



Academic Administration System Improving the Quality of Education Institutions Services

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Abstract. The Covid-19 pandemic that is rapidly spreading throughout the world has an effect on every area of people's lives, one of the most affected areas is education. Education experienced great shocks and created a new order in the teaching and learning process. The online learning process is applied so that you can carry out learning in the conditions of the Covid-19 pandemic. Educators and education personnel are forced to adjust themselves to make plans and carry out new learning related to online learning methods that they have never done before. From the limited ability of educators and education personnel who are accustomed to face-to-face learning, they suddenly have to carry out learning through internet media. Teachers and education personnel at SMK TI Bali Global as research respondents turned out to have advantages in preparing for the learning process during the Covid-19 period. In this online learning they can continue to work by optimizing all the potential that exists through internet media and other digital means. Several obstacles and obstacles in the application of online learning cannot be avoided, given that the infrastructure and ease of access for students to participate in the learning process are not evenly distributed as desired. This is an attraction for conducting research related to the online learning process at SMK TI Bali Global.

Keywords: learning · on-line · pandemic covid-19 · SMK TI BaliGlobal

1 Introduction

School management in Indonesia has the responsibility to build the institution into a school that can fulfill this responsibility. It takes a strong effort and motivation so that schools can be competitive. Not for reasons of competing in terms of prestige and feeling the most superior, but competing to create an education that can be beneficial to students, the community environment. Likewise, it is hoped that the role and awareness of the community about the importance of education.

School cannot be defined as just a room or building or a place for children to gather and study some knowledge materials, but the school as an institution has a much broader role than that. School is a systemic social institution, including various components that are interrelated and influence each other. The components in question are 1. Students, 2. Educators, 3. Educational staff, 4. Curriculum, and 5. Other educational facilities.

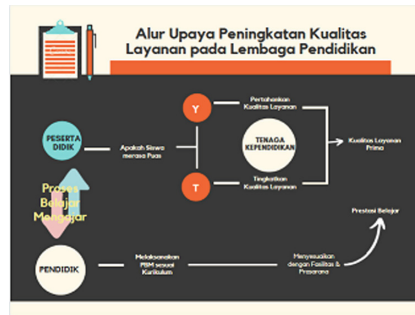


Fig. 1. The flow of Quality Improvement of educational institutions services

Another component that also has a major influence on the process of implementing and improving the quality of education is the stakeholder (stakeholder). Especially parents of students and community users of education services.

In line with the above expression (Fattah, 2004) [1] argues that schools are organizations designed to contribute to efforts to improve the quality of life of a nation's people. For this reason, schools need to be regulated by an organizational system that has an academic culture that is acceptable to school stakeholders. Schools as formal educational institutions must be able to develop all the potential possessed by students which include cognitive, affective, and psycho-motor elements. This is following the goals of national education as stated in the national education system number 20 of 2003. The main function and task of the school are to continue, maintain and develop the culture of the community through the formation of children's personalities so that they become adults from the point of view of their age and intellect and are skilled and responsible as an effort to prepare a replacement generation that can maintain the existence of groups or peoples of their nations with a culture that supports them. Schools as the foremost educational unit in educating their students require professional management under their functions and duties. Information systems are technically defined as a set of components that are interconnected, collect (or get), process, store, and distribute information to support decision making and monitoring in an organization. In addition to supporting decision-making, coordination, and supervision processes, information systems can also help managers and employees analyze problems, describe complex matters, and create new products. (Laundon & Laundon, 2013) [2].

Furthermore, according to McLeod & Schell (2007) [3], an information system is a system that can collect information from all sources and use various media to display information. Meanwhile, in another section, Leitch & Davis states that an information system is a system within an organization that meets the needs of daily transaction processing, supports operations, is the managerial, and strategic activities of an organization, providing external parties with the necessary reports. Management Information Systems (Academic Administrative Systems) are computer-based systems that make information available to users with similar needs (McLeod & Schell, 2007) [3].

Concerning this research, the Academic Administration System discussed is the Academic Administration System used in schools as stated by Scott (Siagian, 2011) [4] that the School Academic Administration System is a collection of interacting information

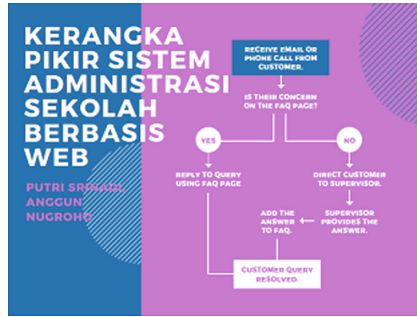


Fig. 2. AAS framework based on customer satisfaction

systems that provide interacting information. Both for operational and managerial purposes in schools. A school management information system can be interpreted as a system designed to provide information to support decision-making on school management activities (planning, mobilizing, organizing, and controlling) in schools. The school management information system is intended to support the education management activities of school administrators by processing information.

O'Brien (2014) [5] defines information systems as any regular combination of Brainware, hardware, software, communication networks, and data resources that collect, modify, and disseminate information within an organization.

Quality is the suitability of using a product or service (fitness for use) to meet customer needs and satisfaction based on five characteristics, namely: Technology, namely strength or endurance; Psychological, namely the image of taste or status; Time, namely reliability; Contractual, namely the existence of a guarantee; and Ethics, namely courtesy. The suitability of using a product or service is if the product or service has a quality guarantee (not easily damaged). Quality is full customer satisfaction. A product can be said to be of quality if it can provide satisfaction to consumers, which is under what consumers expect for a product.

2 Method

Many ways can be done to improve the quality of service, one of which is to carry out periodic evaluations and improvements. Several ways that can be done to improve service quality are as follows:

2.1 Get Feedback from Customers

Many ways can be done to get feedback from customers, such as conducting surveys to customers and following up to customers after providing services, this method can be done via email. Another way is to test products with customers, be active on social media, provide discounts or other benefits to customers for the feedback given, and utilize technology to monitor business developments such as through websites, google analytics, and so on.

2.2 Conduct Institutional Evaluation

Some ways that can be done to conduct an evaluation include a survey by focusing on the things that are most important to know. Surveys can be carried out to determine a sense of empathy or concern for customers, measure the level of ability of an institution related to reliability and responsiveness, and determine service and product quality based on direct consumer experience such as product function, level of cleanliness, the appearance of employees, and so on.

2.3 Improve Institutional Services

Improving service quality can be done by providing clear institutional service standards to employees, training employees to be someone responsible, responsive, and has a high work ethic. If possible, give bonuses to employees who excel. Also, making it easy for customers to convey their input is something that needs to be done. However, it would be better if all efforts to improve the service quality of this institution were carried out sustainably.

3 Result and Discussion

3.1 Educational Personnel Performance

Based on the research results, the description of the performance of the school administration staff as a whole is in a good category. The response of school principals in cluster A (SMK TI Bali Global Denpasar), B (SMK TI Bali Global Jimbaran) and C (SMK TI Bali Global Klungkung) is that the performance of school administration staff at SMK TI Bali Global is in a good category, teacher respondents in clusters A, B and C argue that the performance of school administration staff at SMK TI Bali Global in clusters A, B, and C is in good category, respondents of school administration staff in cluster B and C argue that the performance of school administration staff at SMK TI Bali Global in clusters B and C are in good category, meanwhile respondents of school administration staff in cluster A argue that the performance of school administration staff at SMK TI Bali Global in cluster A is in very good category and student respondents in clusters B and C argue that the performance of administrative staff schools in cluster B and C are in the bsik category, while student respondents in cluster A argue that the performance is te dragon school administration in cluster A is in the very good category. Overall the responses of respondents in clusters A, B, and C on average argue that the performance of school administrative staff in clusters A, B, and C is in a good category, the high performance of school administrative personnel is known from the respondents' responses to the dimensions of ability, effort, support, and technical skills. Based on the results of the study, it is known that the responses of respondents who tend to be higher are the dimensions of technical skills. Concerning academic services, the performance efforts of school administration personnel are expected to be able to maximize the Academic Administration System, this is because school administrative staff are front-liners who face directly with education consumers in schools, namely students and teachers in their efforts to support teaching and learning activities.

3.2 Utilization of the Academic Administration System

Based on the results of the study, the respondents' responses to the variable utilization of the school's Academic Administration System showed that the average response was in a good category. The response of school principals in clusters A, B, and C was that the use of the school's Academic Administration System at SMK TI Bali Global was in the sufficient category, teacher respondents in clusters A and C argued that the use of the school's Academic Administration System at SMK TI Bali Global was in cluster A and C are in the very good category, while the teacher respondents in cluster B argue that the use of the school's Academic Administration System at SMK TI Bali Global in cluster B is in a good category. Respondents to school administrative staff in clusters A, B and C argued that the use of the school's Academic Administration System at SMK TI Bali Global in clusters A, B, and C was in a good category, and student respondents in clusters A and C argued that the use of the school's Academic Administration System at Clusters A and C are in the fairly good category, while student respondents in cluster B think that the use of the school's Academic Administration System in cluster B is in a good category. Overall the responses of respondents in clusters A and B on average argue that the use of the school Academic Administration System in clusters A and B is in a good category. Meanwhile, the overall responses of respondents in cluster C on average argue that the use of the school Academic Administration System in cluster C is in the pretty good category.

The dimensions that are in the best good category are the brainwave or user dimensions. This means that users of the Academic Administration System can maximize the use of the academic administration system tools. The facilities provided by educational institutions to support effective academic services can be used maximally by users or operators of the school's Academic Administration System.

4 Conclusion

Based on the findings of the research with the title of the influence of the performance of school education personnel, and the use of the school academic administration system on the quality of school academic services at SMK TI Bali Global, the conclusions for this study are as follows:

- The quality of school academic services at SMK TI Bali Global based on respondents' responses has been felt good. The dimension of responsiveness is a dimension that gets a fairly good response from respondents compared to other dimensions that are already good and very good.
- The use of the academic administration system at SMK TI Bali Global based on the respondent's response is felt good. Based on the research results, the hardware dimension is a dimension that gets a high enough response compared to other dimensions, while the brain ware dimension is the dimension that gets the best response.
- Based on the research, the idealized influenced dimension is the dimension that gets the highest response while the Intellectual Stimulation dimension is the dimension.

- The performance of school education personnel has a significant effect on the quality of school academic services. The influence of the performance of school education personnel on the quality of school academic services is greatest compared to the influence of other variables.
- The use of the school administration system has a significant effect on the quality of school academic services, the effect of the use of the school academic administration system on the quality of academic services is quite large.

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