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# Digitalizing Institutional Quality Assurance: An Empirical Study on the Effectiveness of the Q-CORE Platform in a TVET Environment

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## Abstract

*Institutional quality assurance (QA) in Technical and Vocational Education and Training (TVET) often faces critical challenges related to information fragmentation and the inefficiency of decentralized documentation. This study evaluates the effectiveness of Q-CORE, a centralized digital platform designed to streamline QA documentation and enhance audit readiness at a Pasir Gudang Community College. Grounded in the Technology Acceptance Model (TAM) and Cognitive Load Theory, this research examines the impact of the platform on administrative efficiency and user experience among vocational educators. A quantitative survey was conducted involving a purposive sample of 30 academic and administrative staff, utilizing a 15-item instrument adapted from validated TAM constructs and cognitive load measures. Data were analysed using descriptive statistics to determine the mean scores for Perceived Usefulness (PU), Perceived Ease of Use (PEOU), and Cognitive Load reduction. The findings indicate an exceptionally high level of acceptance, with the platform's role as a "Single Source of Truth" (SSOT) recording the highest impact on productivity. Specifically, the integration of "single-click" navigation significantly improved information retrievability while reducing "search friction" compared to traditional, fragmented social media-based communication channels like WhatsApp. Furthermore, the results suggest that reducing extrinsic cognitive load through centralized digital gateways mitigates technostress among staff. This study contributes to the digital transformation discourse in TVET governance by providing an empirical framework for assessing specialized QA management systems, offering a scalable model for institutionalizing digital quality ecosystems in the post-pandemic administrative landscape.*

**Keywords :** Cognitive Load; Digital Transformation Quality Assurance; Q-CORE ; Technology Acceptance Model (TAM)

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