

# The Utilization of Management Information System towards the Quality of Academic Services at Accredited Public Senior High Schools

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## Abstract

*School Academic service is a service provided by school for students. In accredited Public Senior High School, the utilization of management information system has been implemented in supporting the quality of school service. This research uses quantitative approach with survey as the methodology. The samples were 359 Student from 47 units of accredited senior high schools in Central Kalimantan. The findings of this research show that the utilization of management information system is known that the average of responses exists in low category but has significant effects toward the quality of academic service.*

**Keywords :** *quality of school academic service, management information system*

## I. Introduction

The school is a social institution that has system including various components that relate and influence each other. (Lacey, 1971), (Hoy and Miskel, 2012), (Parson, 1959), (McLaren, 1989). Those components are students, teachers, staff, curriculum and other educational facilities. Another component that has a major influence on the process of organizing and improving the quality of education is stakeholders, especially parents and community as education service users.

In particular, academic service is a service provided by educational institution for educational consumers (oldfield and baron, 2000), with the foundation of material factors through system, procedures, and specific methods in supporting academic process /teaching and learning that exist within the education unit. The process of academic service aims at fulfilling the rights of the educational consumers, namely students.

The quality of school academic service is viewed as an expectation suitability of school consumer with their accepted service in the field of learning. (Sallis, 2002). If the service is accepted, it will be perceived qualified while if the service is not suitable with school's consumer expectation, it is unqualified.

The researcher used SERVQUAL modification model proposed by Kang and James (2004) to measure the quality of school academic service which consists of reliability, assurance, tangible, empathy, and responsiveness.

School management information system can be defined as a system designed to provide information for supporting decision making in school management activities (designing, mobilizing, organizing, and controlling) in the school.

The system of information as any regular combination of brainware, hardware, software, communication networks, and data resources that collect, transform, and spread information within an organization. (O'brien and Marakas, 2012), (Avison and Fitzgerald, 2003).

## Research Problem

1. How is the description of the utilization of management information system and the quality of academic service?
2. How is the effect of the utilization of management information system on the quality of academic service at accredited Public Senior High School in the province of Kalimantan Tengah?

## II. Research Methodology

Research methodology used in this research is descriptive-survey method with quantitative approach. Analysis technique uses Simple regressions by using application of SPSS 18. The data used is from result of questionnaire that distributed to 47 Accredited Public Senior High School of central Kalimantan in 2013.

## Research Population and Sample

The samples of this research were 359 student from 47 accredited Public Senior High Schools in the province of Central Kalimantan.

## III. Result And Reflection

### The Utilization of School Mangement Information System

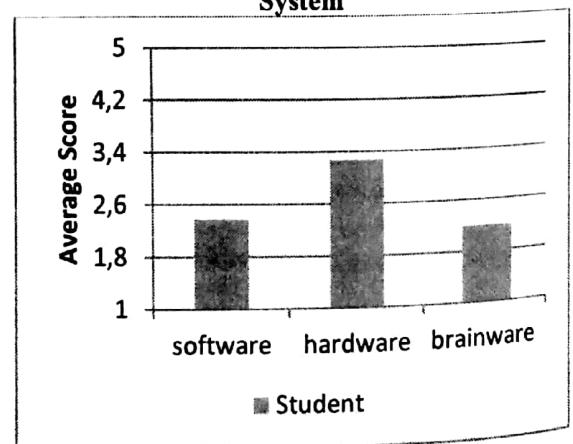
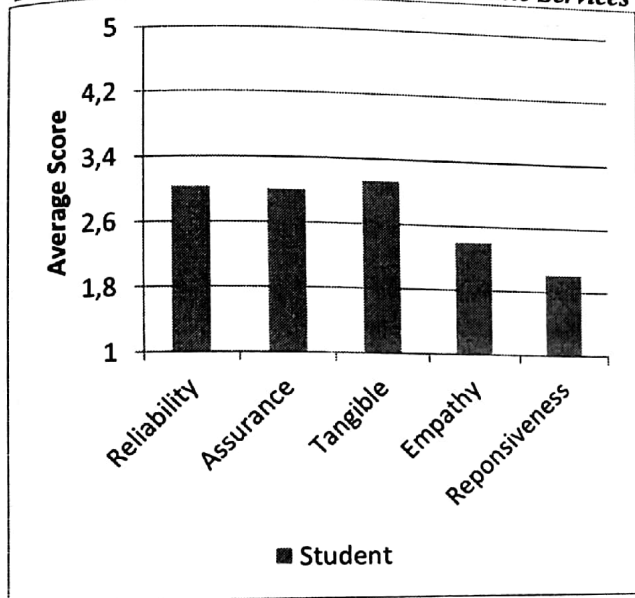


Chart 1

*The Response of respondent toward variable of the utilization of school management information system*

According to the result of research, the response of respondents toward variable of the utilization of school management information system is known that the average of responses exists in low category. The dimension of low category is brainware dimension or user. It means that the user of management information system is still not able to maximize the utilization of management information system equipment.

*The Quality Description of School Academic Services*



*Chart 2*

*The Response of respondent toward variable of schools academic service*

According to the result of respondents' responses, it is found that the condition of the quality of schools academic service at accredited Public Senior High School in the province of Kalimantan Tengah is in middle category. From five variable dimension of the quality of school academic service, the dimension in low category is response dimension.

#### *The Effect of the Utilization of School Management Information System toward the Quality of Academic Services*

According to the result of research, the utilization of school management information system has 0,190 effects toward the quality of academic service. It means the utilization of school management information system has significant effects toward the quality of school academic service.

#### **IV. Conclusion and Recommendation**

1. The quality of school academic service at accredited Public Senior High Schools in the province based on the response of respondents has been perceived enough. Responsiveness dimension is a dimension that obtained the lowest the response of respondents compared with other dimensions.

2. The utilization of management information system at Public Senior High School in the province of Central Kalimantan based on the response of respondents is low. According to the result of research, hardware dimension is a dimension that obtained the highest response of respondents compared with other dimensions, while brainware dimension is a dimension that obtained the lowest response.
3. The utilization of school management information system has significant effects toward the quality of school academic service. The effect of the utilization of school management information system toward the quality of academic services is not too high.

Based on the result of research conclusion, the effect of the utilization of school management information system toward the quality of school academic service above can be concluded in following recommendations:

1. The recommendation for principal as policy holders at the school.
  - a. The principal facilitates supporting equipments of management information system based information technology in the school to run and function properly, determining management staff of management information system with educational qualification and good communication ability in accordance with the type of work performed, and conducting regular evaluation toward the utilization of school management information system.
  - b. The principal wants to develop and apply information system-technology based implemented in the school. School management information system should be maintained and used well to support the process of academic service that takes place in the school.
2. The recommendation for academic services provider
  - a. According to the result of research, school administration staff has not had special ability used to manage administration in the school associated with the tools of information technology provided as supporting tools for their work.

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