

# Factors Inhibiting the Sikola Service System in the Teaching and Learning Process at Hasanuddin University

Haerul<sup>1\*</sup>, Hasniati<sup>2</sup>, Muh Tang Abdullah<sup>3</sup>

<sup>1,3</sup>Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Indonesia

<sup>2</sup>Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Indonesia

\*Email: haerulsenat@gmail.com

## ABSTRACT

The Learning Management System (SIKOLA) of Hasanuddin University (Unhas) is prepared to support and expedite the learning process. The SIKOLA usage guide can be watched via the video available on the homepage menu (accessible both before and after logging in). SIKOLA features are not 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 <https://lms.unhas.ac.id>. So, it is highly expected that the Unhas academic community will move from LMS to SIKOLA. This research is to know and analyze the factors that hinder the school service system in the teaching and learning process at Hasanuddin University This research was carried out at Hasanuddin University, namely qualitative research which is basically a scientific way to obtain data with certain goals and uses. To achieve these goals, a method that is relevant to the objectives to be achieved is needed. Qualitative research is research based on the philosophy of postpositivism, used to examine the condition of natural objects, where the researcher is the key instrument. The quality of service in the SIKOLA Unhas 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.

**Keywords:** Analysis, Quality, Inhibiting Factors

## 1. INTRODUCTION

The development of technology today has experienced a very rapid increase. Technological developments do not only occur in one field but have occurred in all aspects of human life. One of the technologies that is experiencing rapid development is the development of computer technology which has experienced a very fast evolution. With the development of computers, it can provide many advantages in the form of timeliness, reduced document handling, and other benefits, and has made information very important [1].

Penggunaan teknologi informasi telah menjadi kewajiban bagi perguruan tinggi untuk memanfaatkannya. Untuk memudahkan pegawai dan akademisi dalam mengakses informasi akademik, diperlukan adanya portal akademik. Portal akademik adalah sebuah antarmuka berbasis web yang aman yang menyediakan informasi bagi para penggunanya dalam suatu lingkungan. Portal ini berisi sistem informasi untuk mengelola administrasi data akademik pada fakultas/program studi yang digunakan oleh kaum akademisi

dimana di dalamnya tercakup mahasiswa, dosen, serta pegawai yang dapat saling bertukar informasi.

Academic information systems can help a university in processing data regarding the curriculum of the university's activities. Information systems also have a positive impact on their users or on the recipients of information systems. So that many universities have implemented the information system. One of them is applied to an academic information system in a university. The quality of the system and service also has an impact on student satisfaction. The better the benefits of a system quality and the quality of services provided, the higher the perceived level of student satisfaction. On the other hand, the lower the benefits of a quality system and the quality of services provided, the lower the perceived level of student satisfaction [2].

Previously, student academic administration was still run manually, with the hope that there would be harmony between related information resources, namely students, teachers and staff in this case academic [3]

Assegaff in research [4] explains that service quality is described as a statement about attitudes, the relationship resulting from a comparison between expectations and performance. Customer expectations are formed and based on several factors, including past experiences, opinions of friends, information and college appointments. Good service is expected to have implications for student satisfaction.

Student satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the performance (results) of the service thought to the expected performance. Student satisfaction can be influenced by perceptions of service quality, product quality, price and factors that are personal as well as temporary situations. One of the factors that determine customer satisfaction is customer perception of service quality which focuses on five dimensions of service quality, namely physical evidence, reliability, responsiveness, assurance and empathy.

Student satisfaction with information technology-based services provided by universities is one form of evaluation of information systems. One of the methods developed by information systems experts to measure the satisfaction of information system users is to assess the desired characteristics of a system (system quality), the desired characteristics of the system output (information quality) and the quality of support received by system users from the information systems department. and support personnel information (quality of service) [5]

## 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[6], 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

Sicola service system in the teaching and learning process at Hasanuddin University. Research Results To find out the analysis of the quality of Sicola services in the teaching and

learning process at Hasanuddin University at this time, the researchers chose to use the 5 dimensions of public service quality proposed by Zeithaml et al. 1990 in Hardiyansyah, namely Tangibel (Intangible), Reability (Reliability), Responsiviness (Responsiveness), Assurance (Assurance), and Empaty (Empathy).

1. Tangibel Dimension (Intangible) In this study, Tangibel includes the following: physical appearance of the admin, communication on school services in the teaching and learning process at Hasanuddin University to all school services. Tangible dimensions are determined by indicators, namely the appearance of the apparatus when carrying out service tasks, convenience of service facilities, ease of service requirements for school services in the teaching and learning process at Hasanuddin University, ease of access. used in research can be said to be quite good because of the indicators in the Tingabel dimension almost all of them are good. The good thing in this dimension is the ease of service processes, namely the ease of access and use of technology in services. On the tangible dimension this shows a good thing. Many factors can cause the tangible dimension of school services in the teaching and learning process at Unhas.

### 2. Dimension of Realibility (Reliability)

Reliability is the ability to provide the promised service carefully, according to standards, capabilities and expertise in using tools in public services carried out by Hasanuddin University. The dimension of reliability is determined by indicators of accuracy, service standards, ability to use assistive devices, and expertise in using tools. A series of qualitative analyzes carried out on the dimensions of reliability of school service quality at Hasanuddin University. Because the indicators used in this study are well met. These indicators include the admin's accuracy in serving students at Hasanuddin University where the school service system already uses technology. So that the admin's ability to operate and master technology in the public service system at Hasanuddin University. The reliability dimension shows good results too. This dimension has 2 important things, namely, first, the ability of the admin to provide services as promised and the ability of producers to provide services accurately or without errors. This will be of no use without the support of adequate facilities and infrastructure as well as competent human resources. The facilities and infrastructure at Hasanuddin University are good, as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process The reliability dimension shows good results too. This dimension has 2 important things, namely, first, the ability of the admin to provide services as promised and the ability of producers to provide services accurately or without errors. This will be of no use without the support of adequate facilities and infrastructure as well as competent human resources. The facilities and infrastructure at Hasanuddin University are good, as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process The reliability dimension shows good results too. This dimension has 2 important things, namely,

first, the ability of the admin to provide services as promised and the ability of producers to provide services accurately or without errors. This will be of no use without being supported by adequate facilities and infrastructure as well as competent human resources. The facilities and infrastructure at Hasanuddin University are good, as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process the ability of the admin to provide services as promised and the ability of producers to provide services accurately or without errors. This will be of no use without the support of adequate facilities and infrastructure as well as competent human resources. The facilities and infrastructure at Hasanuddin University are good, as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process the ability of the admin to provide services as promised and the ability of producers to provide services accurately or without errors. This will be of no use without the support of adequate facilities and infrastructure as well as competent human resources. The facilities and infrastructure at Hasanuddin University are good, as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process as expressed in the tangible dimension. Meanwhile, for competent human resources, Hasanuddin University has included the required qualifications in the employee recruitment process

3. Dimensions of Responsiveness (Response / Responsiveness) Responsiveness is the willingness and awareness to respond to each service applicant quickly, accurately, carefully, and respond to any complaints submitted by school service students in the teaching and learning process at Hasanuddin University. The responsiveness dimension in this study is determined by the indicators responding to each user of the Sicola service at Unhas quickly, precisely, carefully, on time and responding to the complaints of users of the Sicola service based on the results of interviews conducted. things that cause the lack of students using school services, hopefully in the future they will respond more quickly if there are problems that students complain about.

#### 4. Dimension Assurance (Guarantee)

Assurance is the ability of the admin to provide guarantees, guarantees in terms of timeliness, legality, and certainty of costs in the Sicola service process. This assurance dimension is determined by indicators; namely on time guarantee, cost guarantee, legality guarantee, assurance in the school service system in the teaching and learning process at Hasanuddin university. In providing assurance of school service assurance in the teaching and learning process at Hasanuddin University

#### 5. Dimensions of Empathy (Empathy)

Empathy, namely the attention given to school services in the teaching and learning process at Hasanuddin University, prioritizing the interests of service users, being friendly,

polite, courteous, non-discriminatory, and very appreciative of every user of school services. The dimension of empathy is determined by the following indicators: prioritizing user interests, friendly service attitude, politeness, courtesy and non-discrimination (discrimination). It can be seen from the priority of services provided to each user of Sicola services that is in accordance with the mission and is committed to providing timely and good value services. The attitude of the service admin at Hasanuddin University is good.

#### 4. Conclusions

Factors Inhibiting the Sikola Service System in the Teaching and Learning Process at Hasanuddin University;

a. the attendance system is not in sync with neosia, the data from neosia to school is not synchronized when students fill in attendance must be checked repeatedly which one is present and not in the hope that in the future it can be synchronized so that the data in neosia can be sent directly to school

b. the guide for using the school application is too long, there are still many gaps so that we as lecturers have to repeat it and in the end there are still many students who are wrong because the guide stored on youtube is too long

c. often errors in the school service network to collect assignments, often errors that result in delayed assignments to be collected so that in the future there will be no more unwanted things

#### REFERENCE

- [1] Wahyudi, R., Astuti, E., & Riyadi, R. 2013. The Effect of System Quality, Information and Siakad Services on Student Satisfaction. *Journal of Business Administration S1 Universitas Brawijaya*, 1(1), 28–39.
- [2] Salsabila, HA, & Iriyadi, I. 2020. Evaluation of the Implementation of Academic and Financial Information Systems on Student Satisfaction Levels. *JAS-PT (Journal of Analysis of the Indonesian Higher Education System)*, 4(2), 137.
- [3] Wahyudi, R., Astuti, E., & Riyadi, R. 2013. The Effect of System Quality, Information and Siakad Services on Student Satisfaction. *Journal of Business Administration S1 Universitas Brawijaya*, 1(1), 28–39.
- [4] Rudini, A. 2013. The Effect of System Quality, Information Quality and Service Quality Sia on Student Satisfaction (Study on STIE Sampit Students FY 2014-2015). *Journal Of Chemical Information And Modeling*, 53(9), 1689–1699..
- [5] Fuad, A., & Harisum, E. 2019. Analysis of Student Satisfaction Levels Against Academic Information System Performance (Listen) in the Informatics Study Program. *JIKO (Journal of Informatics and Computers)*, 2(1), 1–5. <https://doi.org/10.33387/jiko.v2i1.1041>
- [6] Sugiyono. (2012). *Quantitative, Qualitative, and R&D Research Methods*. Bandung: Alfabeta.