

The Effect Of Education Administration In The Effort Of Quality Improvement Of The Higher Education During The Pandemic Covid-19

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Abstract

Combining the two words Education and Administration brings a new meaning to the word. The word Education Administration refers to the art of administering educational practices, coaching, and developing control systems for schools. It also refers to online professional coaches of education who help with classroom lessons and learning. In today's world, educators should use online resources more often in their teaching methods to combat the Covid-19 pandemic. During the ongoing pandemic Covid-19, researchers investigate the impact education administration has on an educational institution's quality development. In 2020, a study took place at one of Palembang, South Sumatra's higher education facilities using both qualitative and quantitative methods. This was done at the University of PGRI Palembang.

Keywords: Education Administration, Higher Education, Quality of Education, Control Systems Schools, Pandemic Covid-19.

INTRODUCTION

In December 2019, the Chinese National Health Commission dispatched experts to investigate a pneumonia outbreak at the South China seafood market in Wuhan. A new coronavirus, referred to as COVID-19 for COLONA Virus Disease 19, was detected at the China Centers for Disease Control and Prevention on January 7, 2020 (China 2020). China's increased patient load for the pneumonia virus is rapidly

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spreading outside of the country. Many international events linked to disease were unforeseen by many. Covid-19, or coronavirus disease, is disrupting all spheres of life. breaching social life, work-from-home policies and large-scale social restrictions have a significant effect on education. Even professionals in the crisis management field need to take into account the impact these decisions have on their everyday activities. This is because school systems must still provide minimum standard services to their stakeholders during WFH and PSBB (Ali, Irwan, Atika, & Nora, 2020).

Many people consider improving the quality of education to be an insignificant problem. This is because higher education administrators often don't receive much attention from other parts of the education system. They also ignore the external and internal environments that affect the success of their educational process. Colleges that graduate academic degree holders are considered successful by many people. To prevent the spread of the virus, it's necessary to limit the amount of physical and social contact occurring between students and teachers. This isn't just because of the physical effects of contracting the virus; it's also because of protocol requiring social and physical isolation by each individual. As a result, teaching and learning must be transitioned to an online learning system or remote system using the internet. When students and teachers are accustomed to interacting with their classroom peers, they have to adjust and learn to accept distance learning as the only way to perform teaching and learning activities. Because of this, the quality of both teaching and learning activities and the country's education is questioned. People begin to doubt that education in the country would decline because of this—people even started calling it a pandemic (https://mediaindonesia.com/editorials/detail_editorials/1998-mutu-pondidikan-di-tengah-pandemi).

Indonesian Education and Culture Minister Nadiem Anwar Makarim stated that the country's education policy during the Covid-19 pandemic was to focus on the health and safety of students, educators, families and the public at large. Additionally, their educational policies seek to improve students' psychosocial conditions in order to provide educational services during the pandemic. Some teachers and students found it difficult to adapt to technology right away. This led to varying degrees of mastery across students and teachers of remote teaching methods. Due to the lack of comprehensive accommodation, our national education system fails to properly incorporate distance learning. Additionally, the system hasn't made any changes to accommodate the system without proper accommodations. Education is in decline so much so that ignoring this issue isn't a viable option. Online education and learning efforts

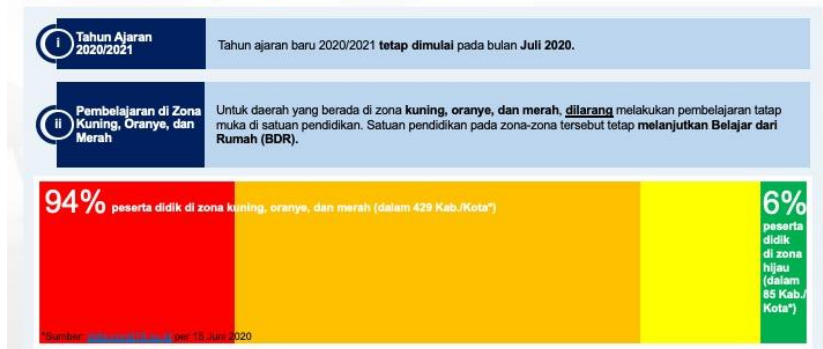
haven't developed into a way of thinking, and should be considered just a concept.

The business needs to run smoothly thanks to effective management. This is why the administration needs to be systematic and avoid impulsive behavior. People need to work together in order to complete the mission, which is to maintain a predetermined state of organization (Sagala, 2013). Providing fast, accurate and precise information is essential to good management. Improving the quality of education is currently impossible thanks to a lack of education administration management. Many colleges and universities neglect administrative responsibilities. This makes their schools resemble a rigid machine with no defined purpose or goals. Urgent need exists to improve education by creating sensible management of both educators and their supporting personnel. Quality education is improved through proper management of the administration in higher education. Additionally, improving one's management and coaching skills as a professional will lead to a higher educational institution. This is because it leads to improvements in higher education that are significant and effective. These changes improve the overall educational quality and level of education. During the Industrial Revolution 4.0, new technology and information trends have a huge impact on schooling. Several job requirements emphasize specific educational skills and abilities. Proper management of education administration is key to high-quality education. In the current age of industrial revolution 4.0, advanced internet usage combined with advanced technology has dramatically affected how people interact with the business and industrial worlds. This has led to vast changes in both the larger business world and the average person's everyday life. Learning during the industrial revolution 4.0 is one of the many educational methods people use during the online learning era.

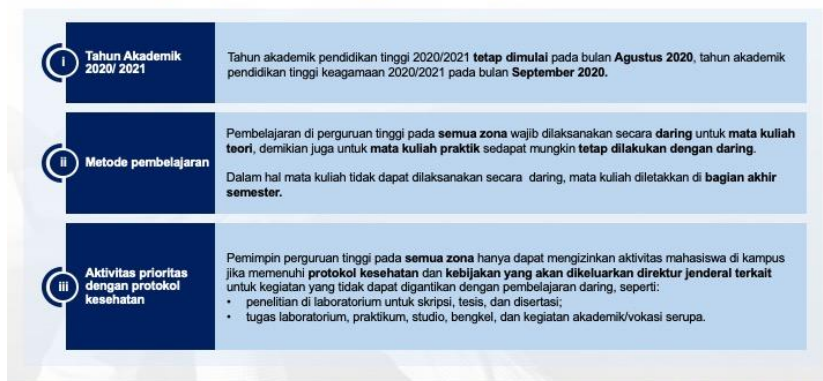
The industrial revolution changed the way people thought about education. They realized that both industry and education needed a transformation strategy. This was because the revolution brought forth aspects such as digitalization, standardization and automation. It also involved integrating humans and machines, using value-added services in business and communication and data sharing automatically. People also used information technology during this time in history, educators need to respond quickly to industrial revolution 4.0's major challenges in order to improve Indonesia's competitiveness. This is because every stakeholder in this environment must develop a transformation strategy to support each other's goals. Schools and universities need to create a wide range of strategic plans. These include creating new curriculums, developing cyber universities, creating study resources and forming institutional policies. Additionally, these institutions must consider many other

aspects of higher education such as field of study, resources and even cyber universities. These policies must be implemented in every educational level.

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Pola pembelajaran pendidikan tinggi di tahun ajaran 2020/ 2021



Electronic media and Information Technology must be used in conjunction with the Learning Pattern of Education to produce educational transformations. This will improve many schools' benefits, such as increased information technology use in schools:

- 1) Providing greater comfort in a particular activity.
- 2) Providing more flexibility and less restrictions by eliminating location dependencies and constraints.
- 3) Informing more people is a goal of the third entry.
- 4) Telepathic communication at any distance with a thought is possible with this device's extra features.
- 5) Shortening the duration of an activity's process by speeding up the time required

Colleges and universities need a new direction when it comes to digital technology in order to benefit from it. This is because education today is focused on higher education. If people understand this, then they should be open to information technology being implemented into their educational system. People need clear direction on how to use technology in order for their use to be optimal. Colliding with other systems or procedures due to unavoidable conflicts with existing academic or administrative systems is inevitable. Thus, the potential of technology cannot be released as expected. Different colleges have different branding methods to make themselves easily identifiable. Nonetheless, they still remain institutions because of how the academic community views them. Most colleges are disliked because they are considered incapable of meeting the needs of their users. Many colleges and universities have been around for hundreds of years. Because of this, their staff, including top administrators and support personnel, share a long-term educational system and tradition of providing outstanding customer service (Wahab, 2016). This standard has become so common that it is considered the norm (Hendrix & Phillips, 2014). For example, students at university can use online e-learning sites to access their curriculum materials. Confusing e-learning with campus administrative software leads students to believe that they don't need access to the software. This misconception leads them to bypass useful educational resources. Adapting campus administrative software to use paperless processes, such as signing documents, improves the efficiency of this process at a cost savings. Long bureaucratic processes reduce the benefits gained from this change. In order to solve these issues related to IT, we need to understand their underlying problems first. Effective education management is a necessary part of education today. As Kosasi & Soetjipto (1999, p. 67) emphasize, this means understanding the difficult circumstances faced by higher education and building a mindset that can use modern technology to overcome these challenges:

- 1) Performing in schools allows the organization to know their results.
- 2) Knowing and understanding each personnel's duties.
- 3) To anticipate future problems and prevent future difficulties.
- 4) Creating a work ethic among the employees to promote the goals of the organization

Education institutions exist so that students and teachers can achieve their ideals. Therefore, high-quality educations are achieved through the purpose of governance and effectiveness. Burhanuddin (2005, p. 67) writes that there are four main objectives of administrative systems: achieving these objectives:

1. Performance effectiveness in order to obtain a successful and effective output. 2. Efficiency in work 3. Adaptation (adaptiveness) 4. Satisfaction of work results

The University of PGRI Palembang shows continued dedication to improving educational practice by staying on top of technological advancement. They also strive to improve quality in their education system, especially during the covid-19 pandemic. To do this, they implemented Information System e-learning as part of their overall educational administration. This online learning format blends seamlessly into the traditional classroom setting and provides students with a more effective and efficient education experience.

PROBLEM STATEMENT

All universities face obstacles when implementing education administration due to the development of globalization and the industrial revolution 4.0 and the era of Covid-19. Both these events cause many national and international schools to struggle with the process. They find it difficult to implement education administration that requires lifelong learning, which still prioritizes the quality of learning. Students, educators and campus computers all receive special attention in order to pay attention to Covid-19 protocol. Failing to properly implement education administration due to this lack of attention is seen as a trend in only some schools. Some only build websites or provide free Wi-Fi in their facilities without providing additional educational content related to learning. Universities must also properly procure information technology facilities and infrastructure in order to maintain minimum standard without considering purpose. Universities need to understand the issue at hand in education and use information technology as a solution so that they can complete a digital transformation. This would allow them to maintain the Covid-19 Protocol's running even after making digital infrastructure and systems. They also need to develop mindset changes and digital infrastructure— including services, security systems and technology— that is interconnected. This is because they need to create an impersonal, connected and improved learning environment for students, faculty members and other educational staff members. All of this can be achieved through combining technology, services and security systems. This research aims to explain the effects of education administration on improving universities through the Covid-19 pandemic. The topic of digital transformation can be found in the beginning of this paper, and it means utilizing all existing digital technologies such as virtualization, mobile computing and cloud computing. Additionally, this study

explains how organizations can integrate all their systems by utilizing a single system (Loonam, Eaves, Kumar and Parry, 2018)..

METHODOLOGY

Research Design

This research combined both quantitative and qualitative methods; it used a Mixed Method. This is because it used data measured through quantitative approaches to analyze the effectiveness of education administration at a university. At the same time, it used data measured through qualitative approaches to analyze the effectiveness of education administration. This is because qualitative analysis functions as a method to support the external validity of quantitative data.

Participants

A group research project gathered information from 15 college professors, 5 college students, and 5 staff members who worked in the college's staff administration. This composite group included various backgrounds in science at the college.

Research Procedure

This study employs a number of procedures. These include gathering data via a Likert scale inspection of qualitative observations made during the time of intervention. Subsequently, various college students, teachers, lecturers and educational staff are studied. This includes information on curriculum, college buildings, infrastructure and the environment (Anonim, 2015, p. 65).

Instruments

This research instrument uses a questionnaire method. The table describing qualitative variable operationalization operations must be used when creating this questionnaire. After that, the data must be converted into a numerical form and then analyzed using statistical methods. A Likert Scale score system must be used when scoring the data (Sugiyono, 2017, p. 398). To properly understand the effectiveness of education administration, a research team gathered data through interviews, bulletins and questionnaires. After combining all the information, researchers converted the data into numerical scores to show an educator's impact on students' learning outcomes. These scores are called R&D or Research Methods of Education.

Data Analysis

This research used both qualitative and quantitative methods when collecting data. Data was processed through a likert scale questionnaire with 5 categories: sugiyono.com-2017.p.132. Each category has a different subcategory, which helps to analyze and breakdown the data in smaller parts. This technique allowed for quick and efficient results:

Score 5 for the answer category very influential

Score 4 for the answer category influential

Score 3 for the answer category quite influential

Score 2 for the answer category not influential

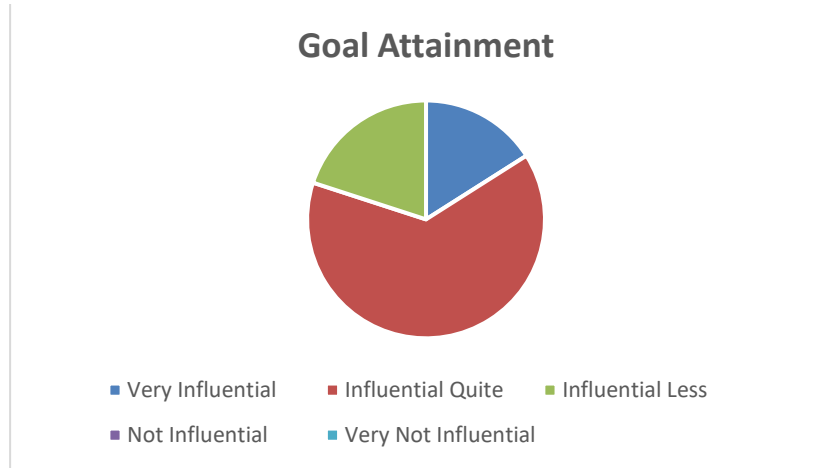
Score 1 for the answer category very not influential

Qualitative data comes from observation, interview, literature study and processing. It turns words, sentences, images and schemes into a deeper understanding of what happened. Qualitative analysis is used to show the effects of education administration during a time of crisis at one of the universities in Palembang, Indonesia the Pandemic Covid-19.

RESULTS

Education is administered effectively by measuring 4 vital factors. These four factors are systems, goals, constituencies and values. Goals are measured through the curriculum that exists in the school system. Constituents are measured through Education's resources such as lecturers, administrative employees and students. Systems are measured through the availability of facilities and infrastructure in schools. Finally, competing values are measured through how well the curriculum is received by key constituents (Stephen P Robbins, Keban, 2008). This is done through a simple random sample of 25 people—including representatives from each strata without any regard to similarities or differences within the population.

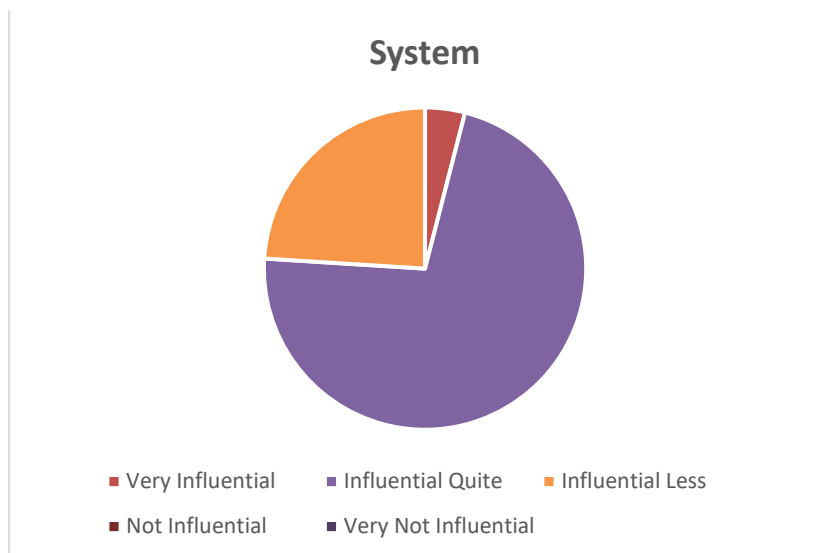
Score on Goal Attainment



Very Influential	Influential Quite	Influential Less	Not Influential	Very Not Influential
4	16	5	-	-

Often referred to as KKNI, Indonesia's National Qualification Framework is a standardized system for leveling competency qualifications. It aims to unify and standardize the educational system with the job training and work experience systems. When it comes to the results of measuring how effective the education administration is, 4 out of 5 respondents said that the current curriculum is influential. 16% of them said it was very influential and 64% said it was influential. As for how much influence this curriculum had, 2% declared it to be very influential and 14% declared it to be quite influential. In comparison with the workforce of Palembang University of PGRI, the current education administration has significant influence.

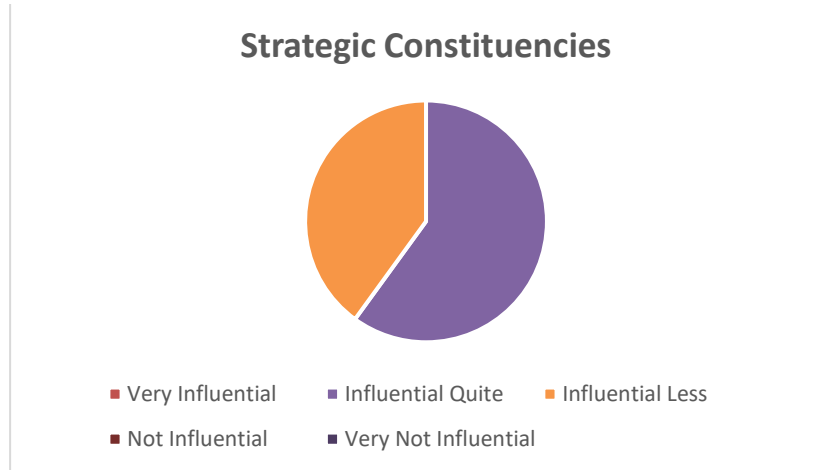
Score on System



Very Influential	Influential Quite	Influential Less	Not Influential	Very Not Influential
1	18	6		

The result of measuring the data how far education administration succeeds, shows that 72% of people state it is very or quite effective. This is measured by gathering data on resources available to educators and students in the education system. From these results, it can be seen that only 0.04% of people believe that the effectiveness of resources currently in use is very effective. This indicates that for the University of PGRI Palembang's educational administration, the current curriculum has been very influential.

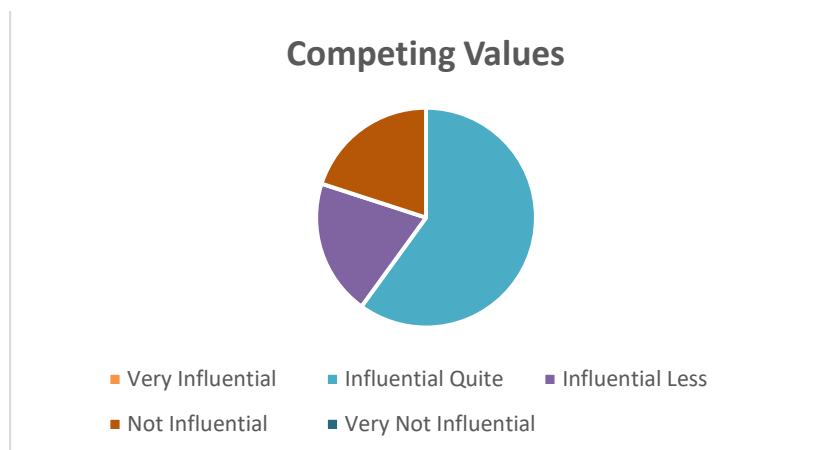
Score on Strategic Constituencies



Very Influential	Influential Quite	Influential Less	Not Influential	Very Not Influential
	15	10		

The role of Education administration measures the distance / effectiveness of education in the administration of schools, colleges and universities. This measurement comes from assessing how happy key constituents are with their school's administration. Fifteen people (60%) reported being very influential, while 10 people (40%) reported being less influential. Data for this measurement comes from observing the success of education administration through observing the success of schools, colleges and universities in a strategic perspective.

Score on Competing Values



Very Influential	Influential Quite	Influential Less	Not Influential	Very Not Influential
	15	5	5	

Measuring the effectiveness of a given educational administration's purpose comes down to how well its criteria of success measure up against competing values. This is achieved through the use of Facilities and Infrastructure, Finance and the Environment in educational administration. Of the 60% of respondents who declared these three factors to be influential, 5 declared them to be less influential and only 20% considered them non-influential. As seen by the data gathered via the Competing Values Dimension, PGRI Palembang's education administration has little effect.

DISCUSSION

Goal Attainment

When measuring the data, accurate information about the role of education administration is obtained. This includes KKNi, an Indonesian national educational framework. Because of this, it's easy to conclude that KKNi is effective and purposeful. As a result of measuring data, different definitions of curriculum exist both between educational institutions and countries. This is because people have different ideas about what curriculum means. Curriculum can be interpreted as a plan someone makes or an actual event or series of events (Johnson, 1977). The Indonesian Ministry of Education and Culture's 2014 Regulation 49 considers the national higher education standard. This considers the planned arrangement, assessment and study material for graduate study. As a result, students use this curriculum as a guide for their academic program. A survey was given to the year-end research students. It asked for the student's highest educational goal. The questionnaire was spread among funded research students and researchers (Slovacek, Miu, Soto and Ye, 2019). A result was obtained from this research. This resulted in higher education being developed and improved. As for the role of education administration, it played a large part in the creation of higher education. Despite this, an upcoming change is anticipated to take place with regard to the Curriculum of Merdeka Campus currently being implemented at other Indonesian universities. This is according to Regulation No. 3 of 2020 from Minister of Education and Culture on National Standard of Higher Education which states that students can lessen their burden by implementing some elements of their course into their college schedule. This is as explained in Article 18 of Curriculum where it says: "Following the entire learning process in the course of study at the college according to time and burden of learning

, or following the learning process in the course to fulfill some of time and learning burden and the rest following the learning process outside study program " (Ye, 2019). This new curriculum is currently in the process of being updated and improved by the University of PGRI Palembang. It is anticipated that it will be implemented in the Even Semester of 2021 or 2022. Called Kampus Merdeka, it empowers college students to study outside of their regular class schedule for 1 semester, or 20 credits. Up to 2 semesters, or 40 credits, can be spent studying outside of their program at different universities. Students can also study outside of higher education for up to 2 semesters, or 40 credits.

System

People's opinions regarding the usefulness of education administration as a whole can be seen from the data. The most commonly used resource in the world is people, with 18 people claiming that it has a significant effect on their availability. However, only 0.04% of the respondents said that their availability was very influential. 72% of the respondents claimed that their availability was quite influential, while 24% stated that it had no effect. Educators, lecturers and educational personnel are easily accessible resources. Manpower administration deal with the education staff, teachers or administrative personnel that observes for the conditions in the field is quite effective. Also, managing the administration of educational personnel is easy with a variety of methods for applying for promotion through "SIKITO" on the website page <https://sikito.lldikti2.id/>. "SIKITO" also manages academic administration by using it and finances are handled on the website page <https://sisfo.univpgri-palembang.ac.id/>. Additionally, resource system management is done on the website page <http://sister.univpgri-palembang.ac.id/auth/login>." This has a huge influence on students' and teachers' learning and teaching processes since it's online and students are active participants in learning. The output depends on how good input is and how well quality control is performed by the educational institution (Aljraiwi, 2019). Researchers observed and interviewed people to find out what the university's current system is like. After gathering this information, they learned that the university's education administration system is good enough and fits all needs. It's not necessary to constantly update the system because students, lecturers, administrative staff and even their parents have already adapted to it. The age of respondents over 50 indicate that they need additional training before being able to follow the process of change with the current system. Furthermore, their questionnaire answers showed that some systems aren't affected by the Dimension System so changes with this method are not needed.

SISTER
Sistem Informasi Sumberdaya Terintegrasi
Universitas PGRI Palembang

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PASSWORD
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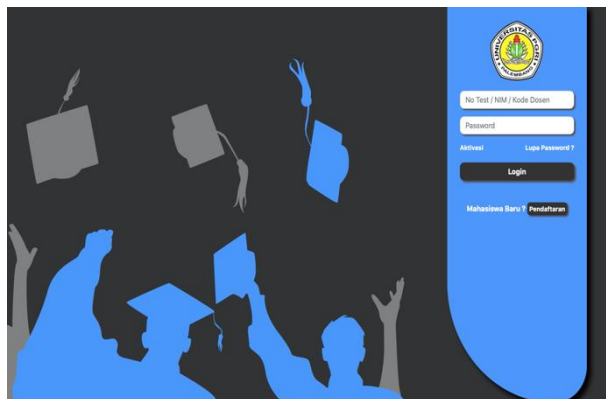
LOGIN

[Lupa password?](#) [Belum memiliki akun? Daftar di sini.](#)

[Unduh Panduan](#) tanya.sisterdikti@gmail.com

Direktorat Sumberdaya - Ditjen Pendidikan Tinggi

<http://sister.univpgri-palembang.ac.id/auth/login> .



<https://sisfo.univpgri-palembang.ac.id>



<https://elearning.univpgri-palembang.ac.id>

Strategic Constituencies

Using data collected on the effectiveness of education administration facilitates the measurement of key constituencies' satisfaction. This educational measure shows how far the administration's goals have been achieved. Data collected on this topic shows that 60% of respondents declared educational administration to be very influential. The other 40% said that it was somewhat influential. When measuring educational administration at the University of PGRI Palembang, it's easy to see that the goals being achieved are seen as successful when measured through key constituency satisfaction levels. To sustain an effective Institution of Higher Education, this institution must meet the needs of a large percentage of the population. They need additional funding to support their ongoing operations and meet the needs of various social groups. These include business owners, teachers, government officials and other university foundations. A number of interviews and data collected for the professor reveal that the education administration being carried out by the university is fulfilling their expectations for higher education. Additionally, information gathered from these sources indicates that Palembang's PGRI University is one of the private universities showing rapid progress. It also seems that they were able to host a conference on education during Pandemic COVID-19 called INCOePP. (<https://incoepp.univpgri-palembang.ac.en>) This demonstrates that the university's current activity fits the definition of a strategic dimension running through their organization. The activity involved many different elements like Pentahelix Model (Business, Hospitality, Government related to Palembang City Government, Banyuasin Regency Government and South Sumatra Provincial Governemnt) mixed with Community Elements such as Arts, Education, Academic

and Community related to PGRI University Palembang as the organizer and Electronic Media mixed with Media Elements involving almost every existing media ranging from Print Media to Electronic Media).



<https://incoepp.univpgri-palembang.ac.id>

Competing Values

The success of the educational administration role is measured by the effectiveness of facilities, infrastructure, finance and the environment. This is done through data taken from comparing competing values such as criteria of success with administrative factors such as finance and the environment. From this data, 40% of respondents said that Finance, Environment and Facilities had a significant effect on educational administration. Only 20% believe that Education infrastructure and facilities have no effect on educational administration. The results were seen in the competing values dimension of the Palembang University's role. It shows that application of educational administration in current curriculum is less influential than it was prior to 1940. Before an educational administration can be established, funding for research by the University and digital facilities must be increased. Also, the University must increase funding for constructions related to digital facilities, like bandwidth (Miu, Slovacek, Soto, &Ye, 2019). This is because a lecturer interviewed stated that educational administration is actually very good. Additionally, this interview showed that educational administration functionality is already very good. Students interpreted negative effects of the pandemic on their learning such as lower academic results and longer class times. Additionally, they argued that online classes increase costs for lecturers. Because of these issues, students believed that their university's education administration pushed them farther from the public eye. Most importantly, students

noted that their hard-pressed parents had to deal with the economic fallout from the pandemic. Therefore, the strategic makeup of Palembang University of PGRI can be seen through its current relationships with other institutions. In this case, they act as an obstruction to greater influence by schooling.

CONCLUSION

Currently, the administration of colleges and universities plays a very big role in improving the quality of higher education. These institutions offer numerous courses and programs to students, both online and in-person. One way they can improve the quality of these courses is by implementing Information Technology into their systems. This would give them more control over the learning process, as well as finance and other necessities. The use of Information Technology can also lead to many positive changes in the digital era. For example, implementing Information Technology can improve financing methods, which would lead to better facilities and infrastructure within higher education. Additionally, it can make improvements to environmental processes like curriculum and teaching techniques. In order to implement a positive change in digital education, colleges must create one central website that contains all of their information. This website should be shared with both internal and external partners— or anyone else involved in the college's business— so that information can be easily disseminated across numerous campuses around the country.

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