

## HIGH EDUCATION GOVERNANCE BASED ON MANAGEMENT INFORMATION SYSTEM AT HASANUDDIN UNIVERSITY

**Jibril, Muh. Akmal Ibrahim, Syahribulan, & Hasniati**

Public Administration, Faculty of Social and Political Sciences, Hasanuddin University **INDONESIA**

Corresponding Author Email: [jibrilnurdin@gmail.com](mailto:jibrilnurdin@gmail.com)

### ABSTRACT

This study aims to find, analyze, and describe system quality, information quality, and service quality in the Management Information System (SIM) at Hasanuddin University. This type of research is an exploratory research with a qualitative approach by conducting in-depth interviews with university managers and users as well as participatory observations on the practice of using SIM which are analyzed through interactive analysis techniques through the stages of data reduction, data presentation and conclusions. The results of the study show that the quality of the system in the Hasanuddin University SIM in general has met the quality aspects of the system which are easy to use, easy to understand, as needed, and accurate. However, the Hasanuddin University SIM is not optimal from the aspect of completeness of features; system flexibility, and system integration. The quality of information in the Hasanuddin University SIM is not yet available in full and has not been presented in a concise manner, but the information presented increases the quality of benefits for users, understanding of information, relevance and accuracy of the format. The quality of service in SIM has not been able to increase the sense of empathy of service providers but can increase reliability, portability, understanding, maintenance of data and information, economic and service certainty.

**Keywords:** High education governance, management information systems, academic, non-academic.