The Effectiveness of the SISKA Application's One-Stop Service Management in New Student Admissions at UM Buton

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ABSTRACT

This study aims to analyze the management of the Campus One-Stop Service Information System (SISKA) application in supporting the admission services for new students (PMB) at Universitas Muhammadiyah Buton. The background of this research is based on the importance of digitalizing higher education services to improve efficiency, transparency, and convenience for prospective students. This research employs a qualitative approach with data collection techniques including direct observation, in-depth interviews, and documentation. The study was conducted at the PMB Unit of UM Buton. The results indicate that the SISKA application has significantly simplified the new student admission process online, from uploading documents and filling out personal data to selecting study programs. However, its implementation still faces several challenges, such as low digital literacy among some applicants, the absence of a user guidance feature, and technical difficulties in uploading documents. The discussion is based on public service management theory and is supported by previous studies emphasizing the role of digital literacy in utilizing online-based service systems. The conclusion of this study is that the SISKA application has significantly supported the one-stop service management system, although improvements in user education and feature enhancement are needed to make the system more inclusive and effective in future implementation.

Keywords: *SISKA application, one-stop service management, new student admission*

1. Introduction

Digital developments in education require higher education institutions to dynamically adapt to developments in information technology to improve the efficiency and effectiveness of academic services. These changes not only affect learning aspects but also encompass the administrative and service management systems that form the backbone of higher education operations. The use of technology-based academic information systems has become a key strategy for optimizing administrative performance, accelerating service processes, and increasing transparency and accountability in educational institutions. (Tarbiyah, Keguruan, Islam, Sultan, & Kasim, 2025) Technological developments enable data integration, real-time information processing, and the automation of procedures that previously required significant time and resources. Therefore, digitalization of services in higher education is not merely an option but a strategic necessity to address the challenges of efficiency, accuracy, and stakeholder satisfaction, particularly students as the primary users of academic services. (Kualitas et al., 2024)

Facing the increasingly fierce competition among higher education institutions, particularly in attracting prospective students, innovative and efficient managerial strategies are required. One approach that is now an urgent need is the implementation of integrated service management or one-stop service in the new student admissions (PMB) process. (Tarbiyah et al., 2025) This concept offers ease

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of access, speed of service, and certainty of administrative procedures through the integration of various service functions in one centralized system. (Aprilia, 2024; Solihin, 2017) With this approach, prospective students no longer need to interact with various units separately, because the entire process, from registration, file verification, to payment, can be done in one service platform. This is very relevant in the context of the digitalization of educational services, where speed and efficiency are the main keys to increasing user satisfaction. One-stop service also reflects the professionalism of the institution in providing services that are adaptive to the needs of today's digital generation. Therefore, the implementation of one-stop service in PMB not only has an impact on improving service quality, but also serves as an indicator of the competitiveness and modernization of higher education institutions in facing the challenges of globalization and changing stakeholder expectations. (Widiyanto, 2023)

Muhammadiyah University of Buton (UM Buton) is a private university that continues to be committed to improving the quality of academic and administrative services through various strategic innovations. As a growing educational institution in Eastern Indonesia, UM Buton recognizes the importance of digital transformation in addressing the challenges of effectiveness and efficiency in higher education service management. One of the leading innovations developed is the implementation of the SISKA (Academic Information System) Application, a digital platform designed to support various aspects of academic services in an integrated manner. (Endang, 2021) SISKA is the backbone of academic data management, starting from the new student registration process, filling out the KRS (Student Study Program), monitoring grades, to other administrative services. (Normah, Rifai, Vambudi, & Maulana, 2022) The use of this application allows UM Buton to simplify procedures, reduce the burden of manual bureaucracy, and accelerate the service process for students and the academic community. The existence of SISKA also reflects UM Buton's seriousness in responding to the demands of the times and the needs of the digital generation who want fast, accurate, and technology-based services. With this innovation, UM Buton not only improves the quality of internal services, but also strengthens its position as an adaptive and progressive university amidst increasingly competitive higher education competition. (Sidik et al., 2018)

Manually managing new student admissions (PMB) remains a major challenge for many universities, particularly in regions that have not yet fully adopted digital systems. (Nabila, 2023; Siregar, 2022) Processes that rely on physical forms, manual recording, and conventional inter-departmental coordination often create various administrative obstacles. One major problem is the convoluted bureaucracy, where prospective students must go through lengthy stages and move from one unit to another just to complete a single administrative process. Furthermore, long waiting times for data verification and confirmation also cause inconvenience and can even influence prospective students' decisions to enroll. Another challenge is the high potential for administrative errors, both in data recording, document archiving, and payment processing. These errors not only impact administrative order but also reduce prospective students' satisfaction with the institution's services. In the long term, the weaknesses of this manual system can tarnish the institution's image and weaken the university's competitiveness amidst increasingly open competition. Therefore, modernization of the PMB system is an urgent need to ensure efficiency, accuracy, and service satisfaction. (Muslihudin et al., 2019)

With high mobility in the digital era and the need for fast service, the effectiveness of digital systems is a crucial component in supporting the

performance of higher education institutions. Students, as the primary users of academic services, demand systems that are responsive, easily accessible, and capable of providing real-time information. An effective digital system allows students to access administrative and academic services independently, from the registration process and completing the Student Study Plan (KRS), to monitoring grades and financial information, without having to go through complex bureaucratic procedures. On the other hand, for institutions, digital systems serve as a tool to improve internal work efficiency, simplify service flows, and minimize errors that often occur in manual systems. With the support of an integrated system, work units can be interconnected in a single, solid database, resulting in faster, more accurate, and data-driven decision-making processes. Furthermore, the effectiveness of digital systems also contributes to institutional transparency and accountability, ultimately increasing public trust. Therefore, strengthening digital systems in educational services is not just a trend, but a strategic necessity in creating superior, competitive services oriented towards user satisfaction and achieving the institution's vision in a sustainable manner. (Abner Eleazar Castro Olivas, 2018)

The research problem formulation stems from the urgency to assess the effectiveness of the one-stop service management integrated through the SISKA Application in the new student admissions process (PMB) at Muhammadiyah University of Buton (UM Buton). Although this system is designed to simplify administrative processes, reduce bureaucratic burdens, and increase user satisfaction, the effectiveness of its implementation has not been widely studied scientifically. Therefore, this research focuses on three main problems. First, has the SISKA Application been managed effectively to support the principles of one-stop service management, which include workflow efficiency, interdepartmental coordination, and the accuracy and speed of service? Second, what are the technical, structural, and human resource constraints faced in the implementation of this digital service system? Identifying these constraints is important for formulating targeted improvement measures. Third, how do service users—both prospective students as external parties and administrators as internal parties—perceive the quality and performance of the SISKA system? Understanding user perceptions can provide a holistic picture of the technology's acceptability and its potential for future development. These three questions serve as the basis for formulating a critical analysis of the digital service system at UM Buton.

Based on the previously described background of the problem, the author formulated several research questions that serve as the main focus of this study. These research questions were formulated to guide a systematic analysis of the effectiveness of implementing a digital-based one-stop service system through the SISKA Application in the new student admission process at the University of Muhammadiyah Buton (UM Buton). *First*, has the SISKA Application been managed effectively within the context of the one-stop service management for PMB at UM Buton? This question aims to evaluate managerial performance in integrating digital systems to simplify and expedite the academic service process. *Second*, what obstacles are faced in implementing this digital service system? This aspect is important for identifying technical, structural, and human resource barriers that can affect the system's effectiveness. *Third*, how do users, both prospective students as external users and administrators as internal implementers, perceive the quality of services based on the SISKA Application? Understanding user perceptions is crucial in assessing the system's overall functionality and determining the direction of future development. By answering

these three research questions, this research is expected to provide theoretical and practical contributions to the development of digital-based academic services.

This study aims to provide a comprehensive understanding of the effectiveness of the SISKA Application-based one-stop service management in supporting the new student admissions (PMB) process at the Muhammadiyah University of Buton (UM Buton). The first objective is to analyze the extent to which the SISKA one-stop service management system is able to simplify service flows, improve work efficiency, and accelerate administrative processes digitally. This analysis covers technical, organizational, and service quality aspects resulting from the system's implementation. The second objective is to identify various factors that hinder and support the success of SISKA implementation. These factors can originate from within the institution, such as human resource readiness, technological infrastructure, and operational regulations, as well as from external factors, such as prospective students' digital literacy and the availability of network access. Furthermore, the third objective of this study is to provide strategic recommendations based on empirical data for the development of more adaptive, responsive, and user-satisfaction-oriented PMB digital services. By achieving these three objectives, it is hoped that this research will not only provide theoretical contributions in the fields of educational management and learning technology, but also have a practical impact on the development of digital services in higher education, particularly at UM Buton.

A review of previous studies shows that most research focuses on the development and evaluation of general academic information systems, such as grade management systems, online lectures, or other academic administration services. However, studies specifically addressing the implementation of one-stop service in the context of new student admissions (PMB) are still very limited, particularly regarding the effectiveness of service management. Furthermore, there is still limited research examining the implementation of local digital applications independently developed by regional universities, such as the SISKA application from the University of Muhammadiyah Buton (UM Buton). This system has its own characteristics that differ from commercial or national systems, both in terms of development, infrastructure, and the human resources involved. Furthermore, no empirical research has been found specifically examining the managerial effectiveness of SISKA's use in managing new student admissions services digitally. This gap indicates an urgent need for scientific studies that not only describe the application's features but also evaluate how this system is managed and implemented in practice. Therefore, this study is present to fill this gap with an empirical approach and based on contextual data from UM Buton. (Asmaran et al., 2009; Muslihudin et al., 2019; Yuliana Hutasuhut, Demonius Sarumaha, Furqan Khalidy, Saiful Amir, & Mardiah, 2024)

This research offers a significant scientific contribution to the development of digital service systems in higher education institutions, particularly those based in regional areas. One of the main unique features of this study is its focus on the evaluation of a local application-based service system, namely the SISKA Application, which was independently developed and implemented by the Muhammadiyah University of Buton. Unlike previous studies that generally highlight technological aspects or academic information systems in general, this study places greater emphasis on managerial effectiveness, taking into account the technical, structural, and user perception dimensions of the digital service. This unique approach provides added value because it is able to describe the reality of system implementation comprehensively and contextually. Furthermore, the results of this study are highly relevant to efforts to increase the competitiveness

of higher education institutions, where the efficiency of technology-based services is one of the main indicators of professionalism and institutional attractiveness. From an academic perspective, this study provides strong justification as an empirical basis for the development of a more integrated, adaptive, and quality-oriented educational service information system. Thus, this study not only contributes to the development of the literature but can also serve as a practical reference for other educational institutions wishing to develop locally-based digital services.

2. Methods

This study uses a descriptive qualitative approach, with the aim of gaining a deep and comprehensive understanding of the effectiveness of the SISKA application-based one-stop service management in the new student admissions (PMB) process at Muhammadiyah University of Buton. The research location was determined to be the New Student Admissions Unit (PMB) of UM Buton, located on the 1st Floor of Building B, Jalan Betoambari No. 36, Baubau City, Southeast Sulawesi. Data collection techniques were conducted through direct observation of the PMB service process, in-depth interviews with key informants such as PMB officers, SISKA system administrators, and prospective students, and documentation in the form of archives, activity reports, and SISKA application operational guidelines. (Asmaran et al., 2009) Data analysis techniques were conducted qualitatively with systematic steps: (1) data collection, which was carried out intensively from various primary and secondary sources; (2) data reduction, which is the process of sorting and filtering relevant information that aligns with the research focus; (3) data presentation, by organizing the data into narrative and thematic formats; and (4) drawing conclusions, to gain meaningful understanding based on interpretation of the analyzed data. Analysis was conducted on non-numerical data such as interview results, observation notes, and supporting documents, thus producing an accurate picture of the effectiveness and challenges of SISKA implementation at UM Buton. (Hermawan & Supriatna, 2017) (Jufri,2024).

3. Findings and Discussions

After a systematic data collection and analysis process, this study successfully uncovered several important findings related to the effectiveness of the SISKA Application-based one-stop service management in the new student admissions process (PMB) at Muhammadiyah University of Buton. The results of this study were compiled based on empirical data obtained from field observations, in-depth interviews with key informants, and a review of relevant documentation. Each finding was reviewed thematically to provide a complete picture of how the SISKA application is implemented in the context of digital service management, and the extent to which the system can meet the needs of institutions and users. In addition, this study also identified various factors that inhibit and support the implementation of digital-based one-stop services, including technical aspects, human resources, and user perceptions of service quality. Thus, the results of this study not only provide an evaluation of the effectiveness of the SISKA application but also open up space for reflection and improvement for the development of digital academic service systems in the future. This section will present the research results in a structured manner, starting from the analysis of managerial effectiveness, identification of obstacles and opportunities, and user assessment of the quality of the services provided.

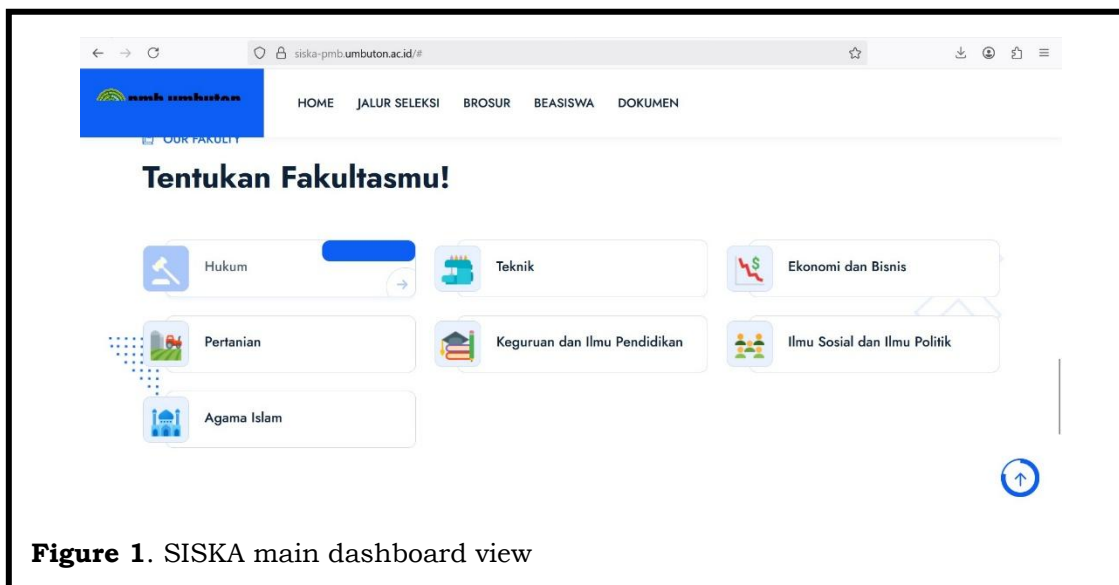### 3.1 Management of the SISKA Application in the context of one-stop service management for PMB at UM Buton

Based on the results of observations conducted by the author at the research location, as well as in-depth interviews with the Head of New Student Admissions (PMB) of Muhammadiyah University of Buton, it is known that the development and technical management of the SISKA Application is entirely the responsibility of the Information Systems Development and Management Institute (LPPSI) of UM Buton. The PMB Unit as the application user only plays a role in the operational implementation of new student admissions, without direct involvement in system settings or application feature development. This was emphasized by the Head of PMB in the following interview excerpt: "*We only use it, everything that is set from the application itself is LPPSI. So everything related to the application is not us. We only use it.*" This statement reflects a fairly clear separation of roles between the system manager (LPPSI) and the technical implementers of PMB services.

This statement, according to the author, reflects the establishment of a more focused and efficient work structure in the implementation of new student admissions services. With the SISKA application fully managed by the LPPSI (Indonesian Admissions and Student Admissions Agency), the New Student Admissions (PMB) work unit is free from the burden of technical tasks requiring specialized expertise in information technology. This allows PMB staff to focus more on their core functions: carrying out administrative procedures, serving prospective students, and coordinating internally and externally throughout the PMB process. This clear division of roles has the potential to improve performance, effectiveness, and professionalism in service management.

Based on the author's direct observations of the registration process at the New Student Admissions (PMB) Unit at Muhammadiyah University of Buton, students demonstrated high enthusiasm for using the SISKA application as a means of registration. The entire process is conducted online, from filling out the form and selecting a study program to uploading required documents. Important documents such as diplomas, passport photos, identity cards, and other supporting documents are uploaded directly through the system, without the need for printing or physical submission. This offers significant convenience compared to the previous conventional process, where prospective students had to prepare photocopies of documents, organize them in a folder, and submit them in person to the Admissions Office. This manual process is not only time-consuming but also prone to errors and the risk of losing documents. With the online system through SISKA, the registration process is more efficient, faster, and digitally archived. Furthermore, prospective students can register from anywhere without having to come to campus in person. This demonstrates that the SISKA application is able to meet the needs of the digital generation, who prioritize speed, convenience, and accessibility in academic services.

Researchers conducted direct observations by opening and browsing the SISKA application and found that all faculties at Muhammadiyah Buton University are integrated into a single platform. Prospective new students can easily access every study program within each faculty through a single, simple and user-friendly application interface. According to the authors, the application's interface design is quite intuitive and user-friendly, assisting prospective new students in the registration process, even for those with limited digital literacy. This ease of navigation is an added value in supporting more inclusive access to education. Based on the SISKA Application dashboard display directly observed by the author, it appears that this application is designed with a very simple and structured,

making it easy for users to understand the registration flow without requiring a long time. The available menus are arranged systematically and informatively, so users, especially prospective new students, can access each feature quickly and efficiently. Furthermore, the use of an official domain with the .ac.id extension gives a professional and credible impression, as this domain is only granted to official higher education institutions in Indonesia. This further strengthens user confidence in the legitimacy and security of the application being used.

Figure 1. SISKA main dashboard view

The results of the study indicate that the management of the SISKA Application in the context of the one-stop service management of PMB at Muhammadiyah University of Buton has been running quite effectively, although there are still some technical and coordinative limitations. This application successfully integrates the entire registration process in one digital platform, from data entry, file upload, to study program selection. This is in line with the research findings by Widiastuti (Mubarok, Harliana, & Hadijah, 2015) which states that the implementation of a one-stop digital service system can improve administrative efficiency and accelerate the decision-making process in the higher education environment. In addition, the application management structure divided between LPPSI as the developer and the PMB unit as the implementer shows a clear division of roles, although according to Sutrisno & Lestari, (Abdul Muis Mappalotteng, Mustari S. Lamada, & Saputri, 2024) the effectiveness of the digital system is greatly influenced by the strength of coordination across work units. In the context of UM Buton, the success of SISKA lies in its ability to simplify bureaucracy and increase accessibility for prospective new students. However, challenges in terms of management flexibility and dependence on technical units remain important notes. Therefore, increasing human resource capacity and improving the coordination system are strategic steps to strengthen the one-stop service function in a sustainable manner. (Abdul Muis Mappalotteng et al., 2024)

3.2 Management of the SISKA Application in the context of one-stop service management for PMB at UM Buton

Based on the author's observations during the research process, although the SISKA application has been designed with a reasonably good interface and supports the principles of one-stop service management, its implementation in the field still faces significant obstacles. Some of the obstacles encountered relate to technical and non-technical aspects that impact the user experience, particularly

for new students. In this context, the author limits the discussion to three main obstacles most frequently encountered by applicants. This limitation aims to provide a more focused and in-depth analysis and reflect the most representative issues in the implementation of the SISKA application-based digital service system.

These obstacles are: *First*, digital literacy of prospective students is one of the main challenges in implementing the SISKA application as a one-stop service system for New Student Admissions (PMB) at UM Buton. Not all prospective students have adequate digital skills, especially those from remote areas or schools with limited information technology facilities. This causes some users to experience difficulties accessing, uploading files, or understanding the registration process independently through the application. Lack of understanding of technical terms, online procedures, and how to fill in data digitally often leads to confusion and delays in completing the registration process. This situation demonstrates that the successful implementation of digital applications depends not only on technological sophistication but also on user readiness. Therefore, digital support strategies, such as simple guides, video tutorials, or online help services, are needed to overcome these digital literacy barriers.

Second, there is no demo feature or user guide for the application. Although the application has been designed with a fairly well-designed interface, in reality, not all prospective students have sufficient digital literacy skills to understand and operate the application independently. When users first access the application, they are not provided with interactive tutorials, video guides, or step-by-step instructions to help them understand the flow and function of the available features. This leads to confusion, data input errors, and delays in the registration process, especially for applicants from remote areas or educational backgrounds with less exposure to digital technology. The lack of a self-help system also increases the workload of Admissions (PMB) officers, who must provide direct technical assistance. The existence of a demo feature or interactive help center is crucial for providing a better and more efficient user experience and is a key indicator of digital service management that focuses on user satisfaction. Implementing this feature will significantly improve the overall effectiveness of the system.

Third, errors in document uploads are a common technical issue experienced by prospective students when using the SISKA application for the New Student Admissions (PMB) process at Muhammadiyah University of Buton. Based on observations and interviews, it was found that some prospective students experienced difficulties adjusting the format and size of required documents, such as diplomas, passport photos, and reference letters. The SISKA application has established standard formats (e.g., PDF or JPG) and maximum file sizes, but not all prospective students understand these specifications or have adequate software to edit their files accordingly. As a result, document uploads often fail, are delayed, or have to be repeated multiple times, ultimately disrupting the smooth registration process. This problem generally occurs among students from areas with limited access to technology and a lack of experience using web-based digital systems. The lack of technical information or step-by-step guides for uploading files is also a major contributing factor. Therefore, it is important for application managers to provide clear technical guidance and develop more user-friendly features to facilitate a more efficient and error-free document upload process.

The results of this study indicate that although the SISKA application was designed to support digital one-stop service management in the New Student Admissions (PMB) process at UM Buton, its implementation still faces several

significant obstacles. The three main obstacles identified are low digital literacy among prospective students, the lack of application user guide features, and difficulty uploading documents in the specified format and size. These findings align with research conducted by Prasetyo et al. (2021), which states that the success of a management information system implementation is strongly influenced by user readiness, particularly in terms of digital skills and technical understanding. Furthermore, a study by Suryadi (2020) emphasized the importance of a user-friendly application interface and the presence of help features as key supports for the use of online-based systems in educational environments. The lack of supporting features in SISKA indicates that the technical aspects do not fully consider the diversity of user abilities. Therefore, improvements in user education and the provision of interactive tutorial features are crucial to increase system effectiveness. Without such support, a digital application that is systemically sound may fail to optimally achieve its managerial objectives.

3.3 User perceptions (prospective new students) regarding the quality of SISKA-based services

Based on interviews with new students who registered through the New Student Admissions Unit (PMB) at Muhammadiyah University of Buton, researchers received a variety of responses from SISKA application users. The students interviewed were those who were successfully met in person and were willing to provide information openly. The results of interviews with 30 new students met by the author during the research process, the majority of respondents, namely 27 new students, stated that they really liked using the SISKA application in the New Student Registration process at Muhammadiyah University of Buton. They considered this application very practical because it allows the entire process to be done online, without the need to carry physical files that are usually troublesome. Students simply use their smartphones (HP) to upload documents such as diplomas, passport photos, and other supporting documents. This is considered a form of service innovation that is very easy, efficient, and in line with current developments. The following diagram shows user perceptions of SISKA-based services.
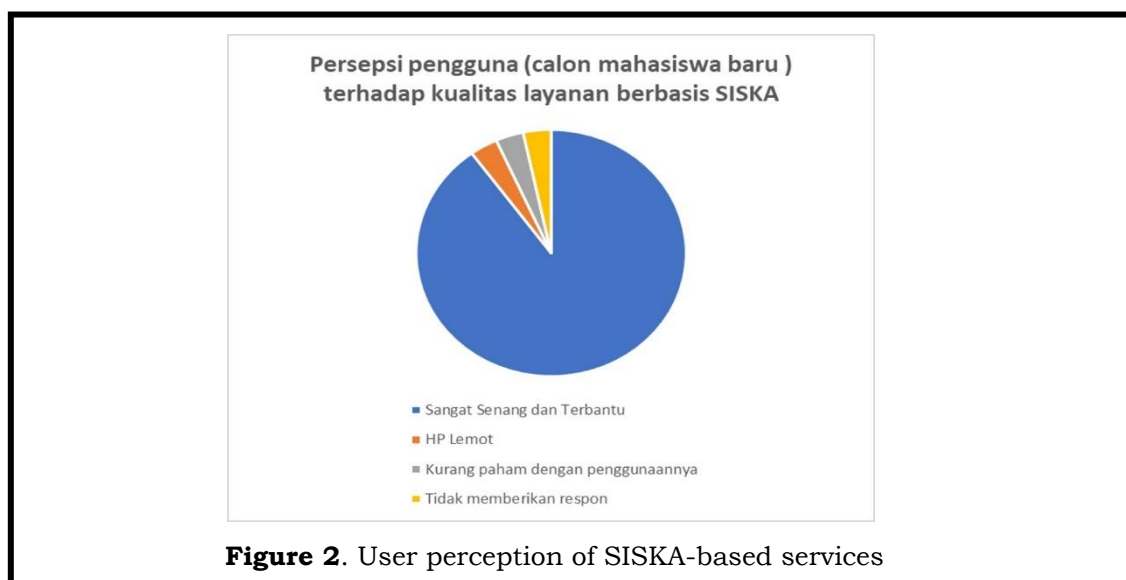

Figure 2. User perception of SISKA-based services

Based on the image above, three students still expressed several challenges. Some stated that their phones had low specifications, making them slow to access the app. Others felt unfamiliar with using digital applications for administrative

purposes and were still confused by the online registration process. One or two respondents even chose not to respond. These findings indicate that while the SISKA app has received a generally positive response, initial support is still needed, especially for students with limited devices or unfamiliarity with digital technology.

According to the author, the obstacles faced by three prospective new student respondents in using the SISKA application were primarily due to low digital literacy. Although the SISKA application has been optimally designed to support one-stop service management, its effectiveness still depends heavily on the user's ability to operate digital technology. Many new students still struggle to understand the document upload procedure, navigate the application interface, and complete the registration process independently. Recognizing this, Muhammadiyah Buton University has taken a strategic step as a long-term solution, namely by requiring all study programs on campus to teach computer basics courses to new students. This initiative is intended to ensure that students are not only able to use registration applications such as SISKA but also have basic technological competencies that will be useful during their studies and after graduation. This step is highly relevant amidst the demands of the workplace, which increasingly emphasizes mastery of digital technology as a primary requirement for employee recruitment. With this policy, Muhammadiyah Buton University not only overcomes digital literacy obstacles during the registration stage but also prepares students to face the challenges of the Industry 4.0 era. These findings align with previous studies by Nugroho (2021) (Endang, 2021; Normah et al., 2022; Widiyanto, 2023), which stated that the quality of digital services is significantly influenced by usability, speed of access, and adequate technical support. This increase in digital capacity demonstrates the institution's commitment to producing adaptive, competent, and highly competitive graduates.

4. Conclusion

Based on the results of research on the management and implementation of the SISKA application in the context of one-stop service management at the New Student Admissions Unit (PMB) of Muhammadiyah University of Buton, it can be concluded that this application has generally made a positive contribution to the efficiency and effectiveness of the new student registration process. The use of a digital-based application allows the process to run faster, more transparently, and minimize administrative errors. New students can register from anywhere without having to carry physical documents, simply by accessing the application through their respective devices. However, the results of observations and interviews indicate that several obstacles remain that require attention, such as the low digital literacy of some prospective students, the lack of a user guide feature in the application, and technical difficulties in uploading documents. These obstacles serve as an important reminder for institutions to continue developing supporting features, providing basic digital literacy training, and providing responsive technical support services. Therefore, although the SISKA application has been functioning optimally in many aspects, efforts to improve the quality of digital services and user support must continue to be carried out to achieve inclusive, adaptive, and sustainable services.

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