

The Urgency of Quality Management in Higher Education Information Systems

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Abstrak

Artikel ini bertujuan untuk mendeskripsikan kajian teoritis sistem informasi yang memiliki peran penting dalam membantu mengendalikan dan mengatur kegiatan sub-sistem organisasi untuk membantu organisasi dalam mencapai tujuannya. Jenis penelitian yang digunakan adalah studi pustaka. Metode studi pustaka merupakan rangkaian kegiatan yang berkaitan dengan metode pengumpulan data pustaka, membaca dan mencatat, serta mengelola bahan penelitian. Sistem informasi manajemen merupakan kunci dari suatu bidang yang menekankan pada tenaga manajemen yang dapat mengolah dan mengolah data menjadi informasi yang dapat digunakan untuk mendukung keputusan dengan melalui prosedur kerja yang telah ditentukan. Tujuan sistem informasi meliputi: 1) menyediakan informasi untuk mengambil keputusan, 2) menyediakan informasi yang digunakan dalam perencanaan, pengendalian, evaluasi dan perbaikan berkelanjutan, dan 3) menyediakan informasi yang digunakan dalam menghitung biaya suatu produk, jasa dan tujuan lain yang diinginkan oleh manajemen.

Kata kunci: Manajemen, Informasi, Sistem, dan pendidikan.

Abstract

This article aims to describe the theoretical study of information systems having an important role in helping to control and organize the activities of the organization's sub-systems to assist the organization in achieving its goals. The type of research used is a literature study. The literature study method is a series of activities related to methods of collecting library data, reading and taking notes, and managing research materials. Management information systems are the key to a field that emphasizes management personnel who can process and process data into information that can be used to support decisions by going through a predetermined work procedure. The objectives of the information system include: 1) providing information for making a decision, 2) providing information used in planning, controlling, evaluating and continuous improvement, and 3) providing information used in calculating the cost of a product, services and other purposes desired by management.

Keywords: Management, Information, System, and education.

PRELIMINARY

In the current era of modernization, information systems and technology support the activities of an organization. The existence of a management information system brings changes

in the implementation of work from the manual to the digital era so that interactions between institutions/organizations, communities and institutional stakeholders can be carried out more quickly and run dynamically (Triandini, Jayanatha, Indrawan, Putra, & Iswara, 2019). There is anticipation through strategies and policies so that higher education institutions can survive in providing services in all fields (Sonia, 2020), specifically services for students, lecturers and the community.

Management information systems are important activities in an organization, especially higher education institutions, to help educational institutions achieve goals (Sudiby, 2011). Therefore, using management information systems in the service sector is crucial in higher education (Jumriani et al. 2021). Because it has become a necessity, not just a prestige of modern higher education management, in its implementation, universities encounter many obstacles in implementing management information systems, especially institutional management, both technical and non-technical factors (Lestari, 2017). Therefore, governance accountability and the public image of higher education institutions will lead to increased performance and product quality. This policy will be meaningful when associated with efforts to fulfil quality educational institution management services, quality teaching programs, and quality educational facilities (Sonia, 2020).

Educational institutions require integrated management to provide fast and accurate information and reporting. Information or reporting presented quickly can be used to analyse and make decisions properly and correctly (Rahmanto, Ulum, & Priyopradono, 2020). Of course, this is very difficult to do if it is done manually and does not use integrated information technology between internal departments of the educational institution as the basis for management. Current education management needs to provide access to data and information from collecting, recording, processing, duplicating, storing and sending (Rahmanto, Ulum, & Priyopradono, 2020).

Management information systems will assist organizations in achieving their goals, namely, work process efficiency, improving the quality of customer service, planning, expanding markets and introducing products to the public (Sudiby, 2011). The effectiveness of implementing management information systems in the management of tertiary institutions can be seen in the administration of institutional management so that the management process in tertiary institutions becomes more effective and efficient and can support the achievement of tertiary performance. Most education staff/academic staff, and lecturers use computer applications to help with their work processes (Lestari, 2017).

Lecturers use learning media to facilitate the learning process for students. Educational staff use computer applications in the administration field so that all activities can be neatly arranged and documents stored on the computer (Abbas 2022; Mutiani and Faisal 2019). The impact of technology and information development is the emergence of various types of activities based on electronics, e-learning, e-library, e-education, e-government, and so on (Rahmanto, Ulum, & Priyopradono, 2020). This article aims to describe the theoretical study of information systems having an important role in helping to control and organize the activities of the organization's sub-systems to assist the organization in achieving its goals.

METHOD

The type of research used is a literature study. The literature study method is a series of activities related to methods of collecting library data, reading and taking notes, and managing research materials (Snyder, 2019). Literature study is an activity that is required in research, especially academic research whose main objective is to develop both theoretical and practical aspects (Zed, 1999). Literature studies are carried out by each researcher with the main objective of finding a basis for obtaining and building a theoretical basis, framework for thinking, and determining provisional conjectures or also known as research hypotheses (Triandini, Jayanatha, Indrawan, Putra, & Iswara, 2019). Researchers can group, allocate, organize, use a variety of literature in their fields. By conducting a literature study, researchers have a broader and deeper understanding of the problem to be studied (Snyder, 2019).

RESULTS AND DISCUSSION

Management Information System is a method used by information users to manage data, be it data that will become information that results from the information used as material for consideration in decision making. Management information systems are the key to a field that emphasizes management personnel who can process and process data into information that can be used to support decisions by going through a predetermined work procedure (Hambali, 2021). The objectives of the management information system are: (1) to provide information for making a decision, (2) to provide information used in planning, controlling, evaluating and also continuous improvement, (3) to provide information used in the calculation of the cost of products, services and other purposes desired by management (Aprianti & Maliha, 2016).

In education, quality refers to two things, namely process and product. The quality of the educational process can be interpreted as the ability of educational institutions, both technical and management professionals, to support learning to achieve optimal performance (Renaningtias & Apriliani, 2021). Whereas educational products are of high quality if they fulfil

the characteristics, such as students showing a high level of mastery of learning assignments by educational goals and objectives so that they have the necessary knowledge and skills, educational outcomes according to community needs, families of quality education (Windhiyana, 2020).

Improving the quality of education requires the development of science and technology because all activities carried out require up-to-date information. As complex institutions, higher education institutions require the exchange of information quickly and precisely. The capacity of educational institutions is determined by their ability to analyze information, especially about the development of information technology. Educational institutions will require management activities such as planning, organizing, implementing, and supervising decision-making (Aprianti & Maliha, 2016; Renaningtias & Apriliani, 2021).

All of these management activities require information so that the decisions taken can be adjusted to the needs of society and education itself. To improve the quality of education, it must first improve the quality of educators and their students. Educators must understand how important information systems are in carrying out their duties in educating and teaching. Educators must be able to keep up with the times and the rapid development of information systems. Through this information system, educators can add to their knowledge not only information from their country but also from other countries (Triandini, Jayanatha, Indrawan, Putra, & Iswara, 2019).

Educators (lecturers) can see advanced education from other countries and be used as a guide to improve the quality of education in tertiary institutions. Management information systems in a school can make managing data on students, teachers/employees, and others easier. The processed student data can help parents get information about their child's development and assist in education through the educational institution's online academic database system (Aprianti & Maliha, 2016). This information system helps students independently in finding the material to be studied. Students can find learning resources not only from books and lecturers' explanations but also from the internet.

Students also find it easy to no longer go to the library to look for the material they will study because there is also an online library that can be accessed anytime and anywhere as long as there is a network (Windhiyana, 2020). This is a form of benefit provided by management information systems in improving the quality of education. Another benefit of management information systems for students in improving the quality of education is that students can improve their abilities and skills in analyzing the information they get via the internet and make them wise in using it (Aprianti & Maliha, 2016).

A good information system must support administrative activities from the operational level to the top management level of higher education institutions. Each management level requires different data or information because their duties and functions differ. The technology currently offered is quite diverse, with the quality of service being continuously updated (Rahmanto, Ulum, & Priyopradono, 2020). In the world of education, the best service is not only enough to lead to services for students and parents as external customers, but the best service must also be provided to internal customers, such as lecturers, administrative staff, other employees so that they can work effectively (Ilhami 2022; Syahrudin and Arif 2022). By utilizing information technology systems, educational institutions can use methods, media and learning resources that support easy access and equal access to education (Triandini, Jayanatha, Indrawan, Putra, & Iswara, 2019). Therefore, a management information system will facilitate the work of all stakeholders in tertiary institutions to carry out their work and to create good and quality services for the satisfaction of educational customers (students, lecturers and the public).

Management information systems in tertiary institutions are systems that allow a person to do various things, in this case, communicating, exchanging information, management governance and the use of technology in the form of hardware or software that can help someone in doing their job and the ability of users to operate it (Putra, Handoyo, & Rochadi, 2018). The success of an organization in achieving its goals depends on the ability of the people who manage the organization. Using a computer as a management information system (MIS) is a breakthrough. It is assisted by applications specifically geared to support management (Rodin, Khotimah, Perdana, & Mahfiro, 2022). Higher education as a service provider institution that involves a high level of interaction between service providers and users, higher education as a form of intellectual society must indeed show its existence by being able to create competitive and innovative human resources (Rahmanto, Ulum, & Priyopradono, 2020).

CONCLUSION

Management information systems are the key to a field that emphasizes management personnel who can process and process data into information that can be used to support decisions by going through a predetermined work procedure (Hambali, 2021). The objectives of the information system include: 1) providing information for making a decision, 2) providing information used in planning, controlling, evaluating and continuous improvement, and 3) providing information used in calculating the cost of a product, services and other purposes desired by management. A management information system will facilitate the work of all

stakeholders in tertiary institutions to carry out their work and to create good and quality services for the satisfaction of educational customers (students, lecturers and the community).

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