

Review Result-Submission Accepted

Kotak Masuk



Journal of Education and Training <jet@macrothink.org>

Sel, 4  
Jan  
10.11

kepada saya

[Terjemahkan pesan](#)

[Nonaktifkan untuk: Inggris](#)

Dear Dr. Iswan,

Thank you for your submission to the journal. We have reached a decision regarding your submission. Our decision is to: Accept submission.

Please see the attachment for further details. Please confirm receipt of this e-mail. Thank you.

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Dora Wang  
Editorial Assistant  
Journal of Education and Training  
Macrothink Institute

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**2 Lampiran • Dipindai dengan Gmail**

THE EFFECTIVENESS OF ACADEMIC INFORMATION SYSTEM UTILISATION AND  
DIGITAL LITERACY AS THE EFFORTS TO IMPROVE STUDENTS' SERVICE QUALITY

Iswan 1\* , Herwina Bahar 2 , Ismah 3 , Suci Mulya Lestari 4  
Universitas Muhammadiyah Jakarta, South Jakarta. Indonesia.

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*ABSTRACT, The aim of this research is to measure the effectiveness of Academic Information System and Digital Literacy utilized to serve the students of Faculty Education Muhammadiyah University of Jakarta. This research applied quantitative descriptive method which involved 90 students as respondents elected randomly. In collecting the data, a-5 Likert-scale questionnaire measuring the influence of digital literacy, the effectiveness of academic information system and students' attitudes toward service quality and satisfaction was used as the instrument in collecting the data. The data then being analyzed through t- test and path analysis. The results of the study proved that those two variables were correlated positively and significantly in which the statistical analysis of t-test resulted  $t_{cal} > T_{table} = 2.77 > 1.98$  and P value  $< 0.05 = 0.006 < 0.05$ , while in the effort of improving service quality to the students, very high significant*

results were also obtained, proven by statistical test of ( $69.969 > 1.98$  and  $0.000 < 0.05$ ). These findings were also strengthened by the statistical test of Academic Information System effectiveness and digital literacy which achieved the scores of  $2.803 > 1.98$ , and  $0.005 < 0.05$ .

Keywords: the effectiveness of Academic Information System, digital literacy, service quality

## Review Result-Submission Accepted

Kotak Masuk

J

**Journal of  
Education and  
Training**

Sen, 6 Jun  
09.58

Dear Dr. Iswan, Thank you for your submission to the journal. We have reached a decision regarding your

J

**JET Editor**

Sen, 6 Jun  
09.59

Dear Dr. Iswan, Thank you for your submission to the journal. We have reached a decision regarding your



**Iswan**

Sab, 11 Jun  
18.16

In principle, I agree with the results of the review with an average score of 3, and I leave it entirely to the



**Iswan**

Rab, 22 Jun  
08.56

Dear, Miss. Dora Wang Editorial Assistant JET Macrothink Institute I will send back the revised results



**Iswan <iswanfipumj@gmail.com>**

Sel, 28  
Jun  
20.22

kepada JET

Dear Dora Wang

I sent back the results of the review, hopefully it can be published soon according to the schedule set by the publisher,

## 2 Lampiran • Dipindai dengan Gmail

Journal of Education and Training <http://jet.macrothink.org>

### Result of Review

Title: The Effectiveness of Academic Information System Utilisation and Digital Literacy as the Efforts to Improve Students' Service Quality

Author(s): Iswan, Herwina Bahar, Ismah, Suci Mulya Lestari

#### Decision of Paper Selection

- A. Accept submission, no revisions required.
- B. Accept submission, revisions required; please revise the paper according to comments.
- C. Decline submission; you may revise and resubmit for review.
- D. Decline submission.

#### What should you do next? (Only for accepted papers, A & B)

- Revise the paper according to the comments (if applicable).
- All authors must agree on the publication; please inform us of agreement by e-mail.
- Pay the Article Processing Charge of 100.00USD for the paper.
- Please find payment information at: <http://payment.macrothink.org>
- Please notify the editorial assistant when payment has been made

#### Proposed Schedule for Publication (Only for accepted papers, A & B)

- Vol. 9, No. 2, 2022, if you meet above requirements within 2 weeks.
- e-Version First: the online version may be published soon after the final draft is completed.
- You may also ask to publish the paper later, if you need more time for revision or payment.

#### Additional Information (Only for accepted papers, A & B)

- You may download the e-journal in PDF free of charge at: <http://jet.macrothink.org>
- Other questions please contact the editorial assistant at: [jet@macrothink.org](mailto:jet@macrothink.org)

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#### Comments from Editor

##### Evaluation Grade

Please give a grade of 5, 4, 3, 2, 1 (high to low)

Overall evaluation of the paper 3

Contribution to existing knowledge 3

Organization and readability 3

Soundness of methodology 3

Evidence supports conclusion 3

Adequacy of literature review 4

Comments and Suggestions

Revise the paper according to Paper Submission Guide: <http://author.macrothink.org>

Picture(s)/figure(s) are not clear; 300 dpi is required.

Resize the table(s)/figure(s), to fit A4 paper size, and make all pages be vertical.

Revise table(s) into three-line table(s).

Insert table(s) and figure(s) into the text, not after references.

Similarity index (checked by iThenticate) is high, please find the iThenticate report attached, revise to keep the Similarity Index  $\leq 30\%$  and single source matches are  $\leq 6\%$ .

Add DOI persistent links to those references that have DOIs, please see Paper Submission Guide.

Each reference cited in the text must appear in the reference list, and each entry in the reference list must be cited in the text.

References should not be numbered, so citations in the text with numbers within brackets should be modified as with author's name, publication year. For example, (Smith, 1999),

please see Paper Submission Guide.

(\*) Improve the language quality by a professional proofreader. You may arrange the proofreading by yourself. We will charge a service fee if you ask us to arrange proofreading.

(\*) Complete the Response to the Comments, and send to us, along with the revised manuscript. (Template attached)

Note: revise your paper according to the items with “\*”

Journal of Education and Training <http://jet.macrothink.org>

Comments from Reviewer A

Evaluation Grade

Please fill a grade of 5, 4, 3, 2, 1(high to low)

Overall evaluation on the paper 3

Contribution to existing knowledge 3

Organization and Readability 3

Soundness of methodology 2

Evidence supports conclusion 2

Adequacy of literature review 3

Strengths

The paper explores an important empirical question and offers a detailed set of results.

Weaknesses

While the paper offers a detailed set of results, the paper offers no specific information about the quantitative measures, which are only referenced as instruments with Likert scales. It would have been extremely helpful and vital to have, at least, included the names of the measures and examples of some of the items. (I understand that space doesn't always allow for including entire measure.) There are also no psychometric properties associated with these measures, which makes it very difficult to contextualize any results, however robust. As a matter of course, I would have also liked to have seen additional details about the study participants.

This paper could also use a good editor to clean up the grammar, phrasing and mechanics.

Suggestions

I think this paper has potential, but there are some major revisions that need to happen before it gets published. My biggest concern is the patchwork approach to the methodology; again, the lack of information about the instruments calls everything about the study into question. I would encourage including more details about both the instruments, as well as the population, sampling method, etc.

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Appendix

Ethical Guidelines for Authors

- The author should not submit concurrent manuscripts (or manuscripts essentially describing the same subject matter) to multiple journals. Likewise, an author should not submit any paper previously published anywhere to the journals for consideration. The publication of articles on specific subject matter, such as clinical guidelines and translations, in more than one journal is acceptable if certain conditions are met.
- The author should present a precise and brief report of his or her research and an impartial description of its significance.
- The author should honestly gather and interpret his or her research data. Publishers, editors, reviewers, and readers are entitled to request the author to provide the raw

data for his or her research for convenience of editorial review and public access. If practicable, the author should retain such data for any possible use after publication.

- The author should guarantee that the works he or she has submitted are original. If the author has used work and/or words by others, appropriate citations are required.

Plagiarism in all its forms constitutes unethical publishing behavior and is unacceptable.

- The author should indicate explicitly all sources that have supported the research and also declare any conflict(s) of interest.

- The author should give due acknowledgement to all of those who have made contributions to the research. Those who have contributed significantly to the research should be listed as coauthors. The author should ensure that all coauthors have affirmed the final version of the paper and have agreed on its final publication.

- The author should promptly inform the journal editor of any obvious error(s) in his or her published paper and cooperate earnestly with the editor in retraction or correction of the paper. If the editor is notified by any party other than the author that the published paper contains an obvious error, the author should write a retraction or make the correction based on the medium of publication.

Tools for Authors

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Get Persistent Links for Reference [www.crossref.org/SimpleTextQuery](http://www.crossref.org/SimpleTextQuery)

Your paper has been published online

Kotak Masuk



**JET**

Sen, 4 Jul

**Editor**

11.04

Dear Dr. Iswan, We are pleased to inform you that your paper has been published online. Please find it at <https://www.crossref.org/SimpleTextQuery>



**Iswan** <[iswanfipumj@gmail.com](mailto:iswanfipumj@gmail.com)>

Sen, 4

Jul

13.45

kepada JET

Thank you so much for the great news!