Academic Information System Management to Improve Quality Student Services

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Abstract

This dissertation research is motivated by the problem of weak servers often going down if the website provided when accessed cannot be opened due to internet network problems (errors), slow input of grades from course lecturers into the academic portal system according to the time given, taking student study plans (KRS), there are still students who do not fill in the KRS at the specified time, the KHS (Study Result Card) does not come out when the KRS registration time has arrived, students cannot take semester courses, the reference is the previous semester's KHS, an alternative is for students to be able to fill in the KRS during registration, students forget their password, so students have to go to the operator directly to be able to open it again, human resources are still not optimal in providing information to students about academics, learning facilities and infrastructure, the quality of some lecturers is still low and the effectiveness of education in general is still lacking. The aim of this research is to obtain an overview and analysis of academic information system management in improving the quality of student services. This is in line with the opinion of Henry Fayol who said that management is a process consisting of activities for planning, organizing, directing, coordinating and controlling. The method used is a case study method with a qualitative approach. Results of research on academic information system management in improving the quality of student services in the form of online and offline campus academic administration. In conclusion, academic information system management in improving the quality of student services has been implemented objectively, measurably, transparently and accountably and academic information system management policies in improving the quality of student services have fulfilled the principles of planning, organizing, coordinating. and control (controlling) and has implemented quality principles and culture both factually, conceptually, contextually and value-based, although in its implementation there are still several obstacles.

Keywords: Academic Information System Management, Quality, Student Services

Introduction

In my opinion, higher education information system management is based on the processing of campus data and information for the interests of the academic community and the interests of third parties (government and public). Academic information system management was created for the higher education system in Indonesia, by following developments in government regulations and policies in higher education. One of them is the quarterly reporting (Forlap PDDikti) of universities and has a data export feature to the database format used by Dikti in reporting PDDikti. Problems are currently occurring because academic and non-academic management is not yet optimal and is made worse by not yet optimal concern for families, communities and stakeholders so that The essence of the problem formulation in this research is the management of academic information systems in improving the quality of student services.

Management is processing data from a process consisting of planning, organizing, staffing, leading, coordinating and controlling (Henry Fayol 2017:37). System Academic information (Siakad) is software used to present information and organize administration related to academic activities. By using software like this, it is hoped that academic administration activities can be managed well and the necessary information can be obtained easily and quickly. Quality is conformity with what is required or standardized. In simple terms, a product is said to be of quality if the product complies with predetermined quality standards, which include raw materials, production processes and finished products. Philip B. Crosby (Noer

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Rohmah, 2017: 217). Edward Sallis (2011) also explains that quality is something that satisfies and exceeds the desires or needs of a person or group of people. Where in this case quality is seen as something that is most integral in fulfilling someone's needs. Service is a voluntary action from one party to another with the aim of merely helping or requesting another party to fulfill their needs voluntarily. The service function is one of the primary functions that must be carried out by the government to achieve the goals of the Indonesian State. (Sedarmayanti (2009:243)). Students can be defined as individuals who are studying at the tertiary level, both state and private or other institutions of the same level. higher education (Siswoyo, 2007). According to the Big Indonesian Dictionary (KBBI), students are those who are studying at university.

Methods

The method used in making this dissertation research uses observation, interviews and documentation methods which describe academic information system management activities which are directed at collecting data, extracting meaning and gaining understanding from the case. The data collection techniques used were observation, interviews, literature studies, which focused on obtaining unity of data and conclusions. Meanwhile, the data sources in this research include all people involved in academic information system management activities, such as: rectors, deans, lecturers, head of study program, secretary of study program, operators, students and graduate of.

Result and Discussion

The results of academic information system management research to improve the quality of student services implemented and realized can be presented as follows:

a. Siakad Planning

Siakad planning with indicators of vision, mission, goals, objectives, strategic plan, operational planning and service quality planning, in academic and non-academic activities. For academic activities, lecturers, students and educational staff can see announcements listed on Siakad such as the academic calendar, exam schedule, judiciary schedule, and other announcements. More specifically, students in their Siakad account can fill in their study plan card (KRS) online, view descriptively the achievement index, download learning materials for each lecture session, upload assignments, and so on. The newest thing in Siakad is the online lecture link feature using the zoom meetings platform. For lecturers, Siakad can be used to see descriptive progress of the students they supervise, upload material for each meeting, create quizzes, provide assessments and so on. How easy it is for technology in the form of Siakad to integrate academic activities in a unified manner so as to provide convenience for its users. For non-academic activities, Siakad technology is currently also able to provide online services in terms of correspondence such as writing internship cover letters, research cover letters, lecture active certificates. Furthermore, the data recorded in Siakad can be used for various purposes such as paying tuition fees based on the KRS that students choose, paying for exams, graduation registration and various other payments used by the University Finance Bureau.

b. Siakad Organizing

Organizing Siakad with indicators for determining organizational structure and determining staff.

1. Determination of Organizational Structure

Organizing Siakad to improve performance, competitiveness and quality of academic services in higher education. Thus, organizing Siakad is intended for academic services that are important for students, lecturers and leaders in making decisions. Thus, organizing Siakad has unique characteristics because it provides data needed by users, namely lecturers and students, and is intended for academic services that are important for students. lecturers and leaders in making decisions.

2. Staff Determination

Determination of staff has been regulated in the strategic plan, so that administrative staff or so-called operators from each Study Program also have a big role in providing appropriate data to be processed at the Academic Administration Bureau before sending it to the Higher Education Feeder. Determination of staff is also one of the main assets in In an organization, no matter how sophisticated the technology used

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is, human resources still play a very determining role. At large universities, staff are identical to educational staff who are placed in each faculty and study program. Compared to other educational staff, staff are the ones who communicate most often with students to obtain information related to lecturers, lectures, etc. Each study program has at least one staff member, adjusted to the number of students. Communication between staff and students is expected to be able to meet the information needs of students, this is determined by the performance of the staff concerned.

c. Directing

Siakad Steering with indicators:

1. Socialization of academic policies

Socialization to lecturers and students about academic information systems is not yet optimal because the campus assumes that students and lecturers are used to using internet technology, already know and understand the use of academic information system management on the academic web portal. The campus thinks that internet technology is no longer foreign and has also become a very urgent need, both simply to find information and to help students and lecturers in the lecture/learning process on campus. But in reality there are still students and lecturers who don't really understand about the internet so that it makes it difficult to open an academic portal, if you open an academic portal someone must accompany them, those who don't really understand the internet and don't know the guidelines for using academic portals, are not used to using information technology in this case related to the internet, especially for students who don't Internet savvy or lecturers who are not yet proficient in using technology, they are also accompanied by other people in using and utilizing academic portals to input study plan cards (KRS), print study results cards (KHS/grade transcripts), and input student course grades. very helpful in processing academic portal data which is no longer manual in nature, but is done using a computerized system using certain software, in order to save time so it is highly hoped that there will be socialization regarding the academic information system.

2. Setting academic standards

The establishment of Siakad academic standards, the quality of the Siakad design, the process of using Siakad and tutorials need to be ensured and evaluated properly because independent learning is more dominant than guided learning. By holding Siakad training, evaluating the performance of Siakad in its implementation will be effective because there are still lecturers and students who do not understand the use of Siakad. Siakad quality assurance also does not utilize instructional design specialists who assist in setting academic standards and evaluating their effectiveness.

3. Learning

Siakad learning is carried out by students, as an effort to carry out learning, especially the performance and service of lecturers to students in order to ensure the quality of education and learning in higher education. Academic information systems to improve the quality of student services identify the application of academic information systems in increasing student satisfaction in higher education.

4. SOP

The decision to manage academic information systems to improve the quality of student services is made by a higher education institution after monitoring the environment related to changes in regulations, changes in educational trends, unserved educational market segments, etc. which indicate that there are opportunities in the form of academic information system management. to improve the quality of student services that can advance the vision and mission of the university. These opportunities are then analyzed with the readiness of internal resources in the form of SOP to realize them.

d. Coordination

The results of research through good policies are of course good control so that it can regulate the relationships and roles of Siakad implementers and operators so that they are more effective and efficient. The results of observations and interviews with informants were measured through assessments which produced several findings. Some of the Siakad operators' service performance answered that it was quite good because it had just been done online at Siakad in their study programs/faculties, and there were also those who answered well, especially for students whose faculties/study programs already had online

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Siakad. The next finding is that the service performance of Siakad operators is mostly quite good in handling complaints from students, but they are expected to continue to provide friendly service and a good approach to students. Performance is the result of work achieved by a person based on job requirements.

e. Control

Siakad control is divided into 4 indicators consisting of administration, performance measurement, human resources and budget.

1. Administration

Administrative control is carried out through monitoring in the 5th week and 12th week. Monitoring is carried out on four indicators, namely the number of lecturer/tutor meetings, the duration of teaching minutes where they must fulfill a minimum of 85% of the total duration, the level of lecturer delays in teaching according to the schedule and conformity with the RPS. When something is not appropriate, the head of the study program will notify the lecturers concerned that they have not met these indicators and must comply immediately. The monitoring report is prepared in a standard form.

2. Performance Measurement

Performance measurement assesses work progress against predetermined goals and objectives, including information on the efficiency of resource use in producing goods and services; quality of goods and services; the results of activities are compared with the desired goals; and the effectiveness of actions in achieving goals. Performance measurements are used to assess the achievements of campus leaders and the study programs they lead. Performance measurement in this research is the process of assessing work progress against predetermined goals and objectives. Performance measurement is used to assess the achievements of leaders, the organizational units they lead and academic information systems.

Performance measurement is very important to assess the accountability of organizations and universities in providing better public services. The distribution of performance is adjusted to each job. This is in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals that are legally determined, do not violate the law and are in accordance with morals or ethics. The purpose of this performance measurement is to provide direction to human resources (HR) as employees in an organization/company so that the employees concerned can complete their duties well. Efforts by stakeholders and supervision in improving the service performance of Siakad operators are the result of training both from the campus and from the Jakarta Higher Education Office. as well as the need to increase skills or skills related to IT and computers.

3. Human Resources (HR)

Human resources refer to the need for workers to support organizational goals, namely skilled, expert and professional workers. To fulfill skilled, expert and professional workers, the goals must be clarified as outlined in manpower needs plans. To meet the target needs of human resources in an effort to support the achievement of work organization goals effectively, every work program and budget program submission, both long and short term, for each work unit which includes faculties, postgraduate programs and other institutions in the environment and under the control of the Chancellor. Therefore, it is very important to increase the ability of human resources (HR) in mastering information technology, starting from skills and knowledge. planning, operation, maintenance and supervision, as well as improving ICT capabilities.

4. Budget

The PTN budget for the PNBP work unit, until 2019 the PTN budget is part of the work plan and budget (RKA) of the Ministry of Research, Technology and Higher Education. Every year the campus receives operational assistance from state universities (BOPTN) in the form of pure Rupiah. Apart from the APBN, it also has income from non-tax state revenues (PNBP), the majority of which comes from students' single tuition fees (UKT). Flexibility and independence in implementing budget management is one of the keys to success in improving the performance of institutional capacity development and the quality of academic services. The budget is designed using a bottom up method so that planning refers to the needs of all work units that will carry out activities. One semester before the budget year in question, the planning sub-division sends a notification letter to all work units to make plans within a specified time limit by attaching a detailed budget (RAB) and terms of reference (TOR) form. Each unit then prepares a program and unit

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budget and expenditure plans in accordance with the vision, mission, goals and objectives for the next fiscal year. Each work unit then submits the proposal to the planning sub-division for verification and revision, if there are incomplete files. All of these proposals are processed and compiled based on the priority scale and budget availability. The results of the compilation are then revised and refined together with related work units.

f. Model

This research model uses the CIPP (Context, Input, Process, Product) model as its structure. The CIPP model was chosen because it is based on complexity theory which views a program as an open system with dynamic interactions that arise between its parts and with the surrounding environment.

Conclusion

The results of research, analysis and discussion show that management of academic information systems to improve the quality of student services is carried out after analyzing opportunities, strengths, vision and mission of higher education and academic information systems can support the achievement of the vision set, choosing strategies to be implemented, planning, organizing, directing, coordinating, controlling, and modeling.

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