

# EFFECTIVENESS OF TEACHER SCHOOL ACADEMIC SERVICES PANDEMIC TIME COVID-19

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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 universities respond to the current Covid-19 pandemic, and 2) how the effectiveness of higher education academic services in the Covid-19 pandemic era. This study used a survey method to extract data both qualitatively and quantitatively. The sample in this study was Yogyakarta State University which was taken by purposive sampling, with a focus on the Yogyakarta State University Postgraduate Program unit. 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 interactive analysis models.

The results of this study are that YSU's response to the COVID-19 pandemic emergency situation is quite fast and responsive, so that service problems continue to run well through online services. Meanwhile, the effectiveness of general academic services shows that the mean value of the assessment results is 3.98, between values > 3.5 - 4.2 which means it is in the good category. While the results of the assessment of special lecture services at YSU, the results show that the average score is 36.50 between the values > 3.5 - 4.2 which means it is in the good category. These results indicate that UNY is ready and responsive to the Covid-19 emergency so that all academic and non-academic services 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*