



ANALYSIS OF THE SIKOLA (LEARNING MANAGEMENT SYSTEM) SERVICE SYSTEM IN THE TEACHING-LEARNING PROCESS AT UNIVERSITAS HASANUDDIN

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ABSTRACT

This study aims to determine the development of the use of technology related to the teaching and learning process, which is the interaction of the academic community between lecturers and students. The application services used are from lectures to end-of-semester exams. This application is expected to facilitate the teaching-learning process or an effective lecture and can be done remotely. Nevertheless, using this application is difficult and less effective for students and lecturers who complain that the access process is very convoluted. This study used a qualitative method with data collection techniques through interviews, where the academic community (lecturers and students) in each faculty at Hasanuddin University became research informants.

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1. Introduction

The use of technology is the obligation of every university for advanced use in the era of globalization. Academic portals are indispensable for the convenience of every employee and academic in accessing academic information. The academic portal is a secure web-based interface application that provides services and information to its users in an environment. This portal contains a system for managing the administration of academic data at faculties/study programs and teaching and learning processes or lectures that can be used by the academic community, including students, lecturers, and employees who can exchange information.

The development of technology has increased very rapidly. Technological developments do not only occur in one field but have occurred in all aspects of human life. One of the technologies experiencing rapid development is the development of computer technology which has experienced a very fast evolution. The development of computers provides many advantages in timeliness, reduced document handling, and other benefits and has made the information very important (Wahyudi, Astuti, and Riyadi, 2013).

In the context of implementing higher education institutions in Indonesia, Hasanuddin University (UNHAS), as one of the state universities (PTN) in the form of Legal Entity State Universities (PTNBH), encourages the implementation of independent and efficient higher education governance by applying all the principles of good university governance. Not only that, UNHAS will also integrate the SIKOLA governance process which is a development of the previous UNHAS Learning Management System (LMS). However, since the end of 2019, the Media Center, Learning Resources, and e-Learning UNHAS no longer provide support and improvements to the LMS at <https://lms.unhas.ac.id>. Therefore, it is highly expected that the UNHAS academic community will move from LMS to SIKOLA. Thus, good university governance emphasizes several good university governance principles, while management

information systems are an instrument to realize good governance. Bellami & Taylor (in Sangkala, 2016:18) argue that technology increases the possibility that the government can reinvent its activities.

The Hasanuddin University (UNHAS) Learning Management System (SIKOLA) is prepared to support and expedite the learning process. The SIKOLA usage guide can be watched through the video available on the homepage menu (accessible both before and after logging in). SIKOLA features are very affordable and user-friendly. SIKOLA is the development of the previous UNHAS Learning Management System (LMS). However, since the end of 2019, the Media Center, Learning Resources, and e-Learning UNHAS no longer provide support and improvements to the LMS at <https://lms.unhas.ac.id>. Therefore, it is highly expected that the UNHAS academic community will move from LMS to SIKOLA. Quality systems and information will affect their use and have implications for organizational governance and individual performance.

Furthermore, this model was refined by DeLone and McLean (2003) by including one other aspect, namely service quality, to see the level of effectiveness. Various empirical studies on the quality of systems, information, and services conducted in various types of organizations, experts found various things/aspects that became a barometer of the quality of the information system applied (Petter et al. (2008); Gorla et al. (2010). Several studies conducted methodologically are more positivist or quantitative.

Reddick (2012) states that at least three theories confirm the application of information technology in public administration, namely the theory of technological determinism, reinforcement theory, and sociotechnical theory. For UNHAS academics who have user and password problems, please contact the SIKOLA admin in their respective study programs to reset the password or remember the username. Advances in information technology that occur today have provided various facilities for universities to improve the quality of service to their academic community. A system supported by information technology can provide value.

The satisfaction of students and lecturers with information technology-based services by universities is one form of evaluation of information systems. However, the procurement of the SIKOLA application, which is too expensive, does not match the effectiveness of its use because most lecturers use Google Classroom, Zoom, and Google Meet. Students also complained about the SIKOLA application and often used other applications, agreed with the lecturer. One of the methods developed by information systems experts to measure the satisfaction of information system users is assessing the desired characteristics of a system (system quality), the desired characteristics of the system output (information quality), and the support quality that system users receive from the department of information system and the information personnel support (service quality) (Fuad & Harisum, 2019).

In the context of implementing higher education institutions in Indonesia, Universitas Hasanuddin (UNHAS), as one of the state universities (PTN) in the form of a Legal Entity State University (PTNBH), encourages the implementation of independent and efficient higher education governance by applying all the principles of good university governance. Not only that, but UNHAS will also integrate its academic and non-academic governance processes and services with technology and information systems. The application of technology and information systems in governance at UNHAS is expected to impact the education service process provided, both for organizers, users, and stakeholders. In analyzing the writings of Dunleavy et al. (2005), Vries (2010:2) suggested that the era of digital governance is an integral part of the NPM movement.

According to these problems, it can be formulated the problem that the service system and use of the SIKOLA application at Hasanuddin University is not yet "effective." Based on these facts and objective conditions, the author was inspired and interested in researching at the Hasanuddin University College in Makassar City. Therefore, to find out the factors that hinder the SIKOLA service system in the teaching and learning process, the author uses the theory proposed by Parasuraman et al. There are three related indicators, namely Tangible, Reliability, and Responsiveness.

2. Methods

Qualitative research is a scientific way of obtaining data with a specific purpose and use. In order to achieve the goal, we need a method that is relevant to the objectives to be achieved. According to Sugiyono (2012), qualitative research is research based on the philosophy of post-positivism, used to examine the condition of natural objects, where the researcher is the key instrument.

Informants are sources interviewed by researchers (interviewers) to obtain information or data under research objectives. Informants in this study were educators of lecturers and also students of Universitas Hasanuddin as users of SIKOLA services. The data collection was carried out directly to the object of research to observe various phenomena, especially those related to the problem under study. The observation was used to complete and review the results of interviews given by resource persons and might not be comprehensive or not describe all the expected situations.

3. Result and Discussion

Study on the SIKOLA service system in the teaching and learning process at Hasanuddin University is because application services in lectures are very important and affect the quality of education. Therefore, it is expected to be optimal and maximal in its use in every academic community.

3.1 Tangible (Appearance, Features, and Means of Communication)

System quality is the inherent quality of the system itself to produce information Delone & McLean (1992). Good quality SIKOLA has the characteristics of being easy to use, easy to learn, according to user needs, has complete features, system accuracy, flexible, sophisticated, integrated, and has an attractive appearance (Petter, Delone & McLean (2008) (Purtina, 2021).

The barometer of this system is not easy to use. SIKOLA was developed not simply so that users have difficulty accessing and using the information system. The results of this study indicate that the system developed has been categorized as complicated to use. The reason for the complexity is that the features are complex, this is judged because the socialization is remote, but utilization during the pandemic is still useful for the ease of the learning process.

3.2 Reliability (Ability and Reliability)

The reliability of the features referred to in this study is the menus in the management information system that have accommodated the needs of managers in work units in managing academic activities at UNHAS and users. This study found that the Management Information System at UNHAS has developed features that are utilized in the management and provision of academic and non-academic services.

Universities that carry out service-based activities, of course, the services provided must be of quality to satisfy Rodin users (2015). This study found that, in general, the SIKOLA application has features that serve the basic needs of tasks and services. This is as seen from the features that are quite complete. Nevertheless, the large number of application users consisting of thousands of students makes this application difficult to access. Bevan et al. (1991) suggested that usability is the ease of use and acceptance of a product for a certain class of users who carry out certain tasks in a certain environment.

3.3 Responsiveness (Responsiveness to Assist)

One measure of the quality of information produced through service information systems is the availability or completeness of the information. Khazanchi and Martin (2009) reveal that available information can make information and related resources accessible as needed when needed and wherever needed. The availability of this information service is very much needed to provide instructions to users who have difficulty using the application.

From the interview results, it was found that the availability of information was inadequate because there was not enough balance between the number of features and information instructions that were not contained in the application, but the information could be obtained directly through the study program of each faculty.

4. Conclusions

The results of research on SIKOLA-based university governance at UNHAS can be concluded as follows:

The application system quality of the SIKOLA UNHAS meets the aspects of quality and sophisticated system. The not optimal aspect is users' difficulty with complex features, but it can be integrated with the system between lecturers and students. The information quality in the UNHAS SIKOLA application is not yet available completely and has not been presented concisely. However, more accurate information is obtained directly with the admin of each study program.

The service quality in the UNHAS SIKOLA application has not been able to increase empathy for service providers, especially in academic governance, but can increase reliability, portability, maintenance of information data, economy, and certainty of service, even remotely.

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