Monitoring and Evaluation for Improving Academic Services and Teacher Performance

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ABSTRACT

Efforts to achieve the goals of the program implemented in an organization must always be made by the management of the organization. Efforts to prepare a strategic plan are a commitment from the organization to realize the strategic plan . that monitoring has objectives, namely: (1) conformity or compliance according to predetermined standards and procedures, (2) inspection to determine sources of services to target groups, (3) accounting to determine social changes and economics that occur after the implementation of a number of public policies from time to time, (4) the explanation of the results of public policy is different from the objectives of public policy. The importance of monitoring and evaluation for the Learning Technology Study Program that in management evaluation isbcrucial stage in preparationbdevelopment program. Thereforebhow to carry out an evaluation comprehensive, structured and systematic must be understood correctly, so the resultscan be used as a basis for the process planning to achieve that goal the desired form of quality improvement sustainable.

Keyword: *Monitoring, Evaluation, Teacher Performance*

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1. INTRODUCTION

Efforts to achieve the goals of the program implemented in an organization must always be made by the management of the organization. Efforts to prepare a strategic plan are a commitment from the organization to realize the strategic plan. Efforts made to improve teacher performance are also not smooth and often have problems (Triwiyanto, 2015). Monitoring is the process of collecting and analyzing information about school programs or activities so that evaluation actions can be taken to improve future school programs. In carrying out his leadership, a leader here, namely the school principal, is required to be able to monitor all teacher performance and academic services in the school. A teacher must also be maximal in carrying out his work in order to realize the expected education (Gufur, 2020). The purpose of monitoring and evaluation is to provide an assessment of whether the planned program has been implemented by teachers and academic practitioners. It is hoped that objective data that is analyzed using appropriate techniques will obtain reliable information as a basis for management decision making, so that the decisions taken are appropriate to achieve the stated goals (Suparno and Asmawati, 2019). Monitoring and Evaluation Hogwood (1989: 8) explains that monitoring is the process of monitoring activities regarding policy implementation which includes the relationship between implementation and its results. Dunn (1994: 35) explains that monitoring has objectives, namely: (1) conformity or compliance according to predetermined standards and procedures, (2) inspection to determine sources of services to target groups, (3) accounting to determine social changes and economics that occur after the implementation of a number of public policies from time to time, (4) the explanation of the results of public policy is different from the objectives of public policy.

Monitoring is the process or activity of supervising policy implementation and results. Meanwhile, evaluation is an act of decision making to assess a conditional object.

2.   RESEARCH METHOD

The steps used in this data triangulation technique are by using sources and methods. Patton (in Lexy J. Moleong, 2010:330-331) said that "triangulation with sources means comparing and checking the degree of trustworthiness of information obtained through different times and tools. By using this technique, researchers can compare observation data with interview data, compare what people say in public with what they say in private, compare what people say about the research situation with what they say all the time, compare a person's circumstances and perspectives with various opinions and views of people such as ordinary people, wealthy people, government people, and compare interview results with the contents of a related document".

3. RESULTS AND DISCUSSION

The importance of monitoring and evaluation for the Learning Technology Study Program is that in evaluation management it is a crucial stage in compiling a development program. Therefore, how to conduct a comprehensive, structured, and systematic evaluation must be properly understood, so that the results can be used as a basis for the planning process to achieve the desired goals in the form of continuous quality improvement. The ability to carry out evaluations is an important factor in improving the quality of study programs. Monitoring and evaluation are systemic efforts to collect and process data and facts into reliable and valid information, so that the correct conditions can be concluded. Evaluation aims to measure performance and efforts to improve institutional performance. In general, evaluations are carried out to: (1) show the achievement of the quality of the study program, (2) as a managerial tool, to ensure that the performance of the study program that has been achieved is maintained, (3) as a managerial tool for compiling future study program development plans.

Collecting data and facts on monitoring and evaluating the performance of lecturers and academic services of study programs should become a habit in higher education management so that a good tradition is built in the management and development of institutions. When this tradition has been built, efforts to improve the process and find various better alternative processes will be very easy to do. The results of monitoring and evaluating the academic services of the Study Program are:

SUMBU X NO BUTIR INSTRUMEN	SUMBU Y SKALA 1-5
1	5
2	4
3	4
4	5
5	5
6	5
7	4
8	5
9	5
10	5
11	5
12	5
13	5
14	5

Based on the summary data of 15 academic service instrumentsvLearning Technology above, 12 instruments on a scale of 5 with Very Good criteria. There are 5 instruments on a scale of 4 with Good criteria, namely instrument items 2, 3, 7, namely: (1) keeping promises, (2) learning facilities, LCD, sound system, wireless, (3) internet, (4) cleanliness of the lecture area. Item number 5 strives to be more committed and loyal by compiling a re-work plan. Items number 9, 11, 12 are the domain of Postgraduate Management

and are used as input through the results of this study. The results of monitoring and evaluation of lecturer performance are

Efficiency is the match between input and the process being implemented. The level of efficiency can be shown by how the role and performance of resource management is in implementing the process. The level of efficiency can be calculated based on the comparison between the resources that have been utilized and the resources used in implementing the process. The smaller the comparison, the greater the level of efficiency. Productivity is the match between the process and the output produced. The level of productivity is generally shown by the comparison of the number of outputs produced from a process that utilizes resources with certain standards. Changes in the process can affect the level of productivity.

Follow-up monitoring and evaluation results that the Study Program has a self-evaluation concept based on the measurement process data above. Based on these conditions, the Learning Technology Study Program strives to maintain the performance of the Study Program that has been achieved and obtain input in preparing the development plan for the management of the Learning Technology Study Program in the future. Things that must be done immediately as a follow-up effort to monitor and evaluate academic services and the performance of lecturers in the Study Program are: (1) determining clear objectives, (2) determining the needs/standards that must be met, (3) input components, (4) processes, (5) outputs and achievements that are the targets of the evaluation. The Study Program should prepare performance and quality indicators for self-evaluation data. Performance indicators are empirical data or facts that can be in the form of quantitative data or qualitative data that mark the achievements of the development of a university or its program in achieving the targets that have been set. Performance indicators can be used to describe: (1) efficiency, (2) productivity, (3) effectiveness, and factors that can indicate organizational health, such as (4) accountability, (5) academic atmosphere, (6) innovative capabilities in the context of maintaining the sustainability of study programs and the quality they have achieved. Quality is reflected by the convergence of all of these performance indicators. This is described as follows.

Accountability can be related to the level of efficiency, compliance with applicable norms and regulations. Different from accountability, accountability is more because it concerns the following matters: (1) compliance between the objectives set by the study program with the philosophy, morals, and ethics generally adopted in society, (2) compliance between the objectives set with the pattern of activities of the academic community and the results and impacts achieved, (3) openness to all parties interested in the organization and implementation of the tri dharma activities of higher education, (4) accountability for the use of resources to achieve goals, (5) actualization of the principle of autonomy and academic freedom that does not deviate from the established regulations and agreements, (6) awareness of the academic community that the actualization of their behavior and conduct will not interfere with the implementation of the activities of the institution and society. Academic atmosphere as the level of satisfaction and motivation of the academic community in completing their tasks to achieve the objectives of the study program. At the individual level, the individual's goals, aspirations, and values play a very important role

4.   CONCLUSION

Monitoring and evaluation of study programs at schools is needed to measure performance and efforts to improve institutional performance, namely (a) showing the achievement of study program quality, (b) a managerial tool, to ensure that the performance of study programs that have been achieved is maintained, (c) a managerial tool for preparing study program development plans in the future. Follow-up efforts for monitoring and evaluation of academic services and lecturer performance of the Study Program are: (a) determining clear objectives, (b) determining needs/standards that must be met, (c) input components, (d) processes, (e) outputs and achievements that are the targets of evaluation. Performance indicators can be used to describe: (a) efficiency, (b) productivity, (c) effectiveness

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