

# Management of Academic Services at the Faculty of Social Sciences and Government Sciences UIN Ar-Raniry Banda Aceh

Marwan R<sup>1</sup>, Nasir Usman<sup>2</sup>, Khairuddin<sup>3</sup>

<sup>1</sup> Universitas Syiah Kuala, Banda Aceh, Indonesia;

<sup>2</sup> Universitas Syiah Kuala, Banda Aceh, Indonesia;

<sup>3</sup> Universitas Syiah Kuala, Banda Aceh, Indonesia;

e-mail Correspondent [marwanr1455@gmail.com](mailto:marwanr1455@gmail.com)

Received: 23-01-2024

Revised: 10-04-2024

Accepted: 07-06-2024

## Info Artikel

## Abstract

### Keywords:

Academic,  
Service Management,  
Service Quality.

Academic service management is the management of all activities carried out in academics to provide services to students to achieve organizational goals. The research objective is to determine academic service management, and obstacles and improve the quality of academic services at the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniry. This research uses a descriptive qualitative approach because this research aims to understand an interaction situation in academic services, namely to get an overview of academic service management at the Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh. Data collection techniques are observation, interviews, and documentation. Data analysis uses qualitative descriptive analysis with data reduction, presentation, and conclusion-drawing techniques. The results of the research, (1) academic service management is under Standard Operational Procedures (SOP) and receives direct supervision from faculty leaders; (2) there are still problems such as unstable electricity, network errors, officer discipline; (3) efforts to improve the quality of academic services by trying to provide excellent service through recording attendance lists; serving registration according to procedures and without favoritism, printing KRS and KHS, giving directions, getting around so as not to clash with lecture schedules; dress neatly to facilitate the implementation of student exams.

### Keywords:

Akademik,  
Manajemen Layanan,  
Kualitas Layanan.

### Abstrak

*Manajemen pelayanan akademik adalah pengelolaan semua kegiatan yang dilakukan di bidang akademik untuk memberikan pelayanan kepada mahasiswa untuk mencapai tujuan organisasi. Tujuan penelitian adalah untuk mengetahui manajemen pelayanan akademik, dan hambatan serta peningkatan kualitas pelayanan akademik di Fakultas Ilmu Sosial dan Ilmu Pemerintahan UIN Ar-Raniry. Penelitian ini menggunakan pendekatan kualitatif deskriptif karena penelitian ini bertujuan untuk memahami suatu situasi interaksi dalam pelayanan akademik, yaitu untuk mendapatkan gambaran tentang manajemen pelayanan akademik di Fakultas Ilmu Sosial dan Ilmu Pemerintahan (FISIP) UIN Ar-Raniry Banda Aceh. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan dokumentasi. Analisis data menggunakan analisis deskriptif kualitatif dengan teknik reduksi, penyajian, dan penarikan kesimpulan. Hasil penelitian, (1) manajemen pelayanan akademik sudah sesuai Standar Operasional Prosedur (SOP) dan mendapat pengawasan langsung dari pimpinan fakultas; (2) masih terdapat kendala seperti listrik yang tidak stabil, gangguan jaringan, kedisiplinan petugas; (3) upaya peningkatan kualitas pelayanan akademik dengan berusaha memberikan pelayanan prima melalui pencatatan daftar hadir; melayani registrasi sesuai prosedur dan tanpa pilih kasih;*

## **INTRODUCTION**

Universities must take anticipatory steps to face increasingly competitive competition and be responsible for exploring and improving all aspects of the services they have. The success of a higher education institution is largely determined by the quality of service provided, where quality service can be identified through customer satisfaction, in this case, students (Astuti et al., 2021). If the service provided according to consumers is good then an institution can be said to be good. On the other hand, if the service provided by an institution is bad then the institution will be said to be bad.

According to Ronald Barnett in Sanjaya Mishra (2018:5), there are four important aspects of higher education, namely: (1) Higher education as the production of quality human resources; (2) Higher education as a place for career research training; (3) Higher education as efficient management of teaching requirements; (4) Higher education as a material for expanding life opportunities (Lamangida, 2018). Faculty of Social Sciences and Government Sciences (FISIP) is a faculty that was born in 2014 after the status changed from IAIN Ar-Raniry to Ar-Raniry State Islamic University. UIN Ar-Raniry was officially established based on the Regulation of the Minister of Religion of the Republic of Indonesia Number 12 of 2014 concerning the Organization and Work Procedures of UIN Ar-Raniry Banda Aceh (Boštjančič & Slana, 2018).

In the profile book of the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniryto "become a research faculty that is superior and has an entrepreneurial spirit in the social and government sectors and can play an active role in the development of an Islamic-based nation by paying attention to local wisdom through the educational process ", research and community service in 2025 and implementing education based on Islam, so that students' mindsets, insights and skills in the fields of social sciences and government science develop following Islamic, Acehese and Indonesian values (Fayyadh, 2021)."

The Academic and Student Affairs Sub-Division is part of the Faculty's organizational structure as the implementer of the faculty's academic administration. In general, the main tasks of the Academic and Student Affairs Sub-Division of the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniry Banda Aceh are in the field of education and teaching, registration documentation, and academic administration arrangements that provide services to lecturers and students in the process of teaching and learning activities. As stated in the Regulation of the Minister of Religion of the Republic of Indonesia Number 21 of 2015 concerning the Statute of UIN Ar-Raniry Banda Aceh(Mahaputra & Saputra, 2021). The Academic Administration Sub-Section is organized to provide technical and administrative services to students by prioritizing the principles of effectiveness, efficiency, and accuracy (Naidoo, 2019).

According to Hasbani (2016: 128) said that the services of the Academic and Student Affairs Sub-Section are an effort to serve all student needs so that the teaching and learning process runs well while serving is helping to prepare the needs that students need (Thamrin, 2019). Academic and student services are important services in public service, because they also involve services to the community of a special nature, especially at the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniry Banda Aceh. The quality of good academic services is based on the performance of various groups, including teaching staff, administrative staff and even cleaning staff. Teaching staff (lecturers) must provide quality teaching services to students (Tui et al., 2022).

The smoothness of teaching and learning is determined by the services of the Academic and Student Affairs department (De Lima Prabhawanti & Prasojo, 2021). For example, managing active college letters, inactive college letters, college transfer letters, college information, library information, discussion forums, lecture schedules, Study Plan Cards (KRS), grade transcripts, as well as college facilities and infrastructure. What is meant by smooth service is how the benefits of the service activities are under the profits received. These benefits are very appropriate to the moment or time of service activities provided (Hermawan et al., 2023).

Based on the initial reality, there are still several academic problems encountered, including those related to KRS management issues. The obstacles that students often face in managing KRS are as follows. (1) there is a change in course changes from courses previously available on the portal and previously filled in by students at their respective KRS. (2) attendance changes often occur because there are students' names that have not been included in the attendance due to student delays in filling in the KRS. (3) the absence of lecturers from teaching at the beginning of the semester makes the lecture schedule at the end of the semester busy, resulting in the teaching and learning process no longer being effective (Sulastri, 2022). And the availability of facilities and infrastructure supporting the learning process is not yet optimal. This can be seen from the lack of classrooms, chairs, and new Air Conditioning (AC) provided but it cannot be used because there are still problems, and the Liquid Crystal Display (LCD) used as a projector in teaching is damaged so that the teaching process is slightly hampered (Nisak et al., 2022).

Referring to the problems above, the author focuses more on research on " Academic Service Management at the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniry". This research aims to obtain an overview of academic service management, obstacles, and efforts to improve service quality carried out at the Faculty of Social Sciences and Government Sciences, UIN Ar-Raniry Banda Aceh (Sudiwijaya & Dwi Arifianto, 2023).

## METHODS

The method used is a qualitative research method because qualitative research is more exploratory and researchers use this approach to explore a topic when the variables and theoretical basis are unknown (Reddy et al., 2018). The sources of data and information that researchers use are facts in the field. This means all existing facts, all testimony, all information or authority that is connected to prove the truth of academic service management (de Albuquerque et al., 2020). Research data was collected from interviews and observations in the field. The source of data obtained is from interviews and observations which provide complete and accurate information regarding several events, people, and situations observed. The subjects in this research can be seen in the following table.

**Table 1. The Subjects In This Research**

| NO | Position   | Amount |
|----|--|--------|
| 1. | Deputy Dean  | 1      |
| 2. | Academic Sub Division Coordinator                  | 1      |
| 3. | Academic and student affairs staff                 | 1      |
| 4. | Library Staff                                      | 1      |
| 5. | Laboratory Staff                                   | 1      |
| 6. | Political Science Department Student               | 3      |
| 7. | Student of the Department of Public Administration | 2      |

---

---

**Total**

**10**

---

---

The determination of the research sources above was based on needs related to data collection regarding academic service management at the Faculty of Social Sciences and Government Sciences, Ar-Raniry State Islamic University, Banda Aceh. The author uses four data credibility tests, namely increasing persistence in research, triangulation, using reference materials, and member checking. Next, the data will be analyzed using Data Reduction (data reduction), Data Display (data presentation), and Conclusion Drawing/verification.

Data that has been collected will be studied in depth to identify patterns, themes, and key information relevant to research purposes. Data reduction techniques involve removing irrelevant information, grouping similar data, and identifying analytical units that can be further analyzed. The process is done iteratively, where researchers constantly refer back to raw data to ensure that all the important information has been obtained. Data presentation involves organizing relevant information into an understandable and presented format. Commonly used techniques include making tables, diagrams, and direct quotations from interviews or field records.

This data presentation aims to provide a clear and comprehensive picture of the research findings to the reader. Conclusion drawing is the final stage in the process of qualitative data analysis. The researchers will conclude the key findings identified through data reduction and presentation. This conclusion will be made based on in-depth analysis and reflection of data, as well as being linked back to research questions and research objectives. In addition, the researchers will also associate the findings with related literature to provide a broader context and understanding. The drawing of conclusions will be documented in detail and accompanied by a strong justification to support the validity of the findings. By conducting a detailed data analysis process like this, researchers can ensure that the results are relevant, accurate, and accountable. This is important to ensure the reliability and validity of qualitative research, as well as to make meaningful contributions in the context of relevant research.

## **FINDINGS AND DISCUSSION**

### **Findings**

The research results show that the academic services of the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh have been planned under standard operational procedures (SOP) and strategic plans that have been designed and determined based on the faculty's vision and mission. One of the factors that determines the level of success and quality of a company is the company's ability to provide services to customers (Kempa et al., 2022). The vision of the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh is to create a research faculty that is superior and has an entrepreneurial spirit in the social and government fields and can play an active role in building an Islamic-based nation by paying attention to local wisdom through the education and research process. , and community service in 2025.

Deputy Dean 1 said "To realize quality management of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh", there are several aspects carried out by academic officers, namely: 1) Designing materials and activity plans and academic administration services for student and alumni affairs. 2) Preparing academic service

needs; 3) Distribute, and recapitulate the attendance list of active and inactive lecturers and students. 4) Carrying out academic student and alumni administration service activities. 5) Carry out management, library, and laboratory services. What must be considered in managing library and laboratory services is increasing the discipline and order of managers and users. 6) Control and evaluate academic administration service activities for student and alumni affairs.

In designing the job description for the student and alumni academic sub-division, that is by mapping out how the tasks will be distributed by faculty academics, identifying academic activities and identifying content needs, and recording them in a form under the academic coordinating bureau or AAK UIN Ar-Raniry bureau. The design of the job description is guided by the legal basis, main duties, functions, authority, and responsibilities of the department. Next, prepare academic service needs. What must be considered in meeting the need for academic services is following existing standard procedures, precision, accuracy, and time so that student rights can be served well. Then distribute and recapitulate the attendance list of active and inactive lecturers and students (Fahmi, 2020).

Furthermore, there are several obstacles in academic services, mainly caused by poor networks. This is under the results of the author's interview with the Academic Staff for Student Affairs and Alumni, on May 22 2023 as follows: 1) Obstacles and barriers in preparing academic needs, considering that all academic services are online, are only limited by network and electricity. 2) The obstacles experienced when providing KRS and KHS preparation services, namely that the preparation of KRS experienced time conflicts did not match the predetermined hours. 3) The problem when distributing the attendance list is if the network or application has an error. 4) The obstacles experienced in carrying out management and services are disorganized and undisciplined by both officers and students. 5) The factors why students apply for leave are due to health factors, and economic factors, namely difficulty paying tuition fees and on average they work while working. 6) Factors that become obstacles in preparing academic needs are the unpreparedness of materials and equipment such as markers, paper, and staples at the specified time. 7) The problem when distributing the attendance list is an error in the application. 8) The factor for students applying for leave is the student's desire and not being able to register on time.

Furthermore, several efforts to improve the quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry include coordinating at all levels. This is by the author's interview with the Academic Staff for Student and Alumni Affairs on 22 May 2023 who said that (Wijaya et al., 2021): 1) Officers always recapitulate the attendance list well and systematically. Officers still provide manual attendance combined with online attendance for checking or cross-checking if the network is jammed or students forget to be absent during online attendance. 2) Officers serve registration with clear procedures and without favoritism, but registration is only carried out at the academic bureau (AAK Bureau), guided by the SOP. 3) The officer's role in providing KRS and KHS preparation services is to help provide printouts, directions, and around so that there are no clashes in lecture time or hours. 4) Officers always dress neatly to facilitate student exams. FISIP has uniforms that have been agreed upon, although they are not binding. For example, on Monday you wear a black and white uniform and on Thursday you wear batik. 4) The officers always act friendly and welcoming during face-to-face lectures. 5) Process scholarship applications according to procedures so that they are orderly and smooth, wait for a circular from the bureau regarding the types and sources of existing scholarships and receive the quota given to FISIP faculties. Next, the officer opens registration and verifies which students are entitled to receive it and issues or publishes a letter of recommendation. 5) The

academic sub-division always coordinates with lecturers in collecting and managing grades, so that grades are completed at the appointed time. 6) The facilities provided by academics in carrying out student exams are the provision of facilities and infrastructure such as stationery, in focus, and providing Google classrooms. 7) Documents archived by academic sub-divisions are KHS, KRS, and Value. The function of this archiving is to serve as a reference if at any time any irregularities occur. 8) The procedure for taking academic leave is through the "SIKAD" application and it is approved by your superior if you meet the requirements.

## **Discussion**

Like any institution in general, the Academic Services of the Faculty of Social and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh also has a plan. The function of planning is to assist various decision-making processes that are best and most in line with the faculty's goals. In this case, the planning function is to achieve a level of effectiveness and efficiency of academic services at the faculty. With this planning, the academic services provided will be implemented and well-directed (Setiyadi & Rosalina, 2021).

In achieving high effectiveness and efficiency of academic services, all activities and actions must be carried out with rational planning and consideration. To guarantee and create quality services, it is necessary to formulate activity plans. Performance indicators must be clear regarding the criteria used in measuring (Eckstein & Schultz, 2018). Organizing is the activity of structuring and forming work relationships between colleagues so that a unified effort is created to achieve the goals that have been set. In organizing, there is a detailed division of tasks, authority, and responsibilities according to fields and sections, so that harmonious and smooth cooperative relationships are created towards achieving the goals that have been set.

The organization created with the management of academic services at the Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh is coordinating with all academic lines including academic officers, lecturers and students so as to create harmonious and supportive working relationships. good work unity to achieve the desired goals. In this case, realizing quality management of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh.

Furthermore, academic services also provide guidance. Guidance (Direction) means maintaining, safeguarding and advancing the organization through every person, both structurally and functionally so that every activity cannot be separated from efforts to achieve goals. The purpose of direction is an effort to provide explanations, instructions as well as considerations and guidance to the officers involved, both structurally and functionally so that the implementation of their duties can run smoothly. Service is defined as a service provided by an institution in the form of comfort, accuracy, friendliness, speed, skill, and ability aimed at properties and attitudes in providing services for customer satisfaction. (Azkiyah et al, 2019). To improve the management of the quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh, the Dean is always a leader in the Faculty who always provides guidance or direction so that he carries out his duties and responsibilities following his respective duties and functions, including carrying out coordination (Shamsaei et al., 2020).

Coordination is the activity of bringing people, materials, thoughts, techniques, and goals into a harmonious and productive relationship in achieving a goal. Referring to the quality management of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh, the Dean as the highest leader in the faculty always

coordinates directly with his subordinates so that all activities related to academic services run well and smoothly.

Apart from that, providing academic services is also subject to supervisory supervision. Supervision or control is carried out to measure the level of personal work effectiveness and the level of efficiency in using certain methods and tools to achieve goals. In connection with the management of the quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh, the faculty leadership carries out control and evaluation of academic administration service activities for students and alumni. In this case, collecting and managing student grades. Archive student and alumni academic documents. Documents archived by academic sub-divisions are KHS, KRS, grades, and lecture journals. The function of this archiving is to serve as a reference if at any time any irregularities occur. There were no complaints from students in the future. To avoid these complaints, it is necessary to carry out targeted communication (Majedi, 2020).

Communication is a process in which two or more people create or exchange information with each other, which in turn results in deep understanding. The occurrence of good communication between staff is a consequence of the existence of social relations in the academic department. This means that communication is indeed fundamental in academic service activities because academic activities and activities are continuously in two-way communication. Likewise, at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh, there is intense and two-way communication between superiors and subordinates, officers and students. This means that all activities in academic services are communicated well.

As expressed by Kasmawati (2019), planning is an organic function in management, an integral part of other organic functions in management. In its work process, planning receives input from other organic management functions, for example from the organizing organic function it receives input in the form of organizational goals, and from the monitoring organic function it receives feedback input in the form of a report on the results of implementing a plan. Apart from input from other organic management functions, planning activities also require instrumental input consisting of energy teaching programs, methods, instruments, organization, and planning costs (Lukow, 2013).

According to Zahara (2018), apart from planning, you must also be able to carry out good communication which will be able to increase motivation, so that the information conveyed can be well received and this will be able to improve performance and work control will also be carried out well. In an organization, the leader is a communicator. Effective leaders generally have effective communication skills, so that they are more or less able to stimulate the participation of the people they lead. So in academic services, you must also be able to carry out good and effective communication so that the information conveyed can be received well so that it has an impact on satisfaction and will create a good perception (Fauzi, 2018).

The results of interviews with students show that academic officers from the Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh always direct and guide students according to their individual needs. Students receive quality information and academic services, which gives them satisfaction. Based on the results of these interviews, the author concludes that planning academic services begins with preparing a plan. The plan prepared is in the form of a work program for each officer which is the first step in academic service management (Dion et al., 2018). The quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh which includes tangibles, empathy,

reliability, responsiveness, and assurance indicators is in a good category (Khamim, 2021). This illustrates that the services provided to students are of high quality. This can be seen from: 1) Utilization of learning facilities including indicators of effectiveness and efficiency is in the sufficient category. It can be understood that the use of learning facilities has gone quite well. 2) The performance of academic staff which includes indicators of work results, job knowledge, collaboration skills, and discipline is in a good category. This illustrates that the performance of academic staff in providing services to students has met the desires of every student's needs. 3) Utilization of learning facilities also has a significant influence on the quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh.

The good performance of academic staff has improved the quality of academic services at the Faculty of Social Sciences and Government Sciences (FISIP) UIN Ar-Raniry Banda Aceh. Furthermore, every job has obstacles, as does the academic service of the Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh. The problem that often occurs is the lack of or slow response from academic staff to problems that occur, such as problems with the SIAKAD application system. network or application errors, disorganized and undisciplined, time conflicts, unprepared stationery equipment, and thus giving rise to bad student perceptions (Saeed et al., 2018).

According to Aziz (2022), Perception is an impression of an object through the five senses so that it is identified and interpreted sensory information so that the individual obtains meaning and is more complementary to previous opinions, namely the presence of elements of evaluation or assessment of the object. The obstacles faced in communication in academic public services consist of time management constraints; Procurement and dissemination of materials; Coordination; Situational Conditioning (SERGEEVA et al., 2018).

The cause of obstacles in academic services according to Syahwal, MA (2017) is because the availability of supporting facilities, the ability of academic staff, and the availability of managing personnel are still relatively lacking. (3) Supervision is carried out internally and externally, this is to ensure whether or not academic planning is implemented, and based on the results of supervision several factors hinder academic implementation and planning, namely internal and external factors. The same opinion was also conveyed by Safrijal, S. et al (2016) regarding the obstacles that hinder service effectiveness. There are two factors regarding these obstacles, namely internal factors and external factors. The inhibiting factors are, there are still employees who are not friendly, rooms that do not match the number of staff working, and a lack of student awareness and compliance with the rules set by the academic department.

According to Anwar, H. (2016), the obstacle that often arises in academic services is the slow input of grades. Another obstacle that still occurs every semester is taking student study plans (KRS). This problem is related to the previous problem, this delay makes it possible for students to forget their password. (password), so students have to go to the operator directly to be able to open it again. This delay will affect students' study time in the following semester. Apart from that, there are also other problems such as server down, meaning that the website provided when accessed cannot be opened due to internet network problems (errors). So it can be understood that every activity will have obstacles, but what is more important is how to minimize these obstacles. The obstacles are often caused by internal and external factors, resulting in obstacles in implementation and ultimately giving rise to bad perceptions (Tiemann et al., 2018).



Furthermore, referring to the research results, show that the academic services of the Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh are under the command of Dean 1. Efforts to improve the quality of academic services are by providing excellent services according to the needs of each student as a service user. academic. The factors that influence the quality of academic services include adequate learning facilities and the performance of academic staff in providing services according to student needs. The services provided by the Academic Faculty of Social and Governmental Sciences (FISIP) UIN Ar-Raniry Banda Aceh, are following the established Standard Operational Procedures (SOP).

According to Teisnajaya, U. (2021). Service quality is all forms of activities carried out by institutions to meet student expectations. Service is a service or service delivered by the service owner in the form of convenience, speed, relationship, ability, and friendliness which is aimed at attitudes and characteristics in providing services to student satisfaction.

According to Widawati, E. (2020). Academic services need to be improved because academic services and administrative services simultaneously or together influence student satisfaction. Efforts to improve faculty academic services according to Anwar, H. (2016) by using SIAKAD can be accepted (by students and lecturers) so that they can improve the quality of academic services which ultimately has implications for improving the quality of study programs.

To be able to compete and survive, quality-based management is a determining factor. Several components that can influence the quality of a university are the quality of academic services provided to students. As explained in the Higher Education Implementation Law No. 12 of 2012 Article 6 states that the principle of implementing higher education is "empowerment of all components of society through participation in the implementation and control of the quality of Higher Education services". The quality of service that continues to improve shows that the institution has management to improve the quality of higher education as a public professional service which is created and directed as much as possible to provide services that meet or exceed standards to gain public trust while at the same time placing the name of the institution in the hearts of the public and graduate users (Wang & Rashid, 2022).

Furthermore, referring to the research results of Astuti (2009), there are three dimensions related to service quality in the form of educational services, namely: (1) Respect for students (respect for students). This is in the form of responses in the form of services provided by both study program staff and lecturers to students. The services provided are a reflection of each individual's performance. (2) Professor's knowledge, which is a description of everything related to knowledge understood by the lecturer which will be conveyed to students, and (3) University physical environment (the physical environment of the university or college), which reflects the facilities available both in the lecture hall and on campus (Tadesse & Muluye, 2020).

The same thing was said by Bendriyanti, (2015) and Sumarni, S., & Abdullah, E. (2021), that improving the quality of higher education academic services can be done in several ways; First, academic service planning is characterized by forming a team, collecting data, formulating a Strategic Plan, discussing the Strategic Plan, and socialization. Second, the organization of academic services is characterized by the formation of organizational units, placement of personnel, and structuring of quality documents (Thomas et al., 2019). Third, the implementation of academic services is characterized by the existence of learning services which are not yet optimal, guidance services, and library services which are optimal. Fourth, supervision of academic services is carried out in the form of assessing lecturer performance by a team, especially in learning (Lazer et al., 2020).

## **CONCLUSION**

Based on research on the Management of Academic Services at the Faculty of Social Sciences and Government Sciences (FISIP) of UIN Ar-Raniry Banda Aceh, it was concluded that the management of the quality of academic services in the faculty is running very well following the Operational Standards Procedures. (SOP). Management functions, such as planning, organization, guidance, control, coordination, and communication, have been performed effectively. The results of interviews with five students also indicated that academic service includes indicators of service quality such as Tangible, Responsiveness, Reliability, Assurance, and Empathy. Although quality management of academic services is rated well, research also identifies some barriers to academic service that students face. One of them is the instability of the power supply that hinders the distribution of the presence list, as well as network or application errors that prevent the filling of the Study Plan Card (KRS) students. The time conflict in the preparation of the KRS also becomes an obstacle because it complicates synchronization and requires the rigor of officers.

To overcome these obstacles and improve the quality of academic services, several efforts have been proposed. Among other things, a good and systematic recapitulation of presence lists, registration services with clear procedures in the Academic Bureau, as well as assistance in filling KRS and KHS. In addition, better coordination between officers and lecturers in value management and the provision of adequate facilities and supplies are also the focus of improvement. With the implementation of these measures, FISIP UIN Ar-Raniry Banda Aceh can continue to improve the quality of academic services to students. It is expected to minimize the obstacles encountered by students in the educational and learning process so that the teaching-learning process can take place more efficiently and effectively.

## **REFERENCES**

- astuti, P., Setiawati, B., & Malik, I. (2021). Inovasi Pelayanan Administrasi Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Luwu Timur. *Kajian Ilmiah Mahasiswa Administrasi Publik (Kimap)*, 2(3), 980–993.
- Boštjančič, E., & Slana, Z. (2018). The Role Of Talent Management Comparing Medium-Sized And Large Companies – Major Challenges In Attracting And Retaining Talented Employees. *Frontiers In Psychology*, 9, 1750. <https://doi.org/10.3389/fpsyg.2018.01750>
- De Lima Prabhawanti, R., & Prasojo, E. (2021). Analisis Pengaruh Manajemen Perubahan Dan Kompetensi Terhadap Kinerja Asn Pada Biro Hukum Kementerian Pertanian. *Transparansi : Jurnal Ilmiah Ilmu Administrasi*, 4(1), 111–124. <https://doi.org/10.31334/transparansi.v4i1.1615>
- Dion, M. L., Sumner, J. L., & Mitchell, S. M. (2018). Gendered Citation Patterns Across Political Science And Social Science Methodology Fields. *Political Analysis*, 26(3), 312–327. <https://doi.org/10.1017/Pan.2018.12>
- Eckstein, J., & Schultz, B. R. (2018). *Introductory Relational Database Design For Business, With Microsoft Access*. John Wiley & Sons.
- Fahmi, M. (2020). Implementasi Manajemen Pada Program Kelas Unggulan (Studi Kasus Di Madrasah Aliyah Qomarul Huda Bagu Lombok Tengah Ntb). *Al Mahsuni: Jurnal Studi Islam & Ilmu Pendidikan*, 3(1 Januari), 27–36.

- Fauzi, H. A. (2018). Peran Pengawasan Internal Dalam Mewujudkan Pemerintah Daerah Yang Baik. *Jurnal Ilmiah Hukum Dan Dinamika Masyarakat*, 15(1). <https://doi.org/http://dx.doi.org/10.56444/hdm.v15i1.641>
- Fayyadh, M. H. (2021). *Inovasi Pelayanan E-Ktp Di Masa Pandemi Covid 19: Studi Kasus: Dinas Kependudukan Dan Pencatatan Sipil Kota Surabaya*. Uin Sunan Ampel Surabaya.
- Hermawan, R., Kawuriyan, M. W., & Ernawati, D. P. (2023). Analisis Manajemen Perubahan Dan Struktur Organisasi Pasca Alih Jabatan Administrator (Eselon Iii) Dan Jabatan Pengawas (Eselon Iv) Ke Jabatan Fungsional Di Provinsi Dki Jakarta. *Management Studies And Entrepreneurship Journal (Msej)*, 4(1), 798–808. <https://doi.org/https://doi.org/10.37385/msej.v4i2.1505>
- Kempa, R., Ollong, S. R., & Makaruku, V. K. (2022). Evaluation Of Online Learning In The Covid-19 Era Through The Office 365 Program At Smp Negeri 5 Leihitu, Central Maluku Regency. *International Journal Of Education, Information Technology, And Others*, 5(1), 65–81. <https://doi.org/https://doi.org/10.5281/zenodo.6090334>
- Khamim, M. (2021). *Peran Dprd Dalam Mewujudkan Good Governance Di Daerah*. Penerbit Nem.
- Lamangida, T. (2018). Studi Implementasi Good Governance Pemerintahan Daerah Kabupaten Bone Bolango. *Publik: (Jurnal Ilmu Administrasi)*, 6(2), 119. <https://doi.org/10.31314/pjia.6.2.119-126.2017>
- Lazer, D. M. J., Pentland, A., Watts, D. J., Aral, S., Athey, S., Contractor, N., Freelon, D., Gonzalez-Bailon, S., King, G., Margetts, H., Nelson, A., Salganik, M. J., Strohmaier, M., Vespignani, A., & Wagner, C. (2020). Computational Social Science: Obstacles And Opportunities. *Science*, 369(6507), 1060–1062. <https://doi.org/10.1126/science.aaz8170>
- Lukow, S. (2013). Eksistensi Good Governance Dalam Sistem Pemerintahan Daerah Di Kota Manado. *Jurnal Hukum Unsrat*, 1(5), 130–142. <http://repo.unsrat.ac.id/id/eprint/358>
- Mahaputra, M. R., & Saputra, F. (2021). Literature Review The Effect Of Headmaster Leadership On Teacher Performance, Loyalty And Motivation. *Journal Of Accounting And Finance Management*, 2(2), 103–113. <https://doi.org/https://doi.org/10.38035/jafm.v2i2.77>
- Majedi, M. (2020). *The Privacy Policy Permission Diagram-Toward A Unified View Of Privacy*.
- Naidoo, P. (2019). Perceptions Of Teachers And School Management Teams Of The Leadership Roles Of Public School Principals. *South African Journal Of Education*, 39(2), 1–14. <https://doi.org/10.15700/saje.v39n2a1534>
- Nisak, S. L. Z., Hoediansyah, M. E., & Abidah, I. S. (2022). *Penyusunan Dokumen Pedoman Dan Instruksi Kerja Manajemen Perubahan Dalam Implementasi Sistem Pemerintahan Berbasis Elektronik (Spbe)*.
- Reddy, E. J., Venkatachalapathi, N., & Rangadu, V. P. (2018). Development Of An Approach For Knowledge-Based System For Cad Modelling. *Materials Today: Proceedings*, 5(5), 13375–13382. <https://doi.org/10.1016/j.matpr.2018.02.330>
- Saeed, S., Yousafzai, S., Yani-De-Soriano, M., & Muffatto, M. (2018). The Role Of Perceived University Support In The Formation Of Students' Entrepreneurial Intention. In *Sustainable Entrepreneurship* (Pp. 3–23). Routledge.
- Sergeeva, M. G., Bedenko, N. N., Tsibizova, T. Y., Karavanova, L. Z., Mohammad, M. S., & Stanchuliak, T. G. (2018). Organisational Economic Mechanism Of Managing The Growth Of Higher Education Services Quality. *Revista Espacios*, 39(21).

- Setiyadi, B., & Rosalina, V. (2021). Kepemimpinan Kepala Sekolah Dalam Meningkatkan Kinerja Guru. *Edunesia: Jurnal Ilmiah Pendidikan*, 2(1), 75–84. <https://doi.org/https://doi.org/10.51276/Edu.V2i1.81>
- Shamsaei, B., Chojnacki, S., Pilarczyk, M., Najafabadi, M., Niu, W., Chen, C., Ross, K., Matlock, A., Muhlich, J., Chutipongtanate, S., Zheng, J., Turner, J., Vidović, D., Jaffe, J., Maccoss, M., Wu, C., Pillai, A., Ma'ayan, A., Schürer, S., ... Meller, J. (2020). Pinet: A Versatile Web Platform For Downstream Analysis And Visualization Of Proteomics Data. *Nucleic Acids Research*, 48(W1), W85–W93. <https://doi.org/10.1093/Nar/Gkaa436>
- Sudiwijaya, E., & Dwi Arifianto, B. (2023). Building Differentiation Of Piyungan Muhammadiyah High School Through Radio Extracurricular School. *Kontribusi : Research Dissemination For Community Development*, 6(1), 158. <https://doi.org/10.30587/Kontribusi.V6i1.4823>
- Sulastri, S. (2022). Decision Support System (Spk) For Selection Of New Student Admissions And Majors Using Simple Additive Weigthing (Saw) And Fuzzy Tsukomoto At Sma Negeri 1 Kalirejo. *Journal Of Applied Science, Engineering, Technology, And Education*, 4(2), 266–287. <https://doi.org/10.35877/454ri.Asci911>
- Tadesse, S., & Muluye, W. (2020). The Impact Of Covid-19 Pandemic On Education System In Developing Countries: A Review. *Open Journal Of Social Sciences*, 08(10), 159–170. <https://doi.org/10.4236/Jss.2020.810011>
- Thamrin, A. (2019). Politik Hukum Otonomi Daerah Dalam Mewujudkan Tata Kelola Pemerintahan Yang Baik Di Bidang Kesehatan. *Al-Adalah: Jurnal Hukum Dan Politik Islam*, 4(1), 33–51. <https://doi.org/10.35673/Ajmpi.V4i1.130>
- Thomas, K., Hardy, R. D., Lazrus, H., Mendez, M., Orlove, B., Rivera-Collazo, I., Roberts, J. T., Rockman, M., Warner, B. P., & Winthrop, R. (2019). Explaining Differential Vulnerability To Climate Change: A Social Science Review. *Wires Climate Change*, 10(2), E565. <https://doi.org/10.1002/Wcc.565>
- Tiemann, I., Fichter, K., & Geier, J. (2018). University Support Systems For Sustainable Entrepreneurship: Insights From Explorative Case Studies. *International Journal Of Entrepreneurial Venturing*, 10(1), 83. <https://doi.org/10.1504/Ijev.2018.090983>
- Tui, F. P., Ilato, R., & Katili, A. Y. (2022). Inovasi Pelayanan Publik Melalui E-Government Di Dinas Kependudukan Dan Catatan Sipil Kota Gorontalo. *Publik: Jurnal Manajemen Sumber Daya Manusia, Administrasi Dan Pelayanan Publik*, 9(2), 254–263. <https://doi.org/10.37606/Publik.V9i2.338>
- Wang, G.-X., & Rashid, A. M. (2022). Job Satisfaction As The Mediator Between A Learning Organization And Organizational Commitment Among Lecturers. *European Journal Of Educational Research*, 11(2), 847–858. <https://doi.org/https://www.eu-jer.com/>
- Wijaya, C., Budi, B., Zulkhairi, Z., Hasibuan, M., & Rosadi, E. (2021). Implementation Of Education Management On Leading Class Program. *Al-Isblab: Jurnal Pendidikan*, 13(1), 638–645. <https://doi.org/10.35445/Alishlah.V13i1.416>