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## EFFECTIVENESS OF USING ONLINE ACADEMIC INFORMATION SYSTEM (SIKAD) AT UNCEN'S FACULTY OF SOCIAL AND POLITICAL SCIENCES

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### ABSTRACT:

Information and communication technology today is growing rapidly in all fields. The conceptualization of technology implies that every administration and management activity is technology and definitely requires technology. The position of the technology is even more important when the innovation successfully combines technology and information. There have been many users who use information and communication technology in their daily lives, who have experienced an escalation of transformation that was so powerful that it was impossible to imagine before, information technology has penetrated so deeply into the smallest domains of human life, including in the application of academic information systems. (SIKAD) in improving the quality of academic services at FISIP-UNCEN. The application of SIKAD in seven (7) Study Programs has unique characteristics because it provides the data needed by users, namely lecturers and students. Comprehensive SIKAD should be successful in its application and accepted by its users. One of the determining factors for success in implementing a system is when the system is acceptable to users. SIKAD that can be accepted by users (students and lecturers) can improve the quality of academic services which in turn has implications for quality improvement. The purpose of this research is to find out how effective the use of the Online Academic Information System (SIKAD) is. and factors that become obstacles to the use of the SIKAD application in seven (7) Study Programs in the FISIP-UNCEN environment. The methodology used in conducting this research is to use more qualitative data methods.

**Keywords:** academic information system; academic services, siakad.

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## INTRODUCTION

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The advancement of information technology is currently growing very rapidly which brings us into a new world, a world where communication plays an important role in life (Autor, 2015). Various kinds of facilities are provided to meet all needs for communication. Current technological developments have increased very rapidly. Technological developments do not only occur in one area but have occurred in all aspects of human life. One technology that is experiencing very rapid development is the development of computer technology which has undergone very rapid evolution (Melkić & Čavlek, 2020). 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 (Bryde et al., 2013).

Information needed and used by organizations to support their activities. The existence of existing technological developments must be utilized by organizations, as well as the challenges of the existing business world, causing organizations to be able to use information technology in order to be able to achieve the goals set by the organization. Because of this, organizations need a system. Systems that utilize technology, especially computers, in processing information that can form a reliable computer-based information system to obtain maximum results in meeting organizational needs (Padhy et al., 2012).

Information system success is a level where the information system is able to contribute to the organization in achieving its goals (Iskandar, 2015). Conversely, it is said to fail if the system is lacking or even not utilized by its users. In order for an information system to operate optimally, it is necessary to evaluate the information system (Nickerson et al., 2013). Because the costs incurred to implement information technology-based information systems are not small. User satisfaction is one form of evaluation of information systems (Yakubu & Dasuki, 2018). One method developed by information systems experts to measure information system user satisfaction is to assess the desired characteristics of a system (system quality), the desired characteristics of system output (information quality) and the quality of support received by system users from the information systems department. and information personnel support (quality of service) (Sebetci, 2018). "If you want to hold the world in the palm of your hand, then master information." These words remind us how important information is in human life. The importance of information causes that the information that arrives must not be late, must not be biased, must not have errors and is relevant in its use, so that the information becomes quality and useful information for the wearer.

The effectiveness of information systems is usually measured from the perspectives of system quality, information quality, and service quality (Sharma & Lijuan, 2015). The existence of an effective

and efficient information and data dissemination system causes changes in management methods and ways of working in various agencies and organizations. The level of efficiency and effectiveness of work systems and methods of managing agencies and organizations continues to increase. The world, which previously operated with manual procedures, is starting to experience a shift towards something instant, all of which are the result of the existence of the internet (Rathore et al., 2016). Information can be accessed from any computer that is connected to an internet connection, including in support of education (Rymaszewska et al., 2017). The Academic Information System (SIKAD) is a tool to support the implementation of education in educational units and is used to deliver quality management programs to all academics and stakeholders based on information and communication technology such as the internet, local area networks, so that educational units can provide more academic services. good, effective, and efficient including academic services in a tertiary institution.

Tertiary institutions must have an information system prepared to support the management and improvement of the quality of academic programs (Jung & Lehrer, 2017). A tertiary institution's information system consists of data collection, analysis, storage, data retrieval, presentation of data and information as well as communication with interested parties that are built centrally at the tertiary level and/or distributed to related units (Pai

et al., 2021). SIKAD is specifically designed to meet the needs of tertiary institutions that want computerized education services to improve performance, service quality, competitiveness and the quality of the resulting Human Resources (Dioputra et al., 2022).

SIKAD is a system that processes data and processes academic activities involving students, lecturers, academic administration, finance and other attribute data (Mulyapradana et al., 2021). The academic information system carries out student administrative process activities, carries out academic administrative activities, processes teaching and learning transactions between lecturers and students, carries out academic administration processes both regarding the completeness of documents and costs that arise in academic administration registration activities. In dealing with this there are several forms of academic administration services that need to be provided, which include providing facilities, providing service guidelines and procedures, registration and re-registration, Student Study Plan Card (KRS) services, lecture services, lecture evaluation administration, and other academic administration services. which is part of the academic administration services in each work unit.

Higher education as one of the educational organizations currently has implemented information technology because of the increasing complexity of the problems it faces (Kvon et al., 2017). Based

on this, the Faculty of Social and Political Sciences to deal with academic and student administration issues such as filling out Study Plan Cards (KRS), monitoring Study Result Cards (KHS), class and lecturer information, as well as class schedules and exams, has participated in the program. Academic Information System (SIKAD) which has been developed by the Information Technology Assessment and Application Unit (UPPTI) Universitas Brawijaya. The existence of SIKAD is expected to improve student academic administration in each faculty which was previously carried out manually, with the hope that there will be harmony between related information resources, namely students, teachers and staff in this case academic and student affairs can be realized (Haerul et al., 2022). SIKAD is also expected to be able to provide accurate, fast and precise information which in the end this process can shorten time without reducing the quality of the information and lead to more efficient results in presenting information to all parties. Even though in practice there are still deficiencies such as the difficulty of accessing the SIKAD website when filling out a new study plan card, the number of classes that are opened does not match the number of students who will take a particular course, class schedules and exams are often inconsistent because they are not updated if there are changes.

Selection of students consisting of the Public Administration Study Program, Government Science Study Program, Office

Administration Management Study Program, International Relations Study Program, Social Anthropology Study Program, Social Welfare Study Program, and Library Study Program, Faculty of Social and Political Sciences, Cenderawasih University

## **RESEARCH METHODS**

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### **1. Types of research**

The selection of this qualitative descriptive research design is intended so that researchers in approaching the research object will be carried out fairly. In the sense of digging up information according to the perceptions of researchers and informants, and the process of extracting this information can develop according to the interactions that occur in the interview process.

### **2. Research focus**

Based on the description on the background of the problem, it can be seen that this research will discuss matters related to:

- a. The Effectiveness of Using the Online Academic Information System (SIKAD) conducted by the UNCEN Faculty of Social and Political Sciences in terms of academic services.
- b. Obstacles encountered in implementing the SIKAD Online application

### **3. Research sites**

The location of this research is the Faculty of Social and Political Sciences, Cenderawasih University which consists of 7 study programs including:

- a. Public Administration Study Program

- b. Government Science Study Program
- c. International Relations Study Program
- d. Office Administration Management Study Program
- e. Social Anthropology Study Program
- f. Social Welfare Science Study Program
- g. Library Studies Program.
- h. The time for the implementation of this research activity lasts for five months, starting from June to October 2022.

#### 4. Research Informants

The informants in this study were divided into two (2) groups, namely:

##### a. Key Informants

Key informants consisted of the Dean, PD1, Heads of Study Programs, Faculty SIAKAD Operators, and Study Program SIAKAD Operators.

##### b. General Informant

While the general informants consisted of five (5) students as users as well as beneficiaries.

#### 5. Data Types and Sources

The data sources are as follows:

- a. Primary data, obtained through informants, namely students who are observed and provide data in the form of words or statements.
- b. Secondary data, obtained from the library, namely data obtained from literature books that are used as the main support in writing the results of this study. Other data were also obtained from archives as data in the form of documents, photographs, statistical data and texts available at

institutions/agencies related to this research.

#### 6. Data Collection Techniques

There are two aspects that must be understood in the context of collecting data in qualitative research, namely data collection techniques and data recording. The data collection techniques used are:

- a. Interview, which is an in-depth interview technique with face to face through an open ended questioned interview guide.
- b. *Observation*, that is, the researcher as the key instrument makes careful observations of the objects and phenomena studied.
- c. *Inference*, namely giving meaning to the data that has been given by the informant. For recording this data will be equipped with a sheet of data or information records.

#### 7. Data analysis technique

According to Miles and Huberman (1992:16), in general, qualitative data analysis consists of 3 (three) streams of activities that occur simultaneously, each of which is:

##### a. Data reduction

Data reduction is a selection process, focusing attention on simplification, abstracting and transforming raw data that emerges from written records in the field. Data reduction is a form of analysis that manages, classifies, directs, discards unnecessary and coordinates data in such a way that final conclusions can be drawn and verified.

b. Data Presentation

The second important flow of data analysis activities is the presentation of data in the form of a set of information that is arranged in a more systematic manner which gives the possibility of drawing conclusions and taking action. By looking at the data presentations we will be able to understand what is going on and what should be done, further analyze or take action based on the understanding gained from the data presentations.

c. Draw Conclusions/Verification

Drawing conclusions is essentially giving meaning to the data obtained. For this reason, since the initial data collection, researchers have tried to make sense of the data obtained by looking for patterns, models, themes, similarities, causal flows and other things that often arise. In short, the meanings that arise from the data must be tested for their truth, robustness and suitability so that a belief about their truth will be obtained.

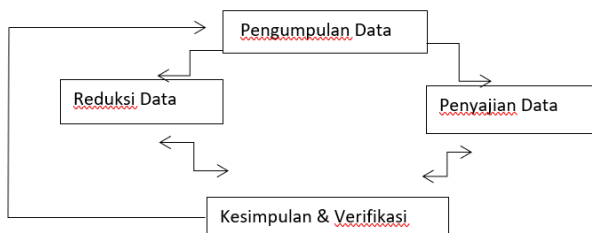


Figure II  
Components and Data Analysis  
(interactive model) Adapted from.  
Miles and Huberman (1992:20)

RESULTS AND DISCUSSION

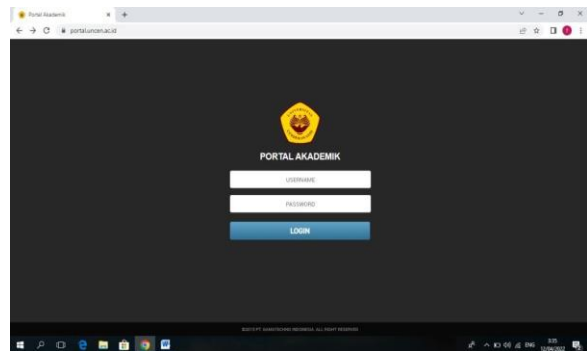
1. Data Presentation

SIKAD is an academic information system that provides convenience to its users in online academic administration activities. As the aim of making SIKAD is designed in such a way as to be able to provide convenience and comfort both in terms of access and in terms of interface appearance.

1) SIKAD display

Display of the SIKAD (Academic Information System) page interface. By entering *Username* and *Password*, you will be able to directly enter the pages of the features provided by SIKAD.

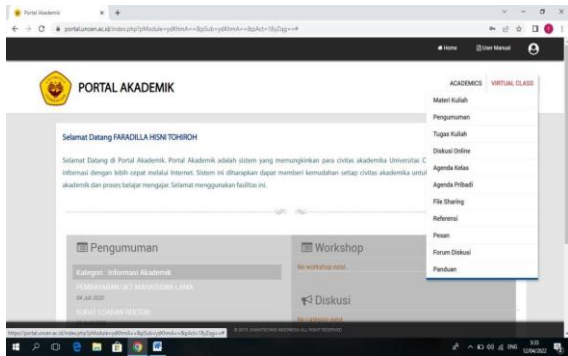
Figure 1  
SIKAD Page Interface Display



Source: Web-based SIKAD application

View the page on SIKAD to be able to access the features in it. SIKAD has 2 features namely *Academics* and *Virtual class* in which there are other items as a form of academic service from SIKAD.

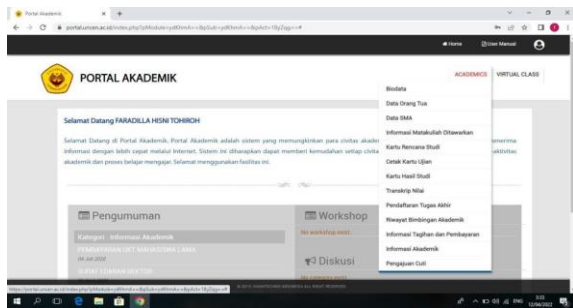
**Figure 2**  
**SIAKAD Page Display**



Source: Web-based SIKAD application

Display of service items that can be accessed in features *Academics*, which consists of Personal Biodata, Parents Data, High School Data, KRS, KHS and other available items as shown below.

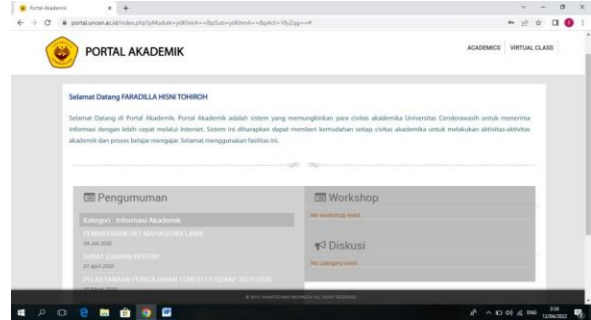
**Figure 3**  
**Item List View in Academics Features**



Source: Web-based SIKAD application

Display of service items that can be accessed in features *virtual class*, which consists of Lecture Materials, Announcements, Lecture Assignments and other items as shown in the display below.

**Figure 4**  
**Item List View In Features *Virtual Class***

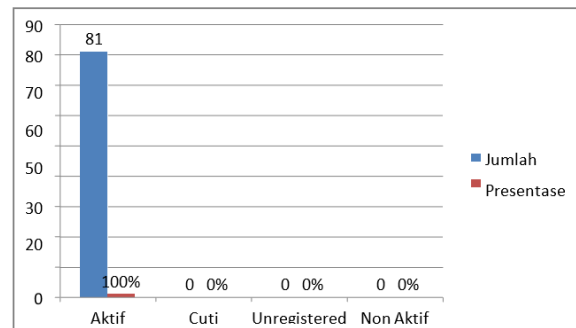


Source: Web-based SIKAD application

2. **Student Information Registered at SIKAD T.A. 2021/2022 Office Administration Management Study Program**

As a student registered at a tertiary institution, it is certain to be registered with SIKAD and have an account with the SIKAD. Among the ease of using SIKAD is that SIKAD will automatically read students who are still active, on leave and even inactive. Which for the Office Administration Management Study Program the data is presented as follows.

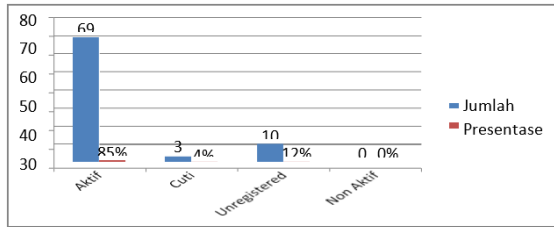
**Figure 5**  
**Number of Students Registered at SIKAD Class of 2021 Semester I T.A. 2021/2022**



Source: SIKAD 2022 T.A. 2021/2022

Based on this graph, the number of students in class 2021 semester I (One) T.A. 2021/2022 numbered 81 people and all of them are registered with SIKAD which also has an account with SIKAD. From this data it can be seen that students from batch 2021 are all active in semester I (one).

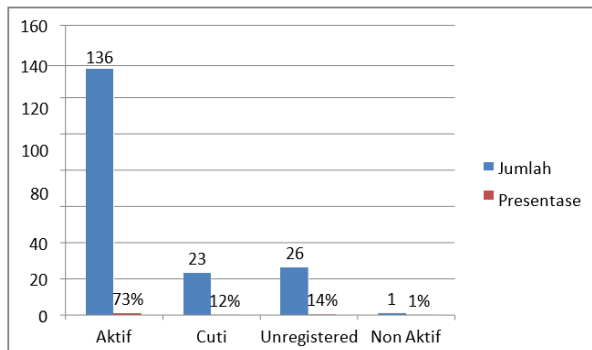
**Figure 6**  
**Number of Students Registered at SIAKAD**  
**Agkatan 2021 Semester II T.A. 2021/2022**



Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students in class 2021 semester II (two) T.A. 2021/2022 numbered 81 people and all of them are registered with SIAKAD which also has an account with SIAKAD. As many as 69 of these students are still declared active because they have fulfilled their responsibilities as students, namely paying UKT in semester II (second) or it can be said that as many as 85% of students in the 2021 class are still in active college status. As for the rest, they fall into the category of students who are on leave and *unregistered* (no registration) for not paying UKT.

**Figure 6**  
**Number of Students Registered at SIAKAD**  
**Class of 2020 Semester III T.A. 2021/2022**

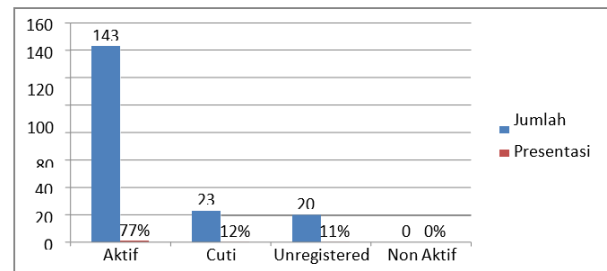


Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students in class 2020 in semester III (three) T.A. 2021/2022 totaling 186 people and only 1 student who is not

active. As many as 136 students are still declared active because they have fulfilled their responsibilities as students, namely paying UKT in semester III (three) or it can be said that as many as 73% of students in the 2020 class are still in active college status. As for the rest, they fall into the category of students who are on leave and *unregistered* (no registration) for not paying UKT.

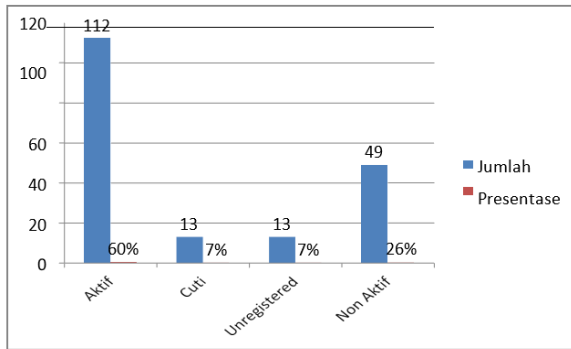
**Figure 7**  
**Number of Students Registered at**  
**SIAKAD Class of 2020 Semester IV T.A.**  
**2021/2022**



Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students from batch 2020 T.A. 2021/2022 numbered 186 people and all of them are registered with SIAKAD which also has a SIAKAD account. As many as 143 students are still declared active because they have fulfilled their responsibilities as students, namely paying UKT in semester IV (four) or it can be said that as many as 77% of students in the 2020 class are still in active college status. As for the rest, they fall into the category of students who are on leave and *unregistered* (no registration) for not paying UKT.

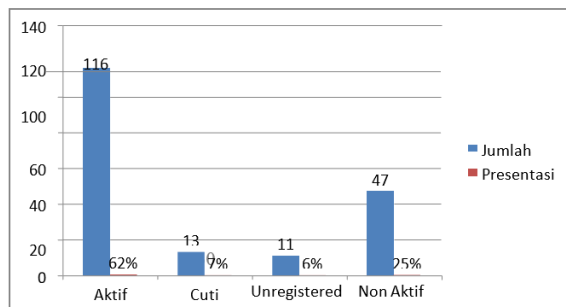
**Figure 8**  
**Number of Students Registered at SIAKAD**  
**Class of 2019 Semester V T.A. 2021/2022**



Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students from class 2019 T.A. 2021/2022 numbered 187 people and all of them are registered in SIAKAD. Meanwhile, there were only 138 students enrolled in SIAKAD. As many as 112 students are still declared active because they have fulfilled their responsibilities as students by paying UKT in semester V (five) or it can be said that as many as 60% of students in class 2019 are still in active college status. As for the rest, they fall into the category of students who are on leave status. *unregistered* (not registering) because they don't pay for UKT and non-active students.

**Figure 9**  
Number of Students Registered at SIAKAD Batch 2019 Semester VI T.A. 2021/2022

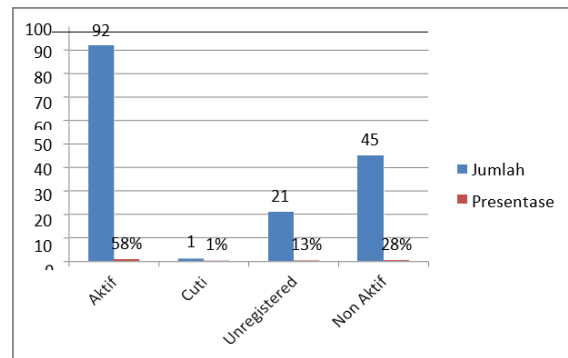


Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students from class 2019 T.A. 2021/2022 totaling 187 people. While students

enrolled in SIAKAD are only 140 people. As many as 116 students are still declared active because they have fulfilled their responsibilities as students by paying UKT in semester VI (six) or it can be said that as many as 62% of students in class 2019 are still in active college status. As for the rest, they fall into the category of students who are on leave status. *unregistered* (not registering) because they don't pay for UKT and non-active students.

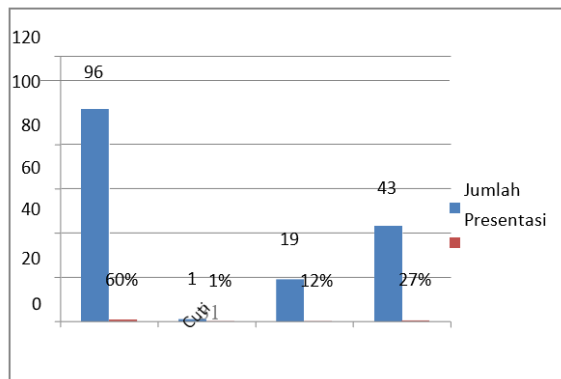
**Figure 10**  
Number of Students Registered in Siakad Class of 2018 Semester VII T.A. 2021/2022



Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students from class 2018 T.A. 2021/2022 as many as 159 people. Meanwhile, there are 114 students enrolled in SIAKAD. As many as 92 students are still declared active because they have fulfilled their responsibilities as students, namely paying UKT in semester VII (seven) or it can be said that as many as 58% of students in class 2018 are still in active college status. As for the rest, they fall into the category of students who are on leave status. *unregistered* (not registering) because they don't pay UKT and non-active students.

**Figure 11**  
**Number of Students Registered at SIAKAD**  
**Class of 2018 Semester VIII T.A. 2021/2022**



Source: SIAKAD 2022 T.A. 2021/2022

Based on this graph, the number of students from class 2018 T.A. 2021/2022 as many as 159 people. Meanwhile, there are 116 students enrolled in SIAKAD. As many as 96 students are still declared active because they have fulfilled their responsibilities as students, namely paying UKT in semester VIII (eight) or it can be said that as many as 60% of students in class 2018 are still in active college status. As for the rest, they fall into the category of students who are on leave status. *unregistered* (not registering) because they don't pay for UKT and non-active students.

### 3. SIAKAD-Based Student Services

#### a. SIAKAD Service Coordination at Leadership Level

Within the ranks of leadership coordination will be carried out between leaders starting from the Dean, Assistant Dean to the head of the study program (Kaprodi). It is inseparable from SIAKAD itself, the form of service is always coordinated between leaders. Therefore questions were asked regarding instructions for using SIAKAD in the campus environment to the

leadership and received answers:

*Instructions regarding the use of SIAKAD have been in force since 2017. These instructions were structurally given to the faculties through the Dean which was handed down to PD1 to handle the implementation of SIAKAD. And the instruction is being carried out by the current PD1 (MF). The same thing was also stated by (MRP) that instructions regarding the use of SIAKAD did exist and were obtained from the Chancellor's Decree.*

The author notes that SIAKAD instructions have been implemented by each study program based on directives from PD1 as well as the Chancellor's Decree given to the Dean. The main target for implementing SIAKAD is students, and the author believes that this instruction is going well because students have been able to use SIAKAD to record and direct their academic activities in accordance with applicable regulations. This shows that the use of SIAKAD has been effective in streamlining academic administration and ensuring that students can easily access and manage their academic records.

Other questions were also asked regarding responses regarding the SIAKAD feature that was not used by the lecturer and the sanctions given and managed to get a response that:

*From the given text, it can be inferred that the Head of Study Program encourages lecturers to use SIAKAD for teaching and learning activities. However, not*

*all lecturers utilize the features of SIAKAD and there are no sanctions for lecturers who do not use SIAKAD. Nevertheless, if a lecturer does not input anything into SIAKAD, their BKD (Workload Performance Report) will be affected, which can cause problems for students because the grades will not appear in SIAKAD.*

The author notes that despite the availability of various features in SIAKAD, many lecturers do not use them or only use a few of them. Additionally, there are no sanctions for lecturers who do not use SIAKAD, which has become a habit for many. This is problematic for students, as they must rely on other sources of information and miss out on the benefits of SIAKAD. Despite the convenience of SIAKAD, the lack of enforcement of its use may lead to it being viewed as a normal or optional tool rather than a necessary one. This may negatively impact the primary purpose of SIAKAD, which is to facilitate academic activities for students.

In addition to these questions, questions related to controlling values and data input in SIAKAD also need to be asked for clarity in data input. The response obtained from this question is as follows:

*According to the text, the control of inputting values in SIAKAD is performed by the SIAKAD operator. If a lecturer has not inputted a score, PD1 gives an appeal to the SIAKAD operator to provide a policy of giving a "B" grade according to academic value rules for FISIP. The value is important for students to make KRS in the next semester and is always monitored. If*

*students have problems related to inputting grades, they can change grades at the faculty operator who has the authority. The head of the study program is responsible for controlling the data input in SIAKAD by reviewing student data through the study program operator.*

The writer observes that the leadership is always in control of the inputting of data, especially the grades entered into SIAKAD. As a result, students who are affected by slow grading by their course lecturer receive a "B" grade. This control by PD1 has a positive impact on students because it helps them in future semesters. Although the input values may not be accurate at first, the grades can be changed later through a number of procedures.

However, for the current semester and a requirement for the following semester, these values are under control due to the policy controls being carried out.

To see the achievement of SIAKAD on the campus, the researcher asked questions related to the achievement of indicators of success in SIAKAD. And got the response that:

*SIAKAD was successfully established on campus because the lecturers' BKD was achieved because they inputted data at SIAKAD and read it at BKD and students were registered at SIAKAD and the Dikti portal. The achievement indicator is the achievement of a learning system that is connected between lecturers and students but also integrated with the education system in Indonesia (MRP).*

Seeing from what was conveyed by PD1 regarding the success of

implementation, the author also emphasizes that these indicators have been achieved due to the implementation of SIAKAD which has been carried out and can be utilized by all targeted elements. In SIAKAD all academic activities, especially students, can be recorded properly, besides that for BKD lecturers can also be granted the right to use SIAKAD because all PBM processes carried out can be recorded which will later be read in a system belonging to the lecturer.

In addition to the things above, sometimes there are also complaints from lecturers and students regarding the use of SIAKAD which must be responded to by the leadership so that this question gets the following responses:

If the lecturer complains about SIAKAD, the policy taken is that the lecturer can report to the head of study program which will later be conveyed through a coordination meeting between leaders to find a way out. And it is planned in the near future to hold socialization and training for lecturers in using SIAKAD (MF).

*Whereas for students, if there are students who refuse about SIAKAD, it is necessary to provide an explanation to students because SIAKAD is a regulation from the ministry leadership for the convenience of student services. Their difficulties can be reported to the head of the study program and solutions will be given and assisted as much as possible in order to achieve convenience (MF). (MRP) added that if students complain about using SIAKAD, socialization will be carried out to overcome this problem. Meanwhile (TLS) provides a review that if students*

*refuse to use SIAKAD, there will be socialization about SIAKAD to students so they can recognize and use it in the teaching and learning process.*

These statements were emphasized by the author based on the facts in the field that many of the author's friends complained about the presence of SIAKAD. These complaints were obtained because many did not know how to use SIAKAD because they were not taught about the features in it, even though outreach to students might be possible. However, in reality this has not been done so that in the PBM process if a lecturer uses one of the features in SIAKAD, the result is that many students are confused and complain because they do not know how to use the features in SIAKAD.

Apart from this, the researcher also wanted to know about the facilities provided to access SIAKAD in the campus environment and received a response that:

Currently wifi is only provided or can be accessed by faculty leaders and study program or faculty operators. In the future, facilities provided by students will also be held. However, it must be well planned and being worked on for the next few years (MF).

From this explanation it is in accordance with what the researcher feels, that facilities to access SIAKAD on campus have not been provided and used in general. Facilities such as wifi can only be accessed by leaders as well as operators and staff at this Faculty. However, according to the explanation given, in the future there will be facilities provided to students in general to be able to access SIAKAD in the campus environment.

b. The Ability of Lecturers In Using SIAKAD

The ability of lecturers to use SIAKAD is indeed a measure of the success of SIAKAD itself, therefore the researcher wants to dig up information about the use of features in SIAKAD by asking whether the lecturer for the subject concerned uses the features in SIAKAD as a PBM facility, especially in virtual class features. or don't use it. Which results in the response that:

*Based on the responses from the surveyed lecturers, it seems that there is a lack of ability among some lecturers in using SIAKAD. Some of the reasons for this include a lack of understanding of science and technology, a lack of knowledge or understanding of SIAKAD due to a lack of socialization regarding its use, and a lack of mastery of technology by some lecturers. Additionally, some lecturers may be used to doing PBM manually and find it difficult to switch to using SIAKAD.*

*It is important to note that this is not true for all lecturers and some are able to use SIAKAD effectively. However, it may be necessary to provide training or additional support for those who are struggling with the technology in order to improve their ability to use SIAKAD and fully utilize its features for effective PBM.*

c. Utilization of SIAKAD in Academic Services by Students

SIAKAD is generally used as a means of providing academic services for students. Therefore, the researcher wanted to know students' responses regarding SIAKAD services by asking questions about knowledge about the guidelines for using SIAKAD and when to get the guide. From these questions the researcher got the response that:

*Based on the responses of the students, it seems that there is a lack of consistency in the socialization and guidance on how to use SIAKAD. Some students reported that they received a guide during their entrance to college, and it was explained during the PPS through a webinar. However, others reported that they never received any guidance or socialization on how to use SIAKAD. Some students also mentioned that they learned how to use SIAKAD based on what they did or self-taught. It is essential for the study program to provide consistent guidance and socialization to ensure that students can use SIAKAD optimally.*

From the explanation above, the author also emphasizes that there has never been an explanation or socialization of guidelines related to the use of SIAKAD either from the faculty or the study program. Unlike the 2020 and 2021 class students who have received a little guidance during the webinar. The 2018 and 2019 students did not get this at the start because they were in a transition period from manual to completely digital, such as using SIAKAD. Even though socialization has been given, in fact the ability to use SIAKAD cannot be said to be good either considering the backgrounds they have are different.

In addition, researchers also want to know about the obstacles or problems faced by students in SIAKAD and get responses:

*The main problems with SIAKAD include server downtime or web errors, errors in inputting values, and lack of recommendation for using all the items in the academics feature. While some students can use the academics feature*

*properly, not all items are used. Similarly, the virtual class feature is only used for lecture materials, course assignments, and announcements. Some students also face slow response times when uploading assignments, which can be frustrating. However, the academics feature generally runs smoothly, and some students use other features outside of SIAKAD to get information, especially for those who don't understand SIAKAD or don't have access to it.*

From the explanation above, the constraints experienced by the informant have also been experienced by the author. Starting from server Whichdown because many access the page to the point where there are errors in entering grades which give difficulties to students later. Error caused by server Whichdown accessible again in a few moments. However, for other problems such as problems in making KRS or repairing values, it can only be overcome by visiting the operator and asking for help in solving these problems which require time and effort to be able to solve the problems encountered.

In connection with the use of SIAKAD which requires a set of tools and internet access assistance. The researcher wants to see how students respond to supporting facilities in using SIAKAD, especially when they are on campus. From these questions the researchers managed to get answers simultaneously that:

*It is necessary to procure supporting facilities related to the use of SIAKAD such as the availability of free Wifi for students on campus and supporting equipment such as computers (MK and*

*Y students class of 2019, ASF and TB students of class of 2018, N and S students of class of 2020 and E and J students of class of 2021).*

Based on the results of observations, the researchers confirmed that the lack of adequate facilities in the campus environment, such as the absence of tools or computers as well as the internet or wifi network provided by the campus, made students feel difficult in accessing SIAKAD, especially for those who did not use SIAKAD for the reason that there were no facilities that could be used. . Indeed, in each study program, especially the Office Administration Management study program, supporting facilities such as the availability of computers and wifi networks are needed to support the use of SIAKAD, especially in the campus environment.

For future improvements to SIAKAD, researchers want to find out whether SIAKAD makes it easier for students to deal with academic administration and what are the hopes of future students regarding the use of SIAKAD and get the following responses:

*In summary, while SIAKAD provides convenience to students, there is a lack of socialization and education regarding its features and benefits. Some students may not know about SIAKAD and it is important for service providers to be patient with them. It is also important for the campus to be open about SIAKAD supporting facilities and for the features in SIAKAD to be used properly for the benefit of students. Despite some obstacles, SIAKAD makes it easier for students to carry out their academic activities. There is hope that the server*

*in SIAKAD can be improved and that the use of features in SIAKAD is optimized to provide maximum convenience for students.*

In summary, SIAKAD has facilitated the PBM process for students by providing easy access to grades and other features. However, many students are not aware of all the benefits of SIAKAD due to a lack of socialization by the study program. The researchers emphasize the importance of socialization to increase the use of SIAKAD and to ensure that students are aware of its full potential. Students are enthusiastic about using SIAKAD, but they need more information and guidance to use all its features effectively.

d. SIAKAD Service Responsibilities By Faculty Operators

SIAKAD services on campus are also the responsibility of faculty operators. Here the researcher wants to see how the faculty operators respond to the implementation of SIAKAD on the FISIP Uncen campus. And faculty operators respond that:

In summary, SIAKAD has been implemented in FISIP campus and has been proven to be helpful for academic administration. It reduces the workload of employees and simplifies processes for students such as course registration and UKT payment. However, some students are less enthusiastic about using SIAKAD even though it has more functions than just making KRS and viewing grades. Input errors in grades sometimes occur due to the lecturer's lack of SIAKAD proficiency, but the faculty has policies in place to address this issue. Overall, SIAKAD is a useful tool for academic administration and its

implementation on the FISIP campus runs smoothly.

In addition, the researcher also asked questions about the authority to input values in SIAKAD and received the following responses:

According to the text, it is the responsibility of the lecturer to input the grades of their own courses. However, some lecturers may not be proficient in using SIAKAD and may delegate this task to the operator. If the deadline for grade submission is missed, the faculty will assign a default grade of "B" to enable students to register for courses in the following semester. Students can request a grade change by presenting their DPNA or course card, or by obtaining a note from the lecturer. Input errors may occur due to mistakes made by the study program operator, and only the faculty operator can correct such errors.

Grades are the rights of students obtained during the current semester. It is true that during the lecture period the writer also often knew that the value was inputted by the operator, not the lecturer concerned. The lecturer gives the DPNA to the operator, who then inputs the value for the operator.

The input of grades by the operator is done because some lecturers are not inputting the grades themselves due to various reasons. This sometimes leads to errors in the input of grades, which can cause inconvenience to the students. They have to approach the operator to rectify the errors, which can be time-consuming and difficult, especially for students who have to travel to a different location to reach the study program. This problem can be avoided if the lecturers themselves

input their grades into the SIAKAD system, which will also reduce the workload of the operators.

In addition, the researcher also wanted to ask questions regarding the progress of using SIAKAD in each study program and the expectations of study program operators for SIAKAD in the future and get a response that:

*APK Study Program is a relatively good study program among other study programs, seen from the deadline for inputting data in SIAKAD. With SIAKAD, the operator's workload is made easier because the operator can monitor the data and grades that have been input as well as the number of students who have registered only through the account they hold. In the future, it is hoped that socialization regarding SIAKAD can be carried out by study program operators in order to provide knowledge to users or students (AA).*

The Office Administration Management Study program has an advantage in terms of time efficiency, as the data input by the operator is relatively fast compared to other study programs. This ensures that the data needed for student completeness can be fulfilled without any obstacles. However, it is noted that many students are not fully utilizing SIAKAD, as they tend to only use it to make KRS and view grade transcripts, despite the fact that SIAKAD has more functions beyond these features.

e. SIAKAD Service Responsibilities By Study Program Operators

SIAKAD services on campus are also the responsibility of study program staff or operators as SIAKAD operators in study programs. Here the researcher wants to see how the study program

operators respond to the use of SIAKAD which has been applied to the Office Administration Management Study Program and gets a response that:

*SIAKAD is very good because it has been implemented at UNCEN because before there was SIAKAD many students had not paid for UKT but could still attend lectures. Now with SIAKAD it can be seen which students are able to take part in lectures (making KRS) and which are not because it will automatically be included in the data of students who do not pay for UKT (TN).*

The researchers have found that the application of SIAKAD is beneficial in reducing the workload of employees and simplifying administrative tasks for students. By using SIAKAD, students no longer need to manually create their KRS and can easily enroll in courses by clicking on them through the SIAKAD page. Additionally, paying for UKT is also made easier as the system automatically reads the payment and eliminates the need for physical proof of payment. This also allows for easier monitoring by operators as they can directly supervise which students are able to attend lectures in the semester.

In addition, the researcher also wanted to see whether socialization had been carried out by the study program correctly and the obstacles that might be faced by study program operators related to SIAKAD. The result is that the study program operator responds that:

*Socialization regarding SIAKAD to students is carried out in the class of 2020 during PPS and the authority regarding socialization must be approved by the leadership. The obstacle in creating a Student SIAKAD*

*account is due to the incomplete biodata input in SIAKAD. Entering complete data in SIAKAD makes it easy to create an account to get a username and password to access SIAKAD. In addition, another obstacle is students who do not understand technology and do not know how to use SIAKAD which should be given an introduction through outreach to students (TN).*

The author highlighted that socialization had indeed been conducted for the 2020 class, who had used SIAKAD for academic administration since the beginning. This was due to SIAKAD's implementation in the study program since 2019, making it mandatory for 2020 students to use it. However, the ease of providing socialization did not have a positive impact on students because it was only carried out at the beginning. Therefore, many students still faced difficulties accessing SIAKAD. Additionally, operators often encounter issues where students are unable to log in to their SIAKAD accounts, requiring them to find solutions to address the underlying problems.

Another thing to do with operators is value. In which the researcher asked questions regarding the authority to input values in SIAKAD and was given the following responses:

*While it is the lecturer's responsibility to input grades according to established norms, operators can assist lecturers in this task, especially if the lecturer is occupied or unfamiliar with SIAKAD. In cases where the input limit has been exceeded and grades have not yet been entered, operators can enter the grades using their own account. Failure to submit grades to the*

*operator may result in faculty policy grades, typically a "B". Input errors may occur if the lecturer is unfamiliar with the proper method of entering grades, which should include all grades, such as assignment scores, midterms, and final exams, in SIAKAD (TN).*

Lecturers are authorized to assign grades based on students' performance, but often delegate the task of entering these grades into SIAKAD to an operator. This delegation goes against the lecturer's obligation to input grades for their course. Delayed grade inputting due to the lecturer's lack of personal input can result in students receiving "B" grades based on faculty policy instead of their actual performance. This delay can disadvantage students since their grades do not reflect their actual performance, even though they can be corrected using the proper procedures later on.

In addition, the author also wants to know how the procedure is related to leave, if students want to take time off and get a response that:

*Students themselves can apply for leave through SIAKAD without the need to report and come to the academic section at the faculty. To activate the leave, they only need to show proof of payment of the next semester's tuition fee (TN).*

Based on what was said, it was explained that leave can be done directly through SIAKAD without the need for the student concerned to come to campus to report. For this reason, if students want to reactivate students, they only need to pay for the UKT for the following semester and it is enough to bring proof of payment and

show it to the study program operator, the operator will immediately set up the system to reactivate students who are taking the leave.

## CONCLUSION

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The SIAKAD system has been implemented on the FISIP campus since 2019, and the majority of students have registered and have an account. The system has many benefits for both students and lecturers, but some features are not being fully utilized due to the lack of technological proficiency among some lecturers and the absence of socialization about SIAKAD usage. Problems can arise due to the system itself, operator errors, and student lack of knowledge about SIAKAD. Additionally, there are issues with the lack of supporting facilities on campus, which can negatively impact the system's functionality. Overall, improvements to the system and socialization efforts are necessary to ensure that SIAKAD can be utilized to its full potential in the future.

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