

# Course Institution and Training Service Management through Course Management Information System (SIM-K)

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**Abstract.** Course and Training Institute (LKP) as a form of community education unit that is held to provide knowledge, skills, life skills, and attitudes to develop themselves, develop the profession, work, independent business, and / or continue higher level education, must be able to provide quality education services for its customers .The purpose of the research is to find out the improvement of services experienced by the course institutions by using a course management information system. To answer the problems mentioned above thoroughly and in depth, researchers used a qualitative method approach to the type of descriptive qualitative research.From the results of the study, it was concluded that by using the Course Management Information System (SIM K) the management of the Course and training institutions had increased so that it could be more effective and efficient, and be able to provide better services to the community

**Keywords:** Management of course institutions · Course management information systems

## 1 Introduction

The use of information and communication technology in educational services is now an important requirement of an educational institution's management. Educational institutions are currently demanded to be able to provide better services so as to increase national productivity better.

Course and Training Institute (LKP) as a form of community education unit that is held to provide knowledge, skills, life skills, and attitudes to develop themselves, develop the profession, work, independent business, and / or continue higher level education, must be able to provide quality education services for its customers. LKP must be able to utilize the development of internet-based technology to serve its institutional needs such as improving service quality assurance, academic services, marketing and partnerships. Post graduate services also require good information technology so that graduate offers / access to vacancies can be quickly utilized so as to support graduates absorbed in the world of work, through the use of information technology LKP can display the profile of institutions to show their existence.

North Sumatra Province in 2018 has an active course institutions recorded as many as 1742 institutions with 30 types of skills. ([www.kursus.kemendikbud.go.id](http://www.kursus.kemendikbud.go.id)). Of the

total number of course institutions only 60 courses and training institutions have been accredited by BAN PAUD and PNF. There are still very small around 3.5% of institutions that have been accredited. Of these, there are 3 institutions that have accredited A, courses and training institutions, 12 institutions accredited B and 45 institutions accredited C. ([www.banpaudpnf.or.id](http://www.banpaudpnf.or.id)). There are still around 96 % of course institutions that have not been accredited or around 1682 course institutions.

Many factors cause this to happen, one of them is because many courses in North Sumatra have not been managed according to national education standards. Course institutions are only managed traditionally in the sense that management is still done by the owner of the institution without any other administrative staff. When the owner of the institution is not in place, the operation becomes stagnant and even temporarily closed until the owner returns. Such management can cause the quality of education services in institutions to decline. Whereas the quality of education services if managed properly will provide a positive contribution to the realization of customer satisfaction and loyalty. Conversely poor management of services can result in the operation of the institution to be ineffective and inefficient.

Based on this, we need a form of LKP management that is more effective and efficient in order to facilitate the course institutions in managing the educational services they carry out. Management that can utilize various existing institutional resources such as humans, infrastructure and work methods of each element involved in the delivery of educational services in institutions.

Development of Management Services for Course and Training Services through the Course Management Information System (SIM-K), utilizing computer technology through internet network access. The development of information technology is now easily accessible to anyone, the use of the internet makes the range of distance and time become increasingly narrow. Internet technology is also able to help document and archive data stored in an electronic format neatly. The ability to utilize the benefits of information technology leads educational institutions to better carry out their operational activities.

## 2 Literature Review

Course and Training Institute is one form of Non-formal Education unit organized for the community that requires the provision of knowledge, skills, life skills, and attitudes to develop themselves, develop the profession, work, independent business, and / or continue their education to a higher level [1].

Management information system or SIM is a planning system part of the internal control of a business that includes the use of people, documents, technology, and procedures by management accounting to solve business problems such as product costs, services, or a business strategy. Management information system is an information system that in addition to processing transactions also can generally be said as a series of activities ranging from collecting, processing, storing data to presenting information for management that is used as a basis for decision making in order to achieve goals [2].

According to other experts that management information systems can be defined as a collection of interconnected subsystems, gathering together and forming a single unit,

interacting and cooperating with each other with certain ways to perform data processing functions, receive input (input ) in the form of data and then process it (processing), and produce output (output) in the form of information as a basis for decision making that is useful and has real value that can be felt both at the moment and in the future, supporting operational, managerial, and strategic organization, by utilizing the various resources available and available for these functions to achieve goals [3].

Management information system or SIM is a planning system part of the internal control of a business that includes the use of people, documents, technology, and procedures by management accounting to solve business problems such as the cost of products, services, or a business strategy [4].

Course management information system is a computerized information system developed to process data for management of course administration. The course management information system covers the processes of planning, organizing, supervising, directing, and so on in the course institution. Meanwhile, information in a course institution is data that is processed in such a way that has value and meaning for the course institution.

The aim of the course management program and training services through the course management information system is to improve the quality of course services by meeting the 8 National Education Standards that use better management systems and are computerized.

### **3 Methodology**

To answer the problems mentioned above thoroughly and in depth, researchers used a qualitative method approach to the type of descriptive qualitative research. In accordance with these problems, the data collection techniques are carried out by researchers through interviews, observation and documentation. In this technique, the researchers did not actively participate in the activities of the organization or educational unit after the data were collected and analyzed in depth.

Qualitative descriptive research is intended to describe and describe the phenomena that exist, both natural and human engineering, which pay more attention to the characteristics, quality, interrelationships between activities [5].

In addition, descriptive research does not provide treatment, manipulation or alteration of the variable variable under study, but rather describes a condition as it is. The only treatment given is the research itself, which is done through observation, interviews, and documentation.

Descriptive method is a method used to describe or analyze a research result but is not used to make broader conclusions [6].

### **4 Result and Discussion**

The flow of the development of the course management and training institutions (LKP) services through the course management information system (SIM-K) is as follows:

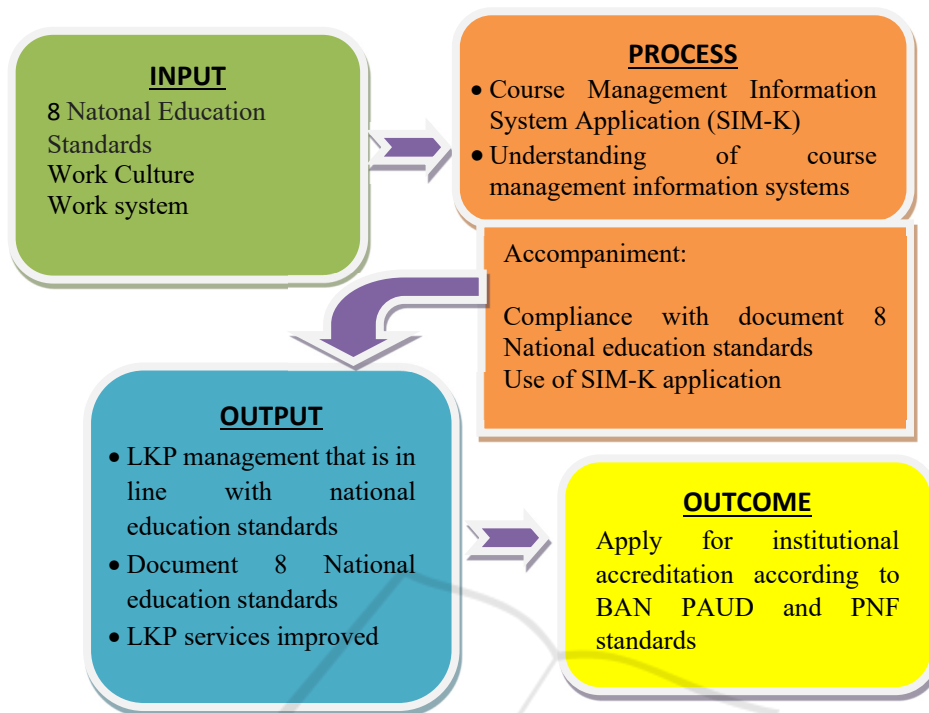


Fig. 1. Development flow.

From this development path, the existing SIM K applications become:



Fig. 2. SIM application course.

The SIM K application can be opened via the address <http://pauddikmassumut.kemdikbud.go.id/simk/>. Every LKP institution that fills in the data in this application is expected to obtain a username and password. The SIM-K

application contains several menus which can be used by course institutions to manage institutional administration data. This application can be used by agency admins with certain users and passwords given to institutions. Every menu in the application has a function:

- Student Data

This menu is intended for student data, prospective student data that is the target of LKP as well as student certificate data. This is to make it easier for LKP managers to assess the performance of marketing staff. This menu is also useful for viewing current class data, class schedule data, and student learning outcomes.

- Staffing Data

This menu is useful for viewing staff data and instructor data which is accompanied by an attachment to the assignment statement (SK) in the form of a pdf format.

- Alumni Data

This menu is intended for alumni data who have finished studying in the course. This menu is also useful for searching alumni who are working or not yet working.

- Education Data

This menu is useful for recording details of the number of classes opened, names of students who are members of the class program, names of instructors who teach in the class, start and end dates, recording course payments, installment payments or initial payment of course fees for students.

- Financial Data

This menu is useful for viewing reports on receipts, expenses and cash flow. The financial menu also includes data on income reports and expense reports that can be sorted by date range. And to print the report can also be based on a date range. For cash flow statements can also be sorted by date range, per day or per month.

- Report

This menu is useful for recording student recap data per class, student bill recap data, student recap data per year, alumni recap data per year and class recap data per year. In the class recap of students data can be used to view a summary (report) of student data based on active classes. In the bill recap data can be used to view bills for students who still have not been paid. While the annual student recap data, annual alumni and annual class recap data can also be seen in the form of bar charts.

If the institution has filled out the application, data will be obtained about the conditions that exist in the institution, with the existing data LKP managers can have a basis for making decisions for the development of the institution, besides that by filling in all existing data can answer the questions that are in accreditation forms around 30% of the total accreditation questions totaling: 44 item [7].

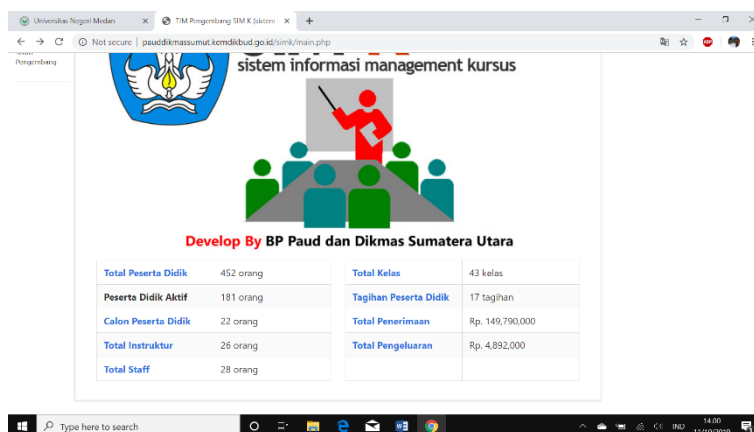


Fig. 3. The Result of SIM application course.

From the observations of the 5 institutions that have filled out this application, the institution is very helpful in managing its institution, the easier it is to get data especially the number of students, the number of educators, program services available, and the condition of the financial situation of the institution, one thing that is most felt by the managers of the institution are they still have the data wherever they are even though they are not in the institution, so they feel more effective and more efficient in managing the institution and are very helped to provide a basis for them to make decisions for the development of the institution, besides it also helps to prepare the institution for the accreditation programme [8].

## 5 Conclusion

Management of Course and Training Institution Services through the Course Management Information System that has been developed. can be carried out by courses and training in other places in order to meet national education standards required by law so that the services of courses and training institutions can be further increased.

With the help of the SIM-K application it is hoped that LKP management can be made better with the help of computers so that they are more computerized and more effective and efficient. Effective and efficient LKP management is expected to provide better services to the people who need it.

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