Analysis Of The Quality Of My-Sams Website Services On The Effectiveness Of The Administrative Process Of Students

Analisis Kualitas Layanan Situs Web My-Sams Terhadap Efektivitas Proses Administrasi Mahasiswa

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Abstract

Analysis of the Quality of My-Sams Website Services on the Effectiveness of the Administrative Process of Students of the Automotive Engineering Education Department, Faculty of Engineering, Makassar State University. Automotive Engineering Education Department, Faculty of Engineering, Makassar tate University. Supervised by Zulhaji and Andi Muhammad Taufik Ali. This study aims to analyze the effectiveness of the My-Sams website service in supporting the administrative process of students in the Automotive Engineering Education Department, Faculty of Engineering, Makassar State University. Digital-based administrative services such as My-Sams are expected to improve efficiency, speed, and accuracy in the implementation of academic administration. This study was conducted at the Automotive Engineering Education Department, Faculty of Engineering, Makassar State University, which aims to determine: (1) an overview of the use of the My-Sams website service in the Automotive Engineering Education Department. (2) an overview of the administrative process of students using the My-Sams website in the Automotive Engineering Education Department, Faculty of Engineering, Makassar State University (3) The effectiveness of the My-Sams website service on the administrative process of students in the Automotive Engineering Education Department. The method used in this study is descriptive quantitative, where the data obtained are analyzed statistically. This study involves two main variables, namely the independent variable in the form of the quality of the My-Sams website service and the dependent variable in the form of the student administrative process. The population of this study consisted of 144 students in the Automotive Engineering Education Department, and the sample in this study consisted of 59 students. The data collection technique used a questionnaire from the My-Sams website service from 59 students in the very good category as many as 13 respondents (22.03%) and the good category as many as 44 respondents (74.57%), and the student administration process that out of 59 students were 7 respondents (15.25%) in the very good category, 48 respondents (77.96%) in the good category.

Keyword: *My-Sams website, Student Administration Process, Effectiveness*

Abstrak (Indonesia)

Analisis Kualitas Layanan Website My Sams terhadap Efektivitas Proses Administrasi Mahasiswa Jurusan Pendidikan Teknik Otomotif, Fakultas Teknik, Universitas Negeri Makassar. Jurusan Pendidikan Teknik Otomotif, Fakultas Teknik, Universitas Negeri Makassar. Dibimbing oleh Zulhaji dan Andi Muhammad Taufik Ali. Penelitian ini bertujuan untuk menganalisis efektivitas layanan website My-Sams dalam mendukung proses administrasi mahasiswa di Jurusan Pendidikan Teknik Otomotif, Fakultas Teknik, Universitas Negeri Makassar. Layanan administrasi berbasis digital seperti My-Sams diharapkan mampu meningkatkan efisiensi, kecepatan, dan ketepatan dalam pelaksanaan administrasi akademik. Penelitian ini dilakukan di Jurusan Pendidikan Teknik Otomotif, Fakultas Teknik, Universitas Negeri Makassar yang bertujuan untuk mengetahui: (1) gambaran umum pemanfaatan layanan website My-Sams di

Jurusan Pendidikan Teknik Otomotif. (2) gambaran umum proses administrasi mahasiswa dengan menggunakan website My-Sams di Jurusan Pendidikan Teknik Otomotif Fakultas Teknik Universitas Negeri Makassar (3) Efektivitas layanan website My-Sams terhadap proses administrasi mahasiswa Jurusan Pendidikan Teknik Otomotif. Metode yang dilakukan dalam penelitian ini adalah deskriptif kuantitatif, dimana data yang diperoleh dianalisis secara statistik. Penelitian ini melibatkan dua variabel utama yaitu variabel bebas berupa kualitas layanan website My-Sams dan variabel terikat berupa proses administrasi mahasiswa. Populasi penelitian ini berjumlah 144 mahasiswa Jurusan Pendidikan Teknik Otomotif, dan sampel dalam penelitian ini berjumlah 59 mahasiswa. Teknik pengumpulan data menggunakan kuesioner layanan web My Sams dari 59 siswa dengan kategori sangat baik sebanyak 13 responden (22,03%) dan kategori baik sebanyak 44 responden (74,57%), dan proses administrasi siswa bahwa dari 59 siswa sebanyak 7 responden (15,25%) dengan kategori sangat baik, 48 responden (77,96%) dengan kategori baik..

Kata Kunci: *Situs Web My Sams; Proses Administrasi Mahasiswa; Efektivitas*

INTRODUCTION

In this digital era, the development of various information and communication technologies is happening more rapidly with the presence of various services, both in the form of applications and websites , that are present to increase the effectiveness or efficiency for users in accessing the information they need anytime and anywhere. The availability of various information and communication technologies is expected to improve the quality of services obtained by students. The quality of service itself is defined as the extent of the difference between what they expect and what they actually get (Pahlawansah, 2022). The university as one of the existing educational institutions is expected to be able to take advantage of the development of information and communication technology by developing a system that can make it easier for students or as an effort made by the university in improving academic services or anticipating problems that may arise.

RESEARCH METHODS

This study uses a correlation research design, namely to examine the relationship between dependent variables and independent variables. The variables studied were the quality of My-Sams website services (X) and the student administration process (Y). The population in this study is 144 students of the 2020 and 2021 batches of the Department of Automotive Engineering Education, Faculty of Engineering, State University of Makassar. In this study, data collection was carried out using two techniques, namely using questionnaires and Questionnaires were documentation. used to collect information from the respondents and documentation was used as a data collection technique that involved collecting data directly from the research site

RESULTS AND DISCUSSION

Data on the quality of the My-Sams website service was obtained from a questionnaire using a likert scale with a score of 1-4 consisting of 25 questions. The quality of the My-Sams website service was processed using the help of SPSS and obtained data results with the highest score of 95.00, lowest score of 47.00, standard deviation of 8.73652, mode 70.00, median 74.0000 and mean 74.8136. Data on the student administration process was obtained using a likert scale with a score of 1-4 consisting of 30 questions.

The student administration process was processed using the help of SPSS and obtained data results with the highest score of 99.00, the lowest score of 55.00, standard deviation of 6.93480577, mode 86.00, median 88.00 and mean 86.86.

Table 1. Service quality statistics website My-Sams

Statistics		
My-Sams Website Services		
N	Valid	59
	Missing	0
Mean		74.8136
Median		74.0000
Mode		70.00
Hours of deviation		8.73652
Minimum		47.00
Maximum		95.00

Table 2 Statistics of the student administrative process

Statistics		
Student Administration Process		
N	Valid	59
	Missing	0
Mean		86.86
Median		88.00
Mode		86.00
Hours of deviation		6.93480577
Minimum		55.00
Maximum		99.00

Table 3. Service quality score range website My-Sams

Category	Frequency (n)	Percentag e (%)
Excellent Good Bad Very Bad	13 44 2 -	22,03% 74,57% 3,38% -
Total	59	100%

Table 4. Student administrative process score range

Category	Frequency (n)	Percentag e (%)
Excellent Good Bad Very Bad	7 48 4 -	15,25% 77,96% 5,08% -
Total	59	100%

Table 5 Linearity Test Results

ANOVA Table							
			Sum of Squares	Df	Mea n Squa re	f	Itself.
Service Website My-Sams. Process Administration Student.	Between Groups	(Combined)	2547.249	25	101.890	2.972	.013
		Linearity	1221.606	1	1221.606	27.542	.000
		Deviation from Linearity	1325.642	24	55.235	1.245	.276
	With Groups		1463.667	33	44.354		
	Total		4010.915	58			

Source: SPSS Researcher Data Processing

The results of the linearity test in Table 3.1 show a significant deviation from linearity value of
$0.276 > 0.05$, which means that there is a linear relationship between the My-Sams website service quality variable (X) and the student administration process (Y).

Table 6 Correlation test results

Correlations		Website Services	Administrative Process
Quality of Servi ce of My-Sams Website	Pearson Correlation	1	.548**
	Sig. (2-tailed)		<,000
	N	59	59
Student Administration Process	Pearson Correlation	.548**	1
	Sig. (2-tailed)	<,000	
	N	59	59
**. Correlation is significant at the 0.01 level (1-tailed)			

Source: SPSS Researcher Data Processing

Table 3.2 The results of the correlation test show that the value of the

correlation coefficient r is 0.548 which means that it is greater than the alpha level (0.548 > 0.05). This shows that the two variables have a positive relationship. Next, to find out the level of closeness of the relationship between the X and Y variables.

DISCUSSION

This study was conducted to determine the quality of the My-Sams website service on the effectiveness of the student administrative process of the PTO FT-UNM Department. The sample was 59 students consisting of the class of 2020 and class of 2021 majoring in automotive engineering education.

1. Overview of the use of My-Sams website services in the PTO Department.

   Based on the results of data processing, the mean value was 74.81, the median was 74.00, and the standard deviation was 8.73. This value indicates that the My-Sams website service is in the "good" category. The results of the categorization showed that 74.57% of respondents rated it good and 22.03% rated it very good, while only a small part, **namely** 3.38%, rated it not well. These results indicate that in general, students of the PTO Department have felt satisfied and helped by the My-Sams website service as a digital academic administration system. Students can easily access features such as submitting thesis titles, checking grades, and other academic information.

2. An overview of the student administration process using the My-Sams website in the PTO Department.

   Based on the results of the research that have been described in the description of the results, the variable of the student administration process (Y) was obtained by a questionnaire using a likert scale of 1-4. The results of descriptive statistical analysis showed that the mean average value was 86.86, median 88.00, mode 86.00, standard deviation 6.93, maximum value 99.00, and minimum value 55.00.

   This result is also supported by the mean value of the administrative process of 86.86, which indicates a good category. As many as 77.96% of respondents rated the administrative process as good, and 15.25% rated it as very good, indicating that students feel that the My-Sams website service is helpful in simplifying the academic administration bureaucracy.

3. The effectiveness of the My-Sams website service on the student administrative process in the PTO Department.

   The results of the statistical test showed that there was a positive and significant relationship between the quality of the My- Sams website service and the student administration process, with a significance value of 0.000 < 0.05 and a correlation coefficient value of 0.548. This means that the My-Sams website service is effective in supporting the smooth academic administration process of students.

CONCLUSION

Based on the results of the research that has been conducted on the analysis of the quality of the My-Sams website service on the effectiveness of the

administrative process of students majoring in PTO FT-UNM, several important conclusions can be drawn as follows:

1. Overview of the quality of service of the My-Sams website. Based on the results of data processing, the mean value was 74.81, the median was 74.00, and the standard deviation was 8.73. This value indicates that the My-Sams website service is in the "good" category . The results of the categorization showed that 74.57% of respondents rated it good and 22.03% rated it very good, while only a small part, namely 3.38%, rated it not well.

2. An overview of the student administration process using the My-Sams website. Based on the results of the research that have been described in the result description section, the variable of the student administration process (Y) was obtained from a questionnaire with 30 statements using a likert scale of 1-4. The results of the descriptive statistical analysis showed that the mean was 86.86, the median was 88.00, the mode was 86.00, and the standard deviation was 6.93. The maximum score obtained is 99.00, while the minimum score is 55.00.

3. The effectiveness of the My-Sams website service on the student administration process. The results of the statistical test showed that there was a positive and significant relationship between the quality of the My-Sams website service and the student administration process, with a significance value of 0.00<0.05 and a correlation coefficient value of 0.548. This means that the quality of the My-Sams website service is effective in supporting the smooth academic administration process of students.

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