

Quality Assurance Practices and Institutional Effectiveness: A Case Study of Higher Education Institutions of Bangladesh

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5

DOI: <https://doi.org/10.62206/sajm.33.2.2026.7-23>

Abstract

This paper examines the adoption of Quality Assurance (QA) mechanisms in Higher Education Institutions (HEIs) under a developing nation scenario, and how it is affected by institutional forces. Based on institutional theory, the study highlights the importance of coercive, mimetic and normative pressures on the adoption of QA. Driven by stakeholders and regulators like University Grants Commission (UGC) and Bangladesh Accreditation Council (BAC), coercive pressures have led to curriculum revision, and enhancement in research and in institutional QA mechanisms. Mimetic pressures are born of competition and uncertainty; normative ones reflect leadership support and training. Results indicate that QA contributed to improvements in stakeholder satisfaction, employability, institutional prestige and process efficiency. The research makes an important contribution to quality management and developing-country literature by relating institutional pressures to QA outcomes in HEIs. Further research is needed to validate the findings in different contexts.

Key Words

Case study, Developing country, Higher education institutions, Institutional pressures, Quality assurance practices

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