

Student Participation in Campus Public Administration Processes: Opportunities and Challenges at the Lombok Business Academy

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Abstract

This study aims to analyze the forms, driving factors, and obstacles to student participation in the public administration process at the Lombok Business Academy (AKBIL) as an effort to realize transparent and participatory campus governance. In the context of vocational higher education, students have a strategic role as recipients and supervisors of internal public services. However, their involvement is often still administrative in nature and does not touch on the decision-making aspect. This study uses a qualitative approach with a case study method that focuses on the phenomenon of student participation in the campus public administration system. Data were obtained through in-depth interviews, observations, and documentation studies of students, administrative staff, and campus leaders. The results show that student participation in AKBIL has developed through various activities such as completing service evaluation questionnaires, using the Academic Information System (SIKAD), and involvement in student organizations and communication forums with the administration. This study concludes that student participation is an important component in the implementation of good governance principles in the university environment. To strengthen this role, AKBIL needs to develop participatory policies that ensure the sustainability of student-administration forums, improve digital literacy among the academic community, and

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1. INTRODUCTION

The Lombok Business Academy (AKBIL), a vocational college in West Nusa Tenggara, is striving to improve the quality of its administrative governance through the implementation of digital systems, such as the Academic Information System (SIKAD). This system is designed to accelerate academic services, increase transparency, and strengthen communication between students and the administration. However, student participation in the development and oversight of this system remains relatively limited. Many students do not yet understand how their role can impact the effectiveness of the campus administration system. This situation raises an important question: to what extent are students at the Lombok Business Academy involved in the campus's public administration processes?

In the context of the Lombok Business Academy (AKBIL), student involvement in campus public administration processes presents both opportunities and challenges. As a higher education institution oriented towards business and entrepreneurship, AKBIL continues to strive to develop a transparent and participatory administrative system. AKBIL students have great potential to play an active role in administrative activities such as completing (KRS), filling (SIKAD), and involvement in campus activity units related to internal public services. However, this participation is often limited due to a lack of understanding of the importance of students' roles in campus bureaucracy and limited access to decision-making mechanisms [1].

Furthermore, developments in information technology provide significant opportunities for increasing student participation. According to [2], the digitalization of public administration on campus enables the creation of information transparency and service efficiency. At the Lombok Business Academy, the implementation of online-based administration systems, such as academic portals and digital administration services, has opened up new spaces for student participation to provide input on the service system. However, emerging challenges include the digital literacy gap and low levels of student initiative in utilizing technology for active participation.

This study aims to analyze the dynamics of student participation in the campus administration system and identify the opportunities and challenges that arise in implementing the principles of participatory public administration governance.

The specific objectives of this research are:

1. To find out the forms of student participation in the campus public administration process at the Lombok Business Academy, both in academic service activities, institutional activities, and campus decision-making processes.
2. Analyze the driving and inhibiting factors that influence student participation in AKBIL, including aspects of campus policy, organizational culture, leadership, and the use of information technology.
3. Assessing the extent to which the campus public administration system at AKBIL is effective in providing participatory space for students as part of the academic community.
4. Formulate strategies and recommendations to strengthen student participation in campus public administration, thereby creating an inclusive and collaborative governance system at the Lombok Business Academy.

Research Focus

The focus of this research is directed at student participation as the main actors in the campus public administration process at the Lombok Business Academy, by reviewing their involvement in various dimensions of campus governance.

2. THEORETICAL BASIS

Student Participation in Campus Public Administration Processes

Student participation in campus public administration processes represents active involvement by students as part of the academic community in management, service delivery, and decision-making related to campus governance. In the context of a higher education institution like the Lombok Business Academy, student participation reflects their level of concern, responsibility, and awareness of the administrative system that underpins the educational process and academic services.

Public Administration in the Context of Higher Education

Public administration is essentially a series of activities related to the implementation of public policy and services to [3]. In the context of higher education, public administration includes campus governance systems, academic, financial, and institutional services that involve interactions between lecturers, educational staff, and students as service users.

According to [4], modern public administration must be oriented toward good *governance*, namely governance that prioritizes transparency, accountability, efficiency, and participation. Universities such as the Lombok Business Academy act as public institutions providing educational and administrative services that are required to adhere to these principles. In this regard, students are not only recipients of services but also partners in the monitoring and evaluation of campus administrative performance.

Opportunities for Student Participation in Campus Public Administration

At the Lombok Business Academy, the use of the academic information system (SIKAD) and digital administrative services has made it easier for students to express their concerns, submit administrative requests, and interact directly with campus service departments. This situation demonstrates an opportunity to expand student participation through a transparent and interactive

system. Furthermore, the open academic culture at AKBIL also provides social capital for students to participate in monitoring and improving the campus's public administration system. Challenges of Student Participation in Campus Public Administration

Although opportunities for participation are increasingly open, there are a number of challenges that hinder student involvement in the public administration process. According to [5], obstacles to public participation in educational institutions often arise from a hierarchical bureaucratic culture, minimal two-way communication, and limited formal space for students to express their opinions.

3. RESEARCH METHODS

1. Types and Approaches of Research

This research uses a qualitative approach with a case study. This approach was chosen because it focuses on an in-depth understanding of the phenomenon of student participation in public administration processes on campus, specifically at the Lombok Business Academy (AKBIL).

According to [6], a qualitative approach aims to explore and understand the meaning ascribed to social or humanitarian issues by relying on the views of participants. In this context, researchers attempt to comprehensively describe how students participate, the factors that influence them, and the opportunities and challenges that arise in campus public administration.

The case study method was used because this research examines the phenomenon contextually and in-depth within a specific time and place, namely at the Lombok Business Academy. According to [7], case studies are a suitable research strategy to use when researchers want to understand contemporary phenomena in a real-life context, especially when the boundaries between phenomena and context are not clear.

2. Location and Time of Research

This research was conducted at the Lombok Business Academy, located in West Nusa Tenggara. This location was chosen purposively because AKBIL is a business and management-based higher education institution that is working to strengthen its digital-based campus administration system and encourage active student participation in various academic service activities.

3. Research Focus

The focus of this research covers several main aspects, namely:

1. Forms of student participation in the campus public administration process at the Lombok Business Academy.
2. Factors driving and inhibiting student involvement in campus administration processes.
3. Opportunities and challenges faced in realizing a participatory campus public administration system.
4. Strategy to increase student participation to strengthen public administration governance in the campus environment.

4. Data Sources and Types

The data used in this study consists of:

- Primary data, obtained directly from in-depth interviews with students, administrative staff, and leaders of the Lombok Business Academy.
- Secondary data, obtained through campus documents, administrative reports, service evaluation data, and scientific journals related to public administration and student participation.

5. Data Collection Techniques

To obtain accurate and relevant data, this study uses several data collection techniques, namely:

1. Interview

Interviews were conducted with active students, administrative staff, and lecturers at the Lombok Business Academy. The interviews aimed to explore their understanding, experiences, and perspectives on student participation in campus public administration.

2. Observation

Researchers conducted direct observations of campus administrative activities, interactions between students and staff, and the implementation of digital-based public services to observe real forms of student participation.

3. Documentation

This technique is used to collect supporting data in the form of activity reports, campus administration policies, student satisfaction survey results, and other relevant archives.

6. Data Analysis Techniques

The data obtained were analyzed using interactive analysis techniques from [8], which include three main stages:

1. Data Reduction – Filtering, summarizing, and selecting data that is relevant to the research focus.
2. Data Presentation – Arranging data into narrative, tabular, or matrix form to facilitate interpretation.
3. Conclusion Drawing/Verification – Drawing meaning from data patterns and verifying through source triangulation to maintain the validity of the results.

7. Data Validity Test

To ensure the validity and credibility of the research results, triangulation of sources and techniques was conducted. Triangulation was carried out by comparing the results of interviews, observations, and documentation [9]. In addition, researchers also conducted member checks, namely confirming the results of data interpretation with informants to ensure that the findings correspond to the reality on the ground.

8. Research Informants

Research informants were determined using purposive sampling techniques, namely selecting informants based on certain considerations who are considered to be most knowledgeable about the phenomenon being studied [10]. Key informants include:

- Active students of Lombok Business Academy from various study programs.
- Campus academic and financial administration staff.
- Head of administration or deputy director of academic affairs.

4. RESULTS AND DISCUSSION

1. Overview of Student Participation in Lombok Business Academy

Research result

This study shows that students at the Lombok Business Academy (AKBIL) have a fairly high level of awareness of the importance of involvement in campus public administration processes. Interviews with students and administrative staff revealed that most students understand that participation is not merely about fulfilling administrative obligations but also about contributing to improving the quality of campus services.

This participation is evident in several activities, including:

- Completion of the academic administration service evaluation questionnaire at the end of each semester,
- Involvement in communication forums between students and administration,
- Use of the academic information system (SIKAD) to submit academic administration,
- Participation in student organizations (BEM) often acts as a bridge between students and the campus.

This finding is in line with the opinion [4] which emphasizes that public participation in the educational bureaucracy reflects the application of the principle of good *governance*, especially in the aspects of transparency and accountability of public services. Students play

a role as *active* participants who can provide input for improving the campus administration management system.

2. Factors Driving and Inhibiting Student Participation

Discussion

The main driving factors for student participation in AKBIL include easy access to digital information systems, support from campus policies that encourage openness, and an organizational culture that is starting to prioritize two-way communication. [2] explains that digitalization of the public administration system can increase efficiency and expand community participation, including students, in monitoring and formulating campus policies.

However, there are also significant inhibiting factors, including: (1) low digital literacy among some students, (2) minimal formal space to express aspirations, and (3) the continued strength of hierarchical bureaucratic structures that limit student access to the decision-making process. This condition is in line with the findings [5], which state that barriers of bureaucratic culture and one-way communication often hinder public participation in educational institutions.

3. Opportunities and Challenges in Realizing Participatory Campus Public Administration

A significant opportunity for increasing student participation lies in optimizing campus digital systems, particularly SIKAD and the administrative services portal. These systems can serve as a forum for aspirations and a transparent means of evaluating administrative performance. Furthermore, support from AKBIL leadership for the establishment of a student-administration forum is a strategic step to strengthen this relationship of *student engagement*.

However, the main challenge is ensuring that such participation is not a formality, but rather oriented towards real decision-making. [1] emphasizes that student participation can only be effective if supported by clear policy mechanisms, inclusive leadership, and the institution's willingness to follow up on every student input.

4. Implications for Campus Governance

The findings of this study demonstrate that student participation in AKBIL plays a crucial role in strengthening campus administrative governance based on the principles of transparency, accountability, and collaboration. Implementing student participation not only improves service quality but also fosters a democratic organizational culture that adapts to technological developments.

4. CONCLUSION

Based on the results of research regarding "*Student Participation in Campus Public Administration Processes at the Lombok Business Academy*", it can be concluded that student participation plays a strategic role in realizing effective, transparent, and accountable campus public administration. The analysis shows that the level of student involvement in AKBIL has shown a positive direction, although it still faces a number of structural and cultural obstacles.

First, student participation in AKBIL includes involvement in administrative, institutional, and consultative activities. Students not only serve as recipients of services but also as partners in the evaluation and oversight of campus administrative systems. This reinforces the view [4] that public participation is a fundamental element in the practice of good governance in higher education.

Second, factors driving student participation include the digitalization of administrative systems, the openness of campus policies, and support for an inclusive academic culture. The use of digital technologies such as SIKAD has provided new opportunities for students to interact with administrative systems more efficiently and transparently. This finding aligns with [2], which asserts that the digitalization of public administration has the potential to expand public participation in the education sector.

However, this study also identified several obstacles that require attention. These obstacles include low digital literacy among some students, a lack of formal channels for expressing aspirations, and a hierarchical campus bureaucracy. This supports the findings [5] that the closed

and unresponsive nature of bureaucracy is a major barrier to public participation in educational institutions.

Third, opportunities to increase student participation in AKBIL are widely available through the optimization of information technology and the strengthening of communication forums between students and the administration. Furthermore, policies are needed to ensure the sustainability of participatory mechanisms so that student involvement is not merely ceremonial but truly contributes to campus decision-making [1].

Overall, student participation in campus public administration at the Lombok Business Academy reflects the implementation of good university governance, where transparency, accountability, and collaboration are the main foundations. Therefore, the campus needs to continue strengthening its participatory system by providing effective feedback channels, expanding student digital literacy, and building an organizational culture open to innovation and the aspirations of the academic community. This way, campus public administration can be more efficient, democratic, and oriented towards improving the quality of educational services.

5. SUGGESTION

1. For the Lombok Business Academy (AKBIL)

The Lombok Business Academy is expected to strengthen its participatory campus governance policy by opening up two-way communication between students and the administration.

2. For System Managers and Administrative Staff

System managers and administrative staff are expected to improve their competency in managing digital information systems through ongoing training so that administrative services can run more efficiently and responsively to student needs.

3. For Students

Students are expected to increase their digital awareness and literacy in utilizing campus administration technology, such as the Academic Information System (SIKAD) and digital service portals.

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