

The impact of quality of service on institutional quality in universities: Empirical evidence from Chile El impacto de la calidad del servicio sobre la calidad institucional en las universidades: Evidencia empírica desde Chile

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This paper explores the relationship between the quality of university educational services and institutional quality. For this purpose, a conceptual framework that links quality of service with the university quality is developed. Subsequently, the relevance of the hypothesis is analyzed and a sample of 33 universities that have participated in accreditation processes for higher education in Chile is studied. Results show that the quality of the educational service has an explanatory power of 22% of the institutional quality in the case of Chilean universities. Accordingly, it is concluded that the educational quality service of the universities is a constituent and determinant element of the quality assurance of tertiary education institutions.