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Implementation of Lecture Monitoring Standard Oparational Procedure In Academic Sub-Section At Faculty Of Education Unima

Indri Tulus

Universitas Negeri Manado, Indonesia
indritulus20@gmail.com

Wilson Bogar

Universitas Negeri Manado, Indonesia
wilson.bogar@yahoo.com

Martinus Mandagi

Universitas Negeri Manado, Indonesia
marthinusmandagi@unima.ac.id

Abstract. This study aims to describe and analyze the implementation of SOPs Monitoring lectures which consists of 8 activities at the Faculty of Education, State University of Manado. This research was conducted with a qualitative approach with descriptive research methods. Collecting data using interview, observation and documentation techniques. The data analysis technique uses an interactive model. The results of the study show that the implementation of prosedure operational standard for monitoring lectures has not been carried out in accordance with the stages so that lecture monitoring activities carried out at Faculty of Education Unima do not guarantee the creation of quality in the lecture process. Based on the results of this study, it is recommended that it is necessary to adjust SOPs, and make new lecture monitoring SOPs that are adapted to the dynamic Covid-19 pandemic situation. lecture monitoring SOPs favor students so that they are effective and efficient if applied to the learning process during the Covid-19 pandemic, and need to be there is attention from the leadership of the Faculty of Education, Manado State University in implementing SOPs for monitoring recovery and providing motivation for human resources as well as supervision from related parties to ensure that all human resources carry out tasks in accordance with their main duties and functions in order to achieve the goal of monitoring lecture, namely improving the quality lectures.

1. Introduction

Public service to the community is one of the most important main tasks of the government [1]. Public service is an activity that occurs as a direct interaction between a person and another person or a physical machine that provides customer satisfaction [2]. Law Number 25 of 2009 concerning Public Services Article 5 paragraph 4 explains that public services are public services in the health sector, education sector, navigation sector, traffic sector, security sector and market sector. Furthermore, in the explanation of Law Number 25 of 2009 universities are part of government or private institutions that provide public services, with the

community in question being students, parents and users of the output of the university itself. Thus, Universitas Negeri Manado is one of the educational institutions that provide public services.

The Faculty of Education is one of the faculties at Universitas Negeri Manado which is the organizer of public services. As a public service implementing unit within the scope of education, the Faculty of Education Universitas Negeri Manado, is obliged to provide optimal public services or excellent service as a measure of its performance. Faculty of education includes all Study Programs and sections and subsections which are an integral part of the Faculty of Education institution, running academic services following the Standard Operating Procedures (SOP) issued by Manado State University as a series of standardized written instructions regarding the implementation process. tasks or services carried out in each study program and each field/section and sub-field/section. This SOP is expected to be a guide for carrying out work or service tasks, and will minimize the occurrence of problems or difficulties in regulating and following up on all elements in it.

Standard Operating Procedures (SOP) are guidelines used to ensure the organization's operational activities run smoothly [3]. SOP as a document that describes operational activities carried out daily, with the aim that the work is carried out correctly, precisely, and consistently, to produce products/services according to predetermined standards [4]. This is in line with the opinion of Soemohadiwidjojo who revealed that the use of SOP in organizations aims to ensure the organization operates consistently, effectively, efficiently, systematically, and well managed, to produce services that have consistent quality in accordance with predetermined standards [3].

Rector's Regulation Number 4711/UN41/PS/2017 stipulates SOP in the academic field which consists of 32 SOP, namely 1) Preparation of academic guidelines, 2) preparation of academic calendars, 3) registration of new students and giving of NIM, 4) acceptance of new transfer students, 5) implementation of lectures, 6) making KRS, 7) Repairing KRS, 8) Monitoring lectures, 9) Mid-semester Examinations and End-of-semester Examinations. 10) Implementation of the Tasks of the Examination Committee, 11) taking exam cards, 12) Exam monitoring team, 13) Follow-up exams, 14) Improvement of grades, 15) Proposal Seminars, 16) Final Project Examinations, 17) Final Examination Approval, 18) Exams End of Program, 19) Printing of Certificates and SKPI, 20) Graduation Implementation, 21) Short semester implementation, 22) Academic Leave, 23) Reactivation of Leave Students, 24) Moving to another university, 25) Determination of dropout, 26) Review study program curriculum, 27) division of tasks and appointment of supporting lecturers, 28) Development and preparation of lesson plans, 29) development and preparation of teaching materials, 30) preparation of course recap, 31) accreditation and equivalence, 32) academic advisory.

It is hoped that the 32 SOP in the academic field that have been determined must be implemented or implemented consistently and sustainably so that the goal of creating excellent service in academic public services at Faculty of Education Unima can be achieved as desired, namely creating satisfaction for all parties who need services. However, based on observations, it is suspected that the existence of SOP in the academic field at Faculty of Education Unima has not been implemented and fully complied with. For example, the implementation of the lecture monitoring SOP during the Covid-19 pandemic encountered obstacles at the stage of preparing the attendance list and the stage of signing the attendance list for lecturers and students. Starting from the hope that lecture monitoring SOP can help employees in carrying out their duties and the fact that there are obstacles in its implementation because lectures are mostly conducted online, it is found that a gap is a problem in this study, namely the implementation of SOP in the academic field at Faculty of Education Unima has not been

implemented properly. This illustrates that standard work procedures which are one of the embodiments of Public Service Improvement have obstacles in the implementation process.

Based on the background of the problem that has been described, the authors are interested in conducting research with the title "Implementation of Lecture Monitoring SOP in the Academic Subdivision of Faculty of Education Universitas Negeri Manado".

2. Method

The focus of this research examines the application of standard operating procedures (SOP) for monitoring lectures as a Public Service at Facultas of Education Unima, namely 1) Preparation of student and lecturer attendance lists by the academic section, 2) the lecture process seen from the lecturer's side as the implementation of lecture activities and the student side as participants in the lecture process, 3) signing the Attendance List of lecturers and students as material for monitoring lectures, 4) recapitulation and processing of attendance data which is the task of the academic section, 5) submission of the results of the recapitulation and processing which is processed by the academic section to the head of study program as the person in charge of lectures in study programs, 6) Lecture evaluation questionnaires prepared by the academic field and circulated to students, 7) analysis of evaluation results by the academic field after students fill out the questionnaire, 8) results of analysis and follow-up carried out by study programs in an effort to ensure the quality of the learning process.

This type of research is qualitative research with descriptive research methods, namely data collected in the form of words, written or spoken from people and observed behavior, not numbers. Meanwhile, descriptive research is a form of research that aims to describe or describe natural phenomena [5].

Primary data sourced from informants determined by purposive sampling technique, namely selected informants who have sufficient information on the implementation of procedure operational standard with key informants namely the Head of Administration and Heads of Subdivision at Faculty of Education Unima. Other information is carried out using a snowballing sampling technique, namely informants are selected based on the recommendations of key informants, if the data or information has not yet reached the level of saturation (redundancy). The key instrument of research is the researcher himself, namely the researcher who will collect data through interview, observation and documentation techniques. Interview technique was used to obtain direct information from selected and recommended informants. The observation technique is used by observing social phenomena that occur when office activities/office hours are carrying out duties/services. Documentation techniques are used to obtain information through documents, such as notes on main tasks, guidelines/procedure operational standard, and work records/documents.

3. Results and Discussion

Implementation of SOP Monitoring lectures at Faculty of Education Unima as a form of Public Service in the academic subdivision of Unima. Activities in the Standard oparational procedur Monitoring lectures which are the subfocus of this research consist of 8 activities, namely 1) Preparation of attendance lists for students and lecturers, 2) lecture process, 3) signing of attendance list of student and lectures, 4) recapitulation and processing of attendance data, 5) submission of results of recapitulation and processing, 6) Lecture evaluation questionnaire, 7) analysis of evaluation results, 8) results of analysis and follow-up. The research findings show that the preparation of attendance lists for students and lecturers is part of the academic sub-section in the field of academic information management, but in practice the academic sub-section only prepares the attendance list format. Based on the attendance list

format from the academic subsection and the data of students contracting courses on the lecturer's academic information system portal, the class president is asked to prepare a student and lecturer attendance list.

Furthermore, the findings in the second sub focus are various lectures, there are face-to-face offline and online. But online lectures dominate. There are also various methods, including using Zoom, Google Meet, and sending assignments online as well. The frequency of lectures also varies, some are maximal, some are less. Monitoring of recovery is carried out by the leadership by asking lecturers to send lecture screenshots of lectures. Taking attendance lists in lectures is the responsibility of the class administrator, namely the class president or secretary by documenting screen shots of online meetings that occur. Findings about the monitoring process that occurred at Faculty of Education Unima only ensured that the lectures were carried out without paying attention to the essence or lecture material given, whether it was in accordance with the planning of learning. Or in other words the monitoring and evaluation of lectures that occur at Faculty of Education Unima are not in accordance with the procedure operational standard for monitoring lectures. The findings of this study are very different from the research findings of Fachruddin where the monitoring and evaluation process that occurs at STIKOM Dinamika Bangsa is to see the suitability of the planning contained in the syllabus, SAP with the implementation of learning contained in the lecture minutes which adjusts the suitability of the lecture material each time. face-to-face, also controls the presence of lecturers and the number of face-to-face meetings with student scores [6].

The signing of the attendance list of lecturers and students while studying at Faculty of Education Unima varied, some used google forms, some first screened online meetings and signed attendance lists at offline meetings or at the end of the semester.

Recapitulation and processing of attendance data for students and lecturers in lectures is the task of the academic subdivision in the field of academic information management. but employees of the academic subdivision in the field of academic information management do not recapitulate and process attendance data for students and lecturers during lectures, because of the unavailability of monitoring data for lectures in the academic field. Employees of the academic subdivision in the field of academic information management do not seek monitoring data for recording or managing attendance data, because of the limited number of employees who are active in the academic field and also because they have quite a lot of tasks. The findings of this study are one of the causes of the community, in this case students, encounter difficulties in the learning process so that there are lectures that are not in accordance with the standard. The findings in this fourth sub focus show that the limitations of active human resources and a large number of jobs due to the large number of students served are factors that make the implementation of lecture monitoring SOP not going well. This shows that the public service management process has not been implemented properly. The findings of this study are in line with research findings from Paat which in their research found that the licensing service process carried out by the Manado One Stop Service has not run effectively and efficiently because it takes a long time and the lack of staff/employees in obtaining building permits billboards so that people have difficulty completing time in obtaining permits [7].

Submission of the recapitulation of the attendance of students and lecturers is carried out by lecturers who are in charge of courses in study programs and academic fields. The data on the recapitulation of the attendance of students and lecturers during lectures is not sourced from lecture monitoring data but is sourced from the lecturer implementing the lecture or the instructor of the course. The academic field does not present data on the results of the recapitulation of the attendance of students and lecturers in lectures, but only archives attendance recapitulation data sourced from reports of each lecturer who is effective in the

course. In the findings of this fourth subfocus, the making of the recapitulation is not in accordance with the existing POS. This will not have a positive impact on quality assurance or the quality of learning created as expressed by Wibowo that POS are minimum standards for implementing activities that must be carried out sequentially to complete a job and if adhered to it will result in smooth coordination, no overlapping or duplication, the establishment of a harmonious working relationship and there is clarity of responsibility and authority of each employee [8].

Evaluation questionnaires have not been prepared by the academic field and study program leaders for the implementation of lecture monitoring as well as lecture monitoring SOP. Students have been asked to fill out a lecture evaluation questionnaire as one of the data needed for accreditation.

The analysis of the evaluation results was not carried out in the academic field, because it did not provide and distribute the evaluation instrument for the lecture process to students. The analysis of the results of the evaluation of the lecture process is carried out by the accreditation team based on data filled in by students online through the student satisfaction instrument or the evaluation of the lecture process distributed by the study program through the accreditation team, because it is one of the demands in the accreditation form.

The results of the analysis of student satisfaction questionnaires in the lecture process or evaluation of the lecture process are presented on the faculty website, namely https://fip.unima.ac.id/survey-kepuasan-mahasiswa/ with the questionnaire. Follow-up from the results of the analysis is the authority of the study program leader, and there has been no follow-up from the study program leader.

Monitoring and evaluation can be done in various ways, but the essence must be to guarantee or measure the implementation of learning according to the plan so that the learning process makes students achieve the learning objectives that have been set, as is the purpose of implementing POS for monitoring lectures. As revealed in the research results of Paputungan et al, which states that monitoring and evaluation is carried out periodically and the assessment is a performance assessment in which there is a measurement of the achievement of learning objectives [9]. Sallis explains that monitoring and evaluation are key elements in strategic planning. If an institution is to learn from experience and not be static, then evaluation and feedback processes must be an essential element of its culture [10]. The evaluation process should focus on the customer and explore two issues, namely: (1) the degree to which the institution is able to meet the individual needs of its customers, both internal and external; and (2) the extent to which the institution is able to achieve its mission and strategic objectives. The research findings of Afrizal & Sahuri explain that success in carrying out the burden of public service tasks, especially in the implementation of public service management, will determine the success of the goals of forming the organization as determined [11].

The findings in this study indicate that the implementation of the SOP for monitoring lectures at Faculty of Education Unima is not effective because the monitoring and lectures that occur are not in accordance with the POS. Marzuki explained that the key to the success of implementing POS is monitoring the process of implementing POS, whether the implementers master the POS and how they perform [12].

The implementation of the lecture monitoring POS at Faculty of Education Unima did not go well because there was no monitoring process from the management for the implementation of the POS. This shows that the public service management process at Faculty of Education Unima has not been effective. This makes the achievement of organizational goals not optimal. The goals of educational institutions will be achieved well if their management is well managed as well. Customer satisfaction in educational institutions is determined by good

service management or good service to customers [13]. In line with that Afrizal & Sahuri explained that good service management can only be realized if strengthening the bargaining position of service users gets the main priority [11]. Thus, service users are placed in the center who get support from a). Service system that prioritizes the interests of the community, especially service users, b). service culture in service delivery organizations in service delivery organizations, and c). human resources oriented to the interests of service users. Ratminto said that another factor that is also very important in the management of public services is the operation of a service system that is oriented to the interests of the community [14]. Services can be of very low quality if the system implemented is not in favor of the interests of service users.

4. Conclution

Based on the results of the research and discussion, it can be concluded that lecture monitoring at Faculty of Education Unima is not in accordance with the lecture monitoring POS which consists of 8 activities as follows: 1) The stages of preparing the attendance list are not fully implemented, the academic subsection prepares the attendance list format, 2) Stages of monitoring the process lectures at the Faculty of Education are not in accordance with the POS. Lecture monitoring is taken over by the leadership. Various forms online, Offline. The number of meetings also varies, there is a maximum of 16 meetings, some are less, 3) The stages of signing the lecture attendance list vary depending on the influential lecturer. Taking attendance lists via google forms, screen shots of online meetings and also signing during offline meetings or at the end of the semester, 4) The stages of recapitulation and management of attendance data are not carried out according to the SOP due to constraints on lecture monitoring data, and limited active human resources and assignments which is quite a lot in the academic subsection, 5) The stages of submitting the results of the recapitulation and processing of lecture monitoring data are not in accordance with the POS. Submission of the lecture monitoring recapitulation is carried out by the lecturer at the head of the study program based on the lecture implementation data, 6) The stages of the lecture evaluation questionnaire are not in accordance with the SOP. Students fill out an evaluation questionnaire made by the Accreditation Team, 7) The stages of analysis of the evaluation results are not in accordance with the POS. The analysis of the evaluation results is carried out by the Accreditation Team for the purposes of Accreditation, 8) The results of the analysis and follow-up monitoring of lectures are presented in the faculty website, and follow-up is the authority of the study program. Thus, it was concluded that the implementation of the lecture monitoring POS was not carried out in accordance with the stages so that the lecture monitoring activities carried out at Faculty of Education Unima did not guarantee the creation of quality in the lecture process.

5. Suggestion

Based on the research and conclusions, several things can be suggested as follows, 1) It is necessary to adjust the POS and create a new lecture monitoring POS that is adapted to the dynamic Covid-19 pandemic situation and is pro-student so that it is effective and efficient if applied to the current learning process. the Covid-19 pandemic. 2) It is necessary to provide motivation for HR so that they can synergize together in teamwork to achieve organizational goals, namely creating quality learning to produce output from educational institutions as quality human resources. 3) There needs to be attention from the leadership of Faculty of Eeducation Universitas Negeri Manado in implementing the implementation of the POS for student monitoring in order to achieve the goal of monitoring lectures, namely improving the

quality of lectures. 4) There is a need for supervision from related parties to ensure that all human resources carry out their duties in accordance with their main duties and functions.

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