

## **Quality of Online Academic Services during the Covid-19 Pandemic at FKIP-UBT**

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### **ABSTRACT**

The purpose of this study was to determine the quality of service in terms of quality, quantity, duration and need for supervision. This type of research is a combination research (mixed methods), which combines the types of quantitative and qualitative research. In order to obtain quantitative results, the population in this study was 59, so this research is a population study. Meanwhile, to obtain qualitative results, the selected informants were 5 people consisting of 2 lecturers and 3 students. Data collection techniques used are questionnaires, observations and interviews. The mixed methods research design used is a triangulation design. The results showed that the quality of academic services during the Covid-19 pandemic at FKIP UBT was in the good category.

Keywords: Quality, Service During, Covid-19

### **INTRODUCTION**

Exactly one year Indonesia was hit by the coronavirus disease 2019 (COVID-19) pandemic. COVID-19 affects all aspects of people's lives, such as culture, economy, social, education, health and people's lifestyles. The new habit of the people known as the new normal has changed the habits of the Indonesian people. In the past, people were not used to diligently washing hands/using hand sanitizer, wearing masks, maintaining distance, and avoiding crowds, but now these activities have become a culture of Indonesian society.

Until February 28, 2021, the number of new cases reached 5560 cases. Previously, the Minister of Education and Culture, Nadiem Makarim, compiled a Joint Decree of the Minister of Education and Culture, the Minister of Religion, the Minister of Health, and the Minister of Home Affairs of the Republic of Indonesia concerning Guidelines for the Implementation of Learning in the 2020/2021 Academic Year and the 2020/2021 Academic Year in The COVID-19 Pandemic period to start face-to-face learning. However, this was not implemented because the number of cases as of December 1, 2020 became 5092 new cases, but in January it increased rapidly to 13,802 new cases. So the Ministry of Education and Culture delays setting a face-to-face school policy. This also applies to universities, including the University of Borneo Tarakan.

The University of Borneo Tarakan, has been implementing a study from home policy for almost a year. This is done because new cases of COVID-19 in North Kalimantan continue to increase. Not only that, many educators, education staff, and students from outside the city of

Tarakan returned to their respective areas, such as in Sumatra, Java, Sulawesi, and other eastern regions. Some of them are designated as red zones and even black zones. In addition, the closure of the Tarakan Regional General Hospital was closed from January 5, 2021 to January 10, 2021, because 113 employees were infected with COVID-19, thus making the learning process take place online. Not only the learning process is carried out online, but all forms of services are also carried out online, including academic services.

Academic services offered by universities are an indicator of the success of universities in providing services (Arhas et al., 2022; Suprianto et al., 2020; Takdir et al., 2021). There are several academic services available at the University of Borneo Tarakan, including study plan change services, academic leave services, student resignation services, final project trial services, academic/judicial trial services, diploma and transcript issuance services, graduation services, diploma legalization services, and transcripts of grades, and other services. During the COVID-19 pandemic, the University of Borneo Tarakan closed the campus so that all forms of service were carried out online. However, in its implementation several obstacles were found, such as the speed of service being different if carried out conventionally, this happened because the education staff were still adjusting to the online system, In addition, the students are still confused about the procedures that need to be taken. Therefore, it is interesting to study the quality of academic services.

## METHOD

This type of research is mixed, namely the method used as a guide in collecting and analyzing data by combining qualitative and quantitative approaches in each phase of the research process (Arhas et al., 2022; Suprianto et al., 2020; Takdir et al., 2021). The variable studied in this study is the quality of academic services. The indicators measured include quality, quantity, duration and need for supervision. Data collection techniques, namely questionnaires, observations and in-depth interviews. Questionnaire is a technique of collecting data through a list of questions posed to respondents; observation is data collection through observation of the object under study; and the in-depth interview method is the process of obtaining information for research purposes by means of question and answer while face to face between the interviewer and the respondent or the person being interviewed, with or without using a guide.(Creswell, 2013).

In order to obtain quantitative results, sampling was carried out. The total population in this study was 64 students, so the total sample was 59 students based on Issac and Michael's table(Riduwan & Sunarto, 2017), while to obtain qualitative results, the selected informants were 5 people consisting of 2 lecturers and 3 students. The research procedure used is approach, identification, data collection, data analysis, and conclusion(Cresswell, 2013). The mixed methods research design used is a triangulation design, namely a design that uses quantitative and qualitative analysis simultaneously to discuss the same topic (W. Sanjaya, 2013). The data analysis used is quantitative and qualitative analysis. Quantitative analysis is descriptive statistical analysis using SPSS 23 application. While qualitative data analysis consists of data reduction, data presentation and verification.

## RESULT AND DISCUSSION

### Quantity

Services play an important role in increasing the value of an organization. Service success is able to create extraordinary value in services through the amount (quantity of service) that the service provider is able to provide. Based on the results of the study, the average value of the quantity of services in FKIP UBT was 23,085. For more details are presented in Table 1.

**Table 1**  
**Description of service quantity at FKIP UBT**

Class	Frequency	Percentage	Category
25-30	22	37.29%	Very good
20-24	24	40.68%	Well
16-19	11	18.64%	Pretty good
11-15	2	3.39%	Not good
6-10	0	0.00%	Not good
<b>Total</b>	<b>59</b>	<b>100.00%</b>	<b>Well</b>

*Source: (Data Processing Results, 2021)*

Based on table 1, the value of 23,085 is in the good category, this shows that the services provided in terms of quantity are categorized as good. This is also supported by the results of the interviews. Based on the results of interviews, the types of services received by students during the pandemic include the issuance of graduation certificates, correction of diploma data, permits, classical services, consultation, mediation, guidance, study replacement, KRS management, preparation of good trial proposals, results and final exams, and scholarship services. The services provided by FKIP UBT staff are carried out using various online media such as Google Form, Gmail, Whatsapp, Zoom Meeting, and SIAKAD UBT.

### Quality

Employees / staff are the liaison between the organization and service recipients. Therefore, the quality of service received by service users depends on the staff. Service quality tends to be perceived as more difficult to achieve than service quantity. Service quantity is easy to observe and measure, and less susceptible to subjective judgments than service quality. The quality of service at FKIP UBT, obtained an average score of 15.61, for more details it is presented in table 2:

**Table 2**  
**Overview of Service Quality at FKIP UBT**

Class	Frequency	Percentage	Category
17-20	29	49.15%	Very good
14-16	23	38.98%	Well
10-13	5	8.47%	Pretty good
7-9	2	3.39%	Not good
4-6	0	0.00%	Not good
<b>Total</b>	<b>59</b>	<b>100.00%</b>	<b>Well</b>

*Source: (Data Processing Results, 2021)*

Based on table 2, it can be seen that if viewed from the average value, the service quality at FKIP UBT is in the good category. This is also supported by the results of interviews that service providers instruct students who want to receive services to download the service acceptance form that has been provided via Google drive and send the completed service form via Whatsapp. In addition, there is also a form of service that is facilitated by the Study Program through the HMJ (Departmental Student Association), which is then sent to the dean.

### Duration

Duration relates to the time it takes for service providers to complete the services needed by students as service recipients. Based on the results of the study, the average duration of service was 14,881. For more details are presented in table 3.

**Table 3**  
**Description of Service Duration at FKIP UBT**

Class	Frequency	Percentage	Category
17-20	22	37.29%	Very fast
14-16	26	44.07%	Fast
10-13	8	13.56%	Enough
7-9	3	5.08%	Slow
4-6	0	0.00%	Very slow
<b>Total</b>	<b>59</b>	<b>100.00%</b>	<b>Fast</b>

*Source: (Data Processing Results, 2021)*

Based on the average value, the duration of service is in the fast category. This is also supported by the results of interviews, the duration of service is related to the type of service received. Information services require the fastest time, which takes about 30 minutes, consulting services, and PPL student placement services take 1 hour, and the longest is the final trial service which takes 1 to 3 weeks.

### Monitoring Needs

The need for supervision is related to the service provider being able to work well without supervision from the leadership. Based on the results of data processing, the average service supervision is 14.66 for more details, it is presented in Table 4:

**Table 4**  
**Overview of Supervision Needs in Service Delivery at FKIP UBT**

Class	Frequency	Percentage	Category
17-20	22	37.29%	Very good
14-16	25	42.37%	Well
10-13	10	16.95%	Pretty good
7-9	2	3.39%	Not good
4-6	0	0.00%	Not good
<b>Total</b>	<b>59</b>	<b>100.00%</b>	<b>Well</b>

*Source: (Data Processing Results, 2021)*

Based on table 4, it can be seen that the value of 14.66 is in the good category. This is also consistent with the results of interviews, that although they do not meet directly with

service providers, service providers are quite alert in anticipating the services needed by students. In addition, service recipients are able to get services at once from service providers without waiting for special instructions from the leadership (head of study programs, departments, vice deans and deans).

## Discussion

*E-Government* is the use of Information and Communication Technology to realize more efficient and effective government practices, more affordable services and broaden public access to information so that government accountability can increase, government administration is more accountable and transparent to the public. (Alghatam, 2021; Mensah, 2020; Pérez-Morote et al., 2020; A. Sanjaya et al., 2022; Twizeyimana & Andersson, 2019). In this case specifically for students.

In the life of the state, the government has the function of providing various public services by the community, starting from the basic needs of the community, services in the form of regulations and arrangements or other services for the satisfaction of public services. according to (LAN RI, 2003) that the essence of public service itself is the provision of fulfillment of services to the community which is the embodiment of the government's obligation as a public servant.

The provision of public services is mainly provided for matters of a basic nature such as education, health, social, security and order, environment, economy, population, employment and defense. Meanwhile, according to (Luwihono, 2006), that the conception of public service from the perspective of state administration is understood as "all service activities carried out by government agencies as an effort to fulfill the needs of people, communities, government agencies and legal entities as the implementation of the provisions of laws and regulations. Public service is defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set. (Kurniawan, 2005).

The implementation of public services must also fulfill several service principles as stated in Kepmenpan No. 63 of 2003 (Ratminto and Winarsih, 2007) which states that the implementation of public services must meet the following principles: a) Simplicity, Public service procedures are uncomplicated, easy to understand and easy to implement; b) Clarity, This clarity includes clarity in terms of: 1) Technical and administrative requirements of public services; 2) Work units/officials who are authorized and responsible for providing services and resolving complaints/problems/disputes in the implementation of public services; 3) Details of public service fees and payment procedures; c) Certainty of time, the implementation of public services can be completed within a predetermined period of time; d) accuracy, public service products are received correctly, appropriately and legally; e) Security, pPublic service processes and products provide a sense of security and legal certainty; f) responsibility, pthe head of the public service provider or the appointed official responsible for the implementation of services and the resolution of complaints/problems in the implementation of public services; g) Completeness of facilities and infrastructure, the availability of adequate work facilities and infrastructure, work equipment and other supports including the provision of telecommunications and information technology (telematics) technology facilities; h) ease of access, adequate place and location as well as service facilities, easily accessible by the public, and able to utilize telecommunications and information technology; i) Discipline, courtesy and

friendliness, Service providers must be disciplined, polite and courteous, friendly, and provide services sincerely; j) Comfort, the service environment must be orderly, orderly, provided a comfortable, clean, tidy waiting room, a beautiful and healthy environment and equipped with service support facilities, such as parking, toilets, places of worship and others.

## CONCLUSION

Academic services offered by universities are an indicator of the success of universities in providing services. There are several academic services available at the University of Borneo Tarakan, including study plan change services, academic leave services, student resignation services, final project trial services, academic/judicial trial services, diploma and transcript issuance services, graduation services, diploma legalization services. and transcripts of grades, and other services. During the COVID-19 pandemic, the University of Borneo Tarakan closed the campus so that all forms of service were carried out online. based on the findings of this study, namely in terms of quantity it is known that the value of 23.085% is in the good category, this shows that the services provided in terms of quantity are categorized as good. Judging from the quality of service at FKIP UBT, it is in the good category, with an average value of 15.61%. Judging from the duration of service, it is in the fast category, which is 14.881%. Meanwhile, in terms of the need for supervision, it is known that the value of 14.66 is in the good category.

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