



Implementation Of Academic Information Systems In Improving The Quality Of Academic Services In Private Islamic Higher Educations

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Abstract

The background of this research is that there has not been a habit of using academic information systems by both lecturers and students, there are no educational staff from the field of computer science or informatics, and the limited budget they have. This research approach is a qualitative research with case study method. The results of this study indicate that academic information system planning refers to the blue print for the development, management and utilization of higher education information systems. The organization assigns a direct assistant to the Head of Academic and Student Affairs who is assisted by two operators, whose operational direction is based on a decree issued by the leadership which is fully managed by the Telecommunications Center. Coordination of academic information systems based on the participation and support of all parties. Control is carried out directly by the Chairman as the leader. The obstacles faced in general are that there is no budget available considering the need for the development of an Academic Information System that requires a large amount of money, the age of most of the lecturers is old so it is quite difficult to adapt to changes towards digital and the ability of lecturers to use information systems is still low. The solution is to encourage students and lecturers to want to get used to adapting and learning in the use of academic information systems.

Keywords Information Systems, Academics, Services, Colleges.

INTRODUCTION

The Academic Information System is specifically designed to meet the needs of universities that want computerized education services to improve performance, service quality, competitiveness and the quality of the human resources they produce. The development of the Academic Information System is carried out continuously and intensively, following technological developments and the basic needs of universities, so that the ability of the Academic Information System will continue to increase.

Meanwhile, according to (Al-Fatta., 2007) that, academic information system is said to be of high quality if it meets the following indicators: Ease of Use (Ease of Use), System Flexibility (Flexibility), Response Time (Access Speed), Security (Security), Accuracy (accurate), Timelines (on time), Completeness (completeness), and Clear Format.

The need for information that is fast and precise is very much needed by universities, this greatly affects the presentation of services which can lead to policy steps to be taken. The related information related to student lecture activities is the main task and function of the academic information system service.

The problem of academic information systems in universities being studied at this time can be divided into technical and non-technical factors. The technical factors include: (1) universities do not yet have complete infrastructure such as internet networks and the right technology because the costs are quite expensive, (2) Academic Information System Designers are not experienced enough in making an adequate Academic Information System package Material design. The delivery of academic data content through the Academic Information System needs to be packaged in a form that focuses on the parties



involved in the learning process (student-lecturer-stakeholders), and (3) Human Resources who are capable and skilled in supporting the implementation of the Academic Information System are still limited. While non-technical factors include: (1) Not yet cultivating the use of ICT-based Academic Information Systems by all parties related to the learning Academic Information System process, namely staff, lecturers, and students, and (2) There are still many administrative staff, students and lecturers who have not mastered computer and internet technology, or related to other ICT.

This can actually also be caused by the lack of adequate facilities or the lack of funds in completing the infrastructure that supports the implementation of academic information systems in universities. Ideally, universities can have complete facilities and infrastructure in the implementation of academic information systems. This is very important for the quality of higher education services, especially in the era of the Covid 19 pandemic which requires all processes of academic administration to be based online.

Based on the Regulation of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number: 44 of 2015 concerning National Higher Education Standards, that: "technology and information facilities are one of the criteria contained in the standard of facilities and infrastructure". Furthermore, it is also mentioned in Chapter II in the Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 139 of 2014 concerning Guidelines for Statutes and Organizations of Higher Education, that: "One of the duties, functions, and authorities of higher education leaders is to organize a reliable information and communication technology-based management information system that supports management of the tridharma of tertiary institutions, accounting and finance, personnel, student affairs, and alumni".

According to (DeLone, 2003) explains that 'the quality of information systems must meet reliability so as to satisfy users. The behavior of users of information systems will affect the use of technology.' Meanwhile, according to (DeLone, 2003) suggested that the quality of information related to system use, user satisfaction, and net benefits. Information quality has attributes such as information obtained from a system, accuracy of information, relevance of information, timeliness, and completeness of information. Meanwhile, the quality of service becomes more important than other applications, because the users of the system are now more customers than employees or internal users of the organization.

The root of the problem in this research is that the implementation of academic information systems in Islamic religious universities has not been optimal, so that it has implications for the quality of service in the implementation of academic services, both services for educators and services for various student access needs.

In the world of education today, the application of information and communication technology is very necessary, because along with the increasingly tight competition for information, starting from the role of efficiency, effectiveness to strategic roles, many educational institutions in Indonesia use technology as a supporter to improve the quality of education from institutions. this, both in terms of the quality of learning, the quality of lecturers, the quality of graduates and so on. Especially at this time, during the COVID-19 pandemic, ICT users increased both lecturers and students, public lecture activities increased through webinars new student admissions online increased, online thesis guidance and other paperless applications also increased. So it is very important for universities to have academic information systems.

According to data from Lasar identify two inhibiting factors in academic information systems, namely: technical and non-technical factors. Technical factors include: (1) Technology and infrastructure, (2) Material design, (3) Finance, (4) Human Resources. Meanwhile, non-technical factors include (1) culture, (2) technology illiteracy (Ulfah,



2022). According to (Indrajit., 2000), suggests that the key to the success of educational institutions is the application of information systems for processing institutional data quickly and accurately. It is the educational institutions that control the information that have a competitive advantage in the "regulated free market" macro environment.

The purpose of this study was to find and analyze the implementation of the Academic Information System as an effort to improve the quality of higher education academic services at STIT Rakeyan Santang Karawang and STEI Al Amar Subang. Where this study seeks to describe the process of utilizing academic information systems including the stages of planning, organizing, directing, coordinating, controlling to improve the quality of higher education services.

Higher education as an educational institution so that it is accountable and qualified is required to provide quality educational services. According to (Tjiptono, 2009) that "university as a service industry must begin to think about the importance of customer service more maturely, which in this case are students as customers". Because it is now increasingly recognized that customer service and satisfaction are vital aspects in order to survive in business and win the competition.

In higher education institutions, there are four main supporting components or elements, both in supporting the operation of the teaching and learning process as well as in the development and progress of the institution concerned. What is meant by these components are Students, Lecturers, Employees, Guardians of Lecturers, Study Programs and Alumni. Management of higher education as an institution engaged in the academic field, requires professional handling, both in terms of service and quality produced.

Utilization of Academic Information Systems in Higher Education is clearly very necessary, especially when it is associated with the quality of higher education services to its students. Considering that if academic services to students are still carried out manually with a limited number of academic service personnel or officers of the Academic and Student Administration Bureau (BAAK), while the number of students served is quite large, this can reduce the quality of higher education services.

Based on the description of the conditions above, it can be seen that if academic services to students are carried out manually with a limited number of service officers, the quality of services provided will certainly not be optimal. With the number of students, the management of education must be balanced with the provision of good services and following the academic rules that have been set, one of the steps in optimizing academic services in question is to implement an Academic Information System. The priority in the field of services provided to students is of course the field of academic services. Quality academic services are expected to be able to provide student satisfaction, and service recipient students can provide an evaluation of the services they receive. Both parties have a reciprocal relationship so that each party gets the same satisfaction.

This is in line with what was conveyed by Parasuraman in (Arifudin, 2019), that: the service is said to be satisfactory if the perceived service equals or exceeds the expected service quality'. Such services are perceived as quality and ideal services. Through the use of the right Academic Information System in Higher Education, it will be able to provide convenience in the management of academic services for students. The limited number of academic service officers will feel helped by the existence of this Academic Information System, because it is based on the entity and its properties.

According to Sprange & Carlson in (Indrayani, 2011) that: 'Academic Information system refers to a set of systems and activities that are used to organize, process, and use information as a resource in the organization'. The implementation of the Academic Information System by Universities in the current conditions according to the researcher is



very appropriate, where with the Covid-19 pandemic conditions the Government recommends the implementation of learning activities at home only, this is in line with the issuance of the Circular Letter of the Minister of Education and Culture Number 36962/MPK.A/HK /2020 dated March 17, 2020 which was enforced a few days later, where all teaching and learning activities both in schools and campuses were carried out online as an effort to prevent the development and spread of the Covid-19 pandemic. Of course, during the pandemic, academic activities of students and lecturers were also carried out online, so that the use of this Academic Information System was felt to be very appropriate to reduce the transmission of Covid-19.

The problems that occur in the implementation of academic information systems in universities are not only in the absence of facilities and infrastructure but also the ability of human resources to use academic information systems. There are still many academics who do not know how to swipe information on the Tri Dharma of Higher Education, especially for new batch students who need training to be able to access this information, as well as students and lecturers who cannot use computers, so it is very difficult for them to get information on Tri Dharma. College.

The academic information system is designed to meet the needs of the Tri Dharma of Higher Education in order to provide educational services based on information and communication technology and to improve performance, service quality, competitiveness and the quality of the Human Resources it produces. The academic information system will help manage student data, courses, lecturers and the administration of faculties/study programs that are still manual in nature to be done with the help of software effectively and efficiently. According to (Ridha, 2015) that the implementation of online academic information systems in universities has not been met while the resistance faced in realizing an online system is human resources, which is characterized by a low understanding of the main tasks and functions of each section and lack of expertise in information systems. academics, especially in operating computers.

The research location is limited to Islamic Religious Colleges. The subjects of this research are university leaders, operators, lecturers and students as well as people who are directly related to the object under study. This problem needs further research so that valid data can be found and at the same time an alternative solution can be determined. On this basis, the researchers raised the title of the dissertation on: "Implementation of Academic Information Systems in Improving the Quality of Academic Services for Islamic Religious Colleges (Case Study at STIT Rakeyan Santang Karawang and STEI Al Amar Subang)".

IMPLEMENTATION METHOD

The approach in this study uses a qualitative research type. According to (Sugiyono, 2015) that qualitative research is research that is used to examine the condition of natural objects, where the researcher is the key instrument. The research method used in this research is a case study. According to (Moleong, 2007) the focus of a case study is the specification of a case in an event that includes individuals, cultural groups or a portrait of life, Creswell also adds that case studies are preferred for qualitative research. Thus, this research was conducted with a focus on a particular case to be observed and analyzed carefully to completion, so that general trends were found which were used as material for further study in this study. To obtain accurate data and information, data collection techniques are needed in accordance with qualitative research methods. The data collection techniques consisted of observation, interviews, and documentation studies. In qualitative research, "analysis is carried out continuously or interactively" starting from the initial data



collected until the research ends. This data analysis activity refers to the theory related to research problems, namely by taking the same information from various informants who are known to have honesty and openness (Rahayu, 2020).

RESULTS AND DISCUSSION

1. Academic Information System Planning

Planning is the first step in the process of setting goals and selecting goals, strategies, policies, procedures and programs to be implemented by an educational institution. The meaning of planning itself is carried out by an organization or educational institution in this case as a way of providing clarity about the objectives of each activity, so that its implementation gets results as effectively and efficiently as possible which is adjusted to the existing resources in the organization. Likewise, the plans prepared by STIT Rakeyan Santang Karawang and STEI Al Amar Subang related to the implementation of academic information systems in improving the quality of higher education academic services are prepared based on the policies that have been prepared, planning materials, planning processes, determination of human resources, and budget planning. This is as stated by Suandy in (Hasbi, 2021) defining planning is the process of determining organizational goals (company) and then presenting (articulate) clearly strategies (programs), tactics (procedures for program implementation) and operations (actions). needed to achieve the company's overall goals.

The implementation of an academic information system as an effort to improve the quality of higher education academic services, the concept starts from management as a process or series of activities to integrate existing resources, which must also be integrated with the stages of implementing management functions, so that work can be realized as a production activity according to the requirements. quality. This is as stated by (Sugiyanto., 2020) suggesting that this management process takes place continuously which does not only contain capabilities but is also supported by the use of human resource skills in the form of energy and thoughts that are specifically utilized to be able to do work effectively. and efficient through careful planning, organization, and supervision in order to obtain optimal results.

Every work in management must be carried out through the stages of planning, preparation (including materials and tools), technical implementation with effective and efficient work methods/work methods, to produce products in the form of goods or services that are beneficial to the community. Academic information systems are media that can provide benefits for the implementation of education in higher education. This is as stated by (Iskandar, 2011) who suggested that the design of this academic information system is to facilitate a university in presenting Study Program reports to DIKTI. Considering that this information system was created by following the EPSBED reporting format, the tables and required information fields have been adjusted. This information system can be used both for universities that already have an academic information system and for those who have not utilized information technology, because this information system stores basic information needed by a university to be able to carry out Study Program activities. This design can still be developed following changes that occur in connection with the needs of higher education institutions in reporting EPSBED to DIKTI.

2. Organizing the Implementation of Academic Information Systems

Organizing in the management of academic information systems is carried out to regulate who has certain duties and responsibilities, basically to make the management clearer, so that it can support better academic services. Good organization is needed in order to optimize every implementation of academic information systems in universities.



Good organization will provide efficiency and effectiveness of every management process carried out, including the management of academic information systems.

As stated by Kadarman in (Nasser, 2021) that organizing is the determination of the structure of roles through determining the various activities needed to achieve the goals of the company and its parts. The grouping of activities of affirmation, delegation of authority to implement and organizing the relations of authority and information both horizontally and vertically by the organizational structure.

In the management of academic information systems that organization is the key to success in the running of the system. This is because the implementation of academic information systems involves many people in universities. This is in line with Wardana's view as quoted by (Iskandar, 2011) which states that this academic information system does not only cover the teaching and learning process system, but includes all processes from the selection of prospective students to tracking graduates. The output of this information system is expected to provide relevant and up to date for stakeholders (prospective students, lecturers, students, administration, graduate users).

To design a quality academic information system, of course, quality information is needed as well. This information is obtained from user input of academic information systems. The same thing was also stated by (Ali, 2015) who stated that: 1) It is clear that academic data is used not only in one particular activity, data items can be the same but in different presentation formats so that the role of SIAKAD is absolutely needed for management and operational activities. 2) Implemented and disseminated SIAKAD in an integrated manner to each department. 3) The existence of human resource development in the academic administration and is one of the important priorities to continue to be improved. Because the success of developing human resources can only be implemented if it is supported by an information system that can be accessed and supported by qualified human resources. 4) Improved curriculum and course coding that can support the smooth running of academic activities, as well as for the purposes of reporting data needed for various purposes such as BAN-PT, PDPT, Lecturer Certification, Functional Positions and so on, which can be accessed and issued quickly, accurately and with results. accurate and complete.

3. Directions for the implementation of the Academic Information System

Implementation of the academic information system as an effort to improve the quality of higher education academic services at STIT Rakeyan Santang Karawang and STEI Al Amar Subang refers to the Regulation of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number: 44 of 2015 concerning National Education Standards High, that: "technology and information facilities are one of the criteria contained in the standard of facilities and infrastructure". So that every university provides an academic information system in order to meet the service standards of a college.

In directing the academic information system, it refers to the documents of the university's general administration management system and the blue print development, management and utilization of information systems. As stated by (Rahmawati., 2015) suggests that the Academic Information System (SIA) is specifically designed to meet the needs of universities that want computerized education services to improve performance, service quality, competitiveness and the quality of the human resources they produce. The Academic Information System (SIA) is very helpful in managing student value data, courses, teaching staff data (lecturers) and faculty/department administration which are still manual in nature to be done with the help of software in order to be able to streamline time and reduce operational costs.



The blue print for the development, management and utilization of information systems, is a derivative of the university's vision and mission in order to provide guidance on the development, management and utilization of information systems in providing quality services to university consumers. To optimize this, briefings are carried out in order to realize the guidelines in the blue print regarding the development, management and utilization of information systems.

This briefing is an effort to move or mobilize the workforce or man power and utilize the available facilities to carry out work simultaneously. This function motivates subordinates or workers to work seriously so that the goals of the organization can be achieved effectively. This is in line with what (Indrayani, 2011) stated regarding optimizing human resources that the quality of human resources (HR) of academic information systems simultaneously has a significant influence and has a very large contribution to institutional performance. Where this conclusion is supported by three sources of supporting data, namely institutional management, lecturers, and students.

By directing the implementation of academic information systems in improving the quality of higher education academic services based on physiological values, in making directives not only so that the Siakad program runs smoothly and only based on blueprints and existing regulations, namely direction must be based on physiological values, where direction is made with as a form of embodiment of doing good in order to produce the best efforts in the context of achieving the quality of academic services. So that no matter how good the information system is, if the culture of habituation in using the academic information system has not grown, then academic services in presenting effectiveness cannot be achieved.

4. Coordination of the implementation of the Academic Information System

In coordinating the academic information system requires the participation and support of all parties. The management of the implementation of the academic information system as an effort to improve the quality of higher education academic services must be coordinated between the chairperson, vice chairman of the academic field, the head of study programs and operators. Furthermore, to improve the quality of service, universities need to work together with experts from outside the university to design a better academic information system. In addition, it is necessary to involve users, namely students, in providing input through their representatives at BEM, about what needs to be in the academic information system.

This is as stated by (Imaniawan, 2015) who stated that: 1) This web-based academic information system is designed as a solution for the HKTI Banyumas Agricultural Academy to manage the academic department quickly and precisely so that performance in achieving work can be realized more optimally, 2) This web-based academic information system is internal, meaning that only certain users of this program have access rights to this system, namely students, lecturers and administrators. Meanwhile, visitors or visitors can only access the main web, and 3) This web-based academic information system provides various information about lecturer data, student data, admin data, class data, study program data, department data, semester data, course data, lecturer teaching schedule data, student class schedule data and student grade data.

So that this coordination is very important in order to produce the synergy of every element in the university in order to optimize the implementation of the academic information system as an effort to improve the quality of university academic services.

After the delegation of authority and division of work to employees by the manager, the next step is coordination. Each subordinate does only part of the company's work, therefore each subordinate's work must be unified, integrated, and directed to achieve



goals. This applies to the implementation of the academic information system as an effort to improve the quality of higher education academic services, where each principal task and function has been determined by decree by the head of each university. Given the academic information system must be managed properly so that the results can provide benefits for the efficiency of higher education. This is as stated by (Laudon, 2008) who states that "an information system is a set of interrelated components that function to collect, process, store, and distribute information to support decision-making and control within the organization".

By coordinating the implementation of academic information systems in improving the quality of higher education academic services based on ethical values, in making coordination it is not only so that the Siakad program runs smoothly and is only based on blueprints and existing regulations, namely coordination must be based on ethical values, where coordination is made with harmony and mutual respect between each other as a form of embodiment of doing good in order to produce the best efforts in the context of achieving the quality of academic services together.

5. Control over the implementation of the Academic Information System

Control of the academic information system refers to the blue print for the development, management and utilization of information systems compiled by each university. In controlling the academic information system, discussions are held in the college coordination meeting every three months, as well as discussing other matters in the tertiary institution. The control of the academic information system is carried out directly and coordinated by the assistant chair of the academic field. Control is implemented to ensure that the academic information system runs as expected.

This is in line with what Handoko quoted (Supriani, 2022) defining control as a systematic effort to set implementation standards with planning objectives, design a feedback information system, compare reality with predetermined standards, determine and measure deviations. and take necessary corrective actions to ensure that all company resources are used in the most effective and efficient manner in achieving the objectives.

Control is an activity to observe and measure all operational activities and achievement of results by comparing the standards seen in the previous plan. This is in line with what was stated by (Sumiantara, 2019) who stated that the development of the Integrated Information System succeeded in overcoming the problems that occurred in the Singaraja Teacher Training and Education Institute. Developed with the SDLC method with the Waterfall model, the development of this system runs according to the rule model used, where each stage is evaluated to get maximum results. The Academic Information System basically uses the web as the main platform that makes it easy for users to access this system. The web platform in administrative matters is very helpful to improve time efficiency in all work. Based on the test results, the information system works well. The system is considered capable of helping administrative problems with a value presentation of 79%. The system gets a positive response from users.

Implementation of academic information systems in improving the quality of higher education academic services based on aesthetic values, in making controls not only so that the Siakad program runs smoothly and only based on blueprints and existing regulations, namely control must be based on aesthetic values, where control is made taking into account harmony between all people in the organization as a form of embodiment of doing good in order to produce the best efforts in the context of achieving the quality of academic services together.



CONCLUSION

In planning an academic information system, referring to the university's vision and mission which is translated into the Blue Print for the development, management and utilization of the university's information system. Organizing the academic information system, the leadership directly assigns the Deputy Head of Academic Affairs assisted by two operators. The direction of the management of the academic information system refers to the vision and mission which is translated into a blue print for the development, management and utilization of information systems based on a decree issued by the leadership. All management processes are fully managed by the Telecommunications Center. In coordinating the academic information system, it is specifically coordinated between the chairperson, vice chairman of the academic field, operators and lecturers as well as its development in collaboration with competent parties including IT consultants in order to design a better academic information system. The control of the academic information system is carried out directly by the Chairperson as the leader. This is included in various considerations for future academic information system management decisions. This control is the result of the report of the team of quality assurance institutions related to the management of academic information systems.

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