improve their e-learning competences, which the experts positively acknowledge. New teaching staff is thoroughly briefed about the program and their teaching responsibilities before they start their work. Students evaluate the performance of all teaching and other staff periodically.

Overall, the teaching and academic staff at Universitas Indonesia shows a very high level of commitment and potential for the execution as well as further development of the study program they are responsible for. The experts conclude that there is a strong corporate identity and positive group dynamics among the University and the faculty administration. The experts recommend expanding the financial support by the University to enable the teaching staff to attend national and international conferences and research meetings.

The experts visited the premises of the Department of Communication Sciences, where the skills labs of the "Communication" study programs are located. For example, the University has a TV studio where various programs for streaming services are recorded. Students are able to learn technical skills like recording and

cutting but also skills such as moderation or camera work. The studio is equipped with all relevant devices. From the experts' point of view, the quality of the premises used to train students in the program are good.

As a whole, it was ascertained by the experts that the Master study program "Communication" has ample teaching facilities at its disposals.

### **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## **4.6 Quality assurance**

### **Summary**

The University has established an internal quality assurance system in accordance with the Regulation of the Rector No. 009 of 2016 and the 2017 UI SPMI Guidebook (for more information see Annex L „internal quality assurance system“). This system is part of the University's broader educational quality assurance framework aimed at enhancing the implementation of higher education. On the University level, quality assurance is overseen by the Academic Quality Assurance Agency (BPMA), while on the faculty level, it is reinforced through the Academic Quality Assurance Unit (UPMA) and the Accreditation Data Office (KDA) of the FISIP. Coordination between these entities ensures effective quality assurance processes (SER 1.6.1).

Internal evaluations to the study program include Semester Internal Evaluation (EVISEM), Annual Internal Evaluation (EVITAH), Evaluation of Lecturers by Students (EDOM), Learning Monitoring and Evaluation (MEP), and Academic Internal Audit (AIA).

The EVISEM and EVITAH evaluations assess study program achievements and performance data on a semester and annual basis, respectively, through an online platform.

EDOM allows students to evaluate lecturers and courses at the end of each semester, covering aspects such as syllabus, teaching techniques, and assessment schemes.

MEP ensures the alignment between program plans and their implementation, evaluating teaching activities delivered online, offline, and in blended formats.

AIA evaluates study programs based on learning, research, and community service indicators to meet national higher education standards.

Efforts to maintain internal quality assurance include meetings of department heads, departmental general meetings, and coordination meetings for course teaching teams. These meetings facilitate discussions to improve the quality of teaching and ensure alignment with the overall quality assurance measures of the University (SER 1.6.2).

Input on evaluation comes from:

- Lecturers in the department
- University and faculty heads
- Through student consultations and student evaluations of modules
- The Ministry of Education
- The Indonesian Association of International Relations Experts
- Alumni through tracer studies (SER 1.6.3).

The University has a tracer study in place to follow graduates' professional experiences. The study is administered by the Directorate of Graduate Career Development and UI Alumni Relations through online questionnaires distributed via WhatsApp and email to alumni within one year of graduation. The tracer study encompasses the entire UI alumni population, including various academic programs (1.6.4).

The department solicits feedback from both students and lecturers to assess student workload. Students evaluate workload through the lecturer evaluation scheme and questionnaires distributed by lecturers at semester's end. The results inform adjustments for the following academic year. Lecturers evaluate workload by discussing student achievements at study program level meetings held before each new semester.

Academic Year	Number of Applicants			Number of enrolled Students			Number of Graduates		
	Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
2020/21	179	338	517	48	87	135	40	71	111
2021/22	210	405	615	29	72	101	32	61	93
2022/23	133	255	388	31	86	117	30	81	111
2023/24	115	253	368	34	60	94	11	39	50

### Judgement

From the experts' point of view, the University has a well-structured system of quality assurance spread across all of its unit. The University has developed and documented a concept of quality assurance in the education process, teaching and research, which serves as the basis for the quality-oriented development and implementation of the study program "Communication".

According to the University, the quality assurance mechanisms are a bottom-up process. To build the awareness and responsibilities is the important part in creating a quality culture.

The University consistently monitors and periodically reviews its programs to ensure alignment with established objectives, responsiveness to the evolving needs of students and society, and the facilitation of continuous program improvement. These systematic reviews are integral to the University's commitment to maintaining the relevance of study programs and fostering a supportive and effective learning environment for students. The evaluation process encompasses various aspects, including the regular examination of program content in light of the latest research in the discipline, consideration of changing societal needs, assessment of student workload, progression, and completion rates, evaluation of the effectiveness of procedures for student assessment, collection of feedback on student expectations, needs, and satisfaction regarding the program, and examination of the suitability of the learning environment and support services for the program's objectives.

The University possess a robust data collection system and gathers comprehensive data on its study programs and other activities. The information gathered depends

to some extent on the type and mission of the University. Various Key Performance Indicators (KPIs) are captured by the institution. According to the University, the ISO certification will be implemented next year. A range of information regarding study programs and activities is consistently captured by the University. Student progression, success rates, and dropout rates are inherent considerations in the institution's analytical processes. With an established feedback mechanism, the University regularly measures student satisfaction with their programs, the learning resources and the available student support. The University also actively tracks and analyzes the career paths of its graduates. The institution seamlessly integrates the collected information into its existing internal quality assurance system. Mechanisms are in place to ensure that the perspectives of students and staff are considered in decision-making processes.

Regular program reviews and revisions are conducted, actively involving students and other stakeholders in the process. The information collected from these reviews undergoes analysis and program adaptations are made to ensure the program is up-to-date. Any actions planned or taken as a result of these reviews are communicated to all relevant stakeholders. Furthermore, the University ensures the publication of revised program specifications, fostering transparency and keeping stakeholders informed of changes resulting from the systematic review process.

### **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## **4.7 Gender equality and equal opportunities**

### **Summary**

UI upholds gender equality and non-discrimination principles, as outlined in Regulation No. 0883 of 2011. Student selection is based solely on academic merit. Upholding the principle of justice, UI ensures equal opportunities and treatment for all individuals, irrespective of race, ethnicity, religion, political views, gender, marital status, age, disability, or sexual orientation. To foster equitable opportunities, UI implements affirmative programs for students from underdeveloped regions and offers scholarships such as the KNB Scholarship for students from developing countries (SER 1.6.9).

In supporting students with disabilities or chronic illnesses, UI is dedicated to providing tailored assistance to ensure effective learning. This commitment extends to offering sign language classes and adhering to technical guidelines outlined in the Regulation of the Minister of Research, Technology, and Higher Education No. 46/2017 (SER 1.6.10). Annex E provides further information on learning assistance for students with disabilities.

### **Judgement**

The University demonstrates its commitment to the provision of equal opportunities for all students and shows openness for diversity and social development. Overall, the experts conclude that the University's actions on the provision of gender equality and promotion of equal opportunities for students with particular living circumstances are implemented in a transparent manner.

### **Decision**

From the experts' point of view, the requirements of this criterion are fulfilled.

## 5 Conclusion

The experts sum up that the overall impression of Universitas Indonesia is very positive. The experts were impressed by the engagement and commitment of the staff as well as the students. The University presents itself convincingly as an open-minded and dynamic institution with a willingness to import new ideas and recommendations for further enhancement.

The Master's program is a good opportunity for further qualification in the field of communication science. The Master's program serves as a bridge between the bachelor's and PhD program. It also shows the importance of the Department of Communication Sciences within the University.

Based on the information from written documents and the results of the site visit, the experts came to the conclusion that the Master's study program "Communication" offered at the Universitas Indonesia fulfills the above-described criteria. Hence, the experts recommended that the Accreditation Commission of AHPGS make a positive decision regarding the accreditation of the study program.

For the continuous development of the study program, the experts have outlined the following recommendations:

- Smaller research projects during the course of study, which can then lead to publications should be offered
- The Faculty of Social and Political Sciences should continue their efforts in internationalization and create more options for mobility for students and teaching staff.
- An internationalization concept with strategies for the individual faculties should be developed.
- Motivated teaching staff should be encouraged and supported by financing conference trips, rewarding internationally visible research or inviting foreign researchers to visit.
- Regulations on the repeatability of exams should be changed. Students should have the opportunity to repeat an exam in case of failure in the first try or personal issues.
- The English website with all necessary information for students, teaching staff and others should be updated.

## **6 Decision of the accreditation commission**

### **Decision of the accreditation commission December 10, 2024**

This resolution of the Accreditation Commission of the AHPGS is based on the University's application, as well as the expert review and the site visit covered in the Assessment Report.

The site visit of the University took place on September 23-24, 2024, according to the previously agreed-upon schedule.

The accreditation procedure is structured according to the Accreditation Criteria developed by the AHPGS. The Accreditation Criteria are developed by the AHPGS in close accordance with the existing criteria and requirements valid in the Federal Republic of Germany and based on the "Standards and Guidelines for Quality Assurance in the European Higher Education Area" (ESG), established by the European Association for Quality Assurance in Higher Education (ENQA).

The Accreditation Commission of the AHPGS discussed the procedural documents and the vote of the expert group regarding the Assessment Report.

The Master study program requires the obtainment of 38 credit points according to internal credit system. The regulated study period in the program "Communication" is two years. The study program comprises 36 modules, consisting of compulsory and elective modules. Students are required to complete six compulsory modules and two graduation requirements, namely a scientific publication and the thesis. The language of instruction is Indonesian. The Master study program "Communication" is completed with awarding of the academic degree "Master of Social Sciences". Admission takes place twice a year. The first cohort of students was admitted to the study program in the academic year 1982/1983.

The Accreditation Commission of the AHPGS considers that all Accreditation Criteria are fulfilled and adopts the following decision:

The Master study program "Communication" is accredited for the duration of five years until September 30, 2030.

For further development and enhancement of the study program, as well as of the University as a whole, the Accreditation Commission of the AHPGS supports the recommendation articulated in the Assessment Report.

The Accreditation Commissions also recommends to supplement the regulations with standardized provisions for repeat examinations.