

THE EFFECTIVENESS OF ACADEMIC SERVICES IN THE PANDEMIC OF COVID-19 AT UNIVERSITAS NEGERI YOGYAKARTA AND PUNJABI UNIVERSITI PATIALA INDIA

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ABSTRACT

During the Covid-19 pandemic that hit Indonesia and the world, education must respond in an adaptive manner, including by universities. Higher education academic services are a component of educational activities that must be implemented even during the Covid-19 pandemic. Therefore this research is intended to find out: 1) how the higher education responds to the current Covid-19 pandemic, and 2) how to compare the effectiveness of academic services in the Covid-19 pandemic era at Universitas Negeri Yogyakarta and Punjabi University Patiala India.

This study used a survey method to extract data both qualitatively and quantitatively. The samples in this study were Yogyakarta State University and Punjabi University Patiala India which were taken by purposive sampling, focusing on the units of the Universitas Negeri Yogyakarta Postgraduate Program and in Punjabi Patiala India. Data collection techniques using FGD techniques, questionnaires, documents, observation, and interviews. The validity and reliability of the questionnaire instrument used expert validation. The validity of the qualitative data was validated using the informant review model and data triangulation. Quantitative data analysis using descriptive analysis techniques and qualitative data with an interactive analysis model.

The results showed that UNY's response to the COVID-19 pandemic emergency situation was quite fast and responsive, so that service problems continued to run well through online services. While the effectiveness of general academic services shows that the average value of the assessment results is 3.98 which is between values $> 3.5 - 4.2$ which means it is in the good category. While the results of the assessment of special services for lectures at UNY, the results show an average of 3.65 which is between values $> 3.5 - 4.2$ which means that it is in the good category. These results indicate that UNY is ready and responsive to the Covid-19 emergency so that all services, both academic and non-academic, can be served well, even though they have not met expectations or the category is very good. Meanwhile, the effectiveness of general academic services in PUP India shows that the average value of the assessment results is 3.86 between values $> 3.5 - 4.2$ which means it is in the good category. While the results of the assessment of special services for lectures at UNY, the results show an average of 3.65 which is between values $> 3.5 - 4.2$ which means that it is in the good category. These results indicate that PUP India is ready and responsive to the Covid-19 emergency so that all services, both academic and non-academic, can be served well, even though they have not met expectations or the category is very good.

Kata Kunci: *effectiveness, service, academic, and higher education*