

Evaluation Of Internal Policy Effectiveness Regarding Single Tutorial Aid (Ukt) During The Covid-19 Pandemic Period In Higher Education

By

Ririn Widyaningsih

Masters in Management of Higher Education, Brawijaya University

Bambang Santoso Haryono

Masters in Management of Higher Education, Brawijaya University

Qomariyatus Sholihah

Masters in Management of Higher Education, Brawijaya University

Abstract

During the Covid-19 pandemic, the Government through the Ministry of Education and Culture, issued a policy in the field of Education, especially Higher Education, namely the Single Tuition Fee Assistance Policy (UKT), which was intended for students affected by the Covid-19 pandemic. This research was conducted at the State University of Malang to evaluate the effectiveness of internal policies regarding UKT assistance during the Covid-19 pandemic. Ryant Nugroho's policy effectiveness evaluation theory of the five appropriate assessments correct Policy, correct implementation, precise target, appropriate environment, and precise process. The method used is descriptive qualitative with the result that the UKT assistance policy during the Covid-19 pandemic was considered very effective in dealing with UKT problems.

Keywords: Evaluation, Effectiveness, Policy, Single Tuition Fee Assistance Ryant Nugroho

1. Introduction

Education is important and has become our country's priority because Education is the right of everyone. This is following those listed Article 31 paragraph (1) of the Constitution reads that every entitled citizen _ get Education. In Equality and welfare in the education sector , Government already many emit help for Public not enough capable , for one is the Smart Indonesia Program (PIP) through Indonesia Smart Card (KIP). PIP is part of improving the Poor Student Assistance (BSM) program. PIP is a collaboration between the Ministry of Education and Culture (Kemendikbud), the Ministry of Social Affairs (Kemensos), and the Ministry of Religion (Kemenag). Based on Permendikbud No. 10 of 2020 concerning the Smart Indonesia Program (PIP), the Government has committed to providing educational assistance through PIP which is intended for students accepted at tertiary institutions including persons with disabilities with priority targeting students holding KIP, students from poor/vulnerable families and / or with special considerations.

The Ministry of Education and Culture makes rules regarding tuition fees at tertiary institutions called Single Tuition Fees (UKT), aiming to establish a well-organized and fair tuition fee system. Well organized means that the payment of tuition fees can be put together into a single entity where student tuition fees for one study period are divided evenly per semester (so there is no entry fee) and there are no other additional costs. While fair, tuition

fees will not be flat or equal for all students, UKT will be adjusted to the economic ability of students' parents, or other parties who pay for college. UKT provides cross subsidies in the field of Education based on the economic and social conditions of the parents or guardians of each student. So this system refers to the income of students' parents, the higher the parents' income, the higher the UKT that must be paid, conversely the lower the parent's income, the lower the UKT fees that must be paid, so that people from the poor or disadvantaged groups also remain can go to college.

The year 2020 was the beginning of the Corona Virus Disease (COVID-19) pandemic in Indonesia, Covid-19 shook and affected all sectors, be it health, tourism, economy, industry, politics, information communication technology, religious rituals and even Education. In the field of Education, the Covid-19 pandemic has hit the level of welfare and financial capacity of the community, many workers have experienced layoffs, or you could say there are many unemployed. In contrast, some of these workers are the backbone or parents who have children who are in college. in tertiary institutions, some parties are paying tuition fees or higher Education. This phenomenon affects the economy of the families of students and other parties who pay for college, even though during the pandemic the lecture process was carried out online, the costs incurred were not cheap, UKT still had to be paid by students plus the purchase of facilities for online lectures such as quota packages. the internet makes many students' parents unable to pay tuition fees in the form of UKT so the impact is that these students are threatened with not continuing their studies.

In responding to complaints about the Covid-19 pandemic and dealing with the impact of Covid-19 on higher Education, the Ministry of Education and Culture has issued a policy through Permendikbud Number 25 of 2020 concerning Standards for Unit Operational Costs for Higher Education at State Universities within the Ministry of Education and Culture. This regulation aims to provide UKT relief for PTN students facing financial constraints during the COVID-19 pandemic. This Policy was made to ensure that UKT relief and flexibility can occur in all state tertiary institutions. In addition to UKT relief and flexibility, there is a policy issued by the Government, namely through the KIP Lecture Program by allocating UKT/SPP assistance for affected students in 2020 and 2021, which PTN and PTS students can take advantage of. This at the same time helps the financial condition of tertiary institutions, which are also heavily affected by the co-19 pandemic and infrastructure assistance in the form of internet quota or credit for all students according to the provisions of the considerations of each PTN. According to the Minister of Education and Culture, students are expected to get various benefits through this Policy. Namely, continuing college is not disrupted during a pandemic, saving costs when not enjoying campus facilities and services, the flexibility to apply for UKT relief, and savings at the end of college. "This policy directive is based on the agreement of the PTN Chancellors' Assembly (MRPTN) on April 22, 2020," said Nadiem as Minister of Education and Culture quoted from the <http://kemendikbud.go.id> page. This is following the opinion of Purwanto (2012) opinion that policy objectives are expected to emerge when the policy target group can accept and utilize properly, so that in the long term the policy results will be able to be realized.

The impact of the covid-19 pandemic was also experienced by students at Malang State University, this can be seen from the existence of several letters from students who entered the Vice Chancellor II through the e-office application and students sent submissions through Siakad (Academic Information System) which can be accessed using NIM of each student. Data on students who applied for assistance through Siakad State University of Malang in 2020 even semester were 3,610 students, in 2021 odd semester there were 3,883 students while in 2021 even semester there were 3,941 students. The Single Tuition Fee (UKT) assistance policy

during the Covid-19 pandemic launched by the Ministry of Education and Culture was welcomed by the State University of Malang and implemented to address student complaints. The Single Tuition Fee Assistance (UKT) quota during the pandemic was provided by the Ministry of Education and Culture's Education Funding Service Center (Puslapdik). to each tertiary institution, Malang State University in the odd semester of 2020-2021 received a UKT Assistance quota for students affected by Covid-19 of 2,941 students, the even semester of 2020-2021 was 3,299 students, in 2021 the odd semester of 2021-2022 was 2,477 students. Students will receive UKT assistance of IDR 2,400,000 per person for one semester.

The Chancellor of the State University of Malang announced Single Tuition Assistance during the Covid-19 pandemic for students along with the conditions that needed to be met, namely (1) students whose parents or sponsors of tuition fees experienced financial constraints due to the impact of the Covid-19 pandemic and were unable to pay UKT in the proposed semester. (2) students who are not currently being funded by the Bidikmisi Program or other scholarship programs that finance UKT either in full or in part, provided they are not registered at tertiary institutions as ongoing Bidikmisi recipients and are not currently receiving other scholarships, either from the APBN/APBD or private companies that have fully or partially financed UKT. (3) Active students. Students who meet the requirements can apply for UKT assistance during the pandemic by attaching the required documents through a siakad, namely (1) Letter of employment statement of parents or tuition fee bearer from the village head or lurah, (2) Letter of Termination of Employment (PHK) from a company or agency parents or payroll workers, if any, (3) Letter of Statement (stamped) according to the format, (4) Photocopy of Family Card (KK), (5) Photocopy of Resident Card (KTP), (6) Photocopy of Prosperous Family Card (KKS)), if any and (7) Evidence of Family Hope Program (PKH) participants, if any.

WD II relaxed the student submission data and then together with the finance department recapitalized the data of students who passed the relaxation and gave the data to the student affairs section for processing of uploading data in an application that had been provided by the Puslapdik Kemendikbud. After being approved by Puslapdik, the State University of Malang made a Chancellor's Decree regarding students receiving Single Tuition Fee assistance (UKT) during the Covid-19 pandemic and the process of distributing aid. In implementing the internal Policy of Single Tuition Assistance (UKT) during the Covid-19 pandemic in State University of Malang, several supporting factors and inhibiting factors exist. There are also a number of problems that need to be considered in the process of implementing the UKT assistance policy during the Covid-19 pandemic at Malang State University, among others, because there are many students applying compared to the quota given by Puslapdik, the relaxation carried out by WD II must also be selective, for those who it takes a lot of time for students to complete relaxation and the relaxation results are expected to match the desired target, besides that when uploading data for applying for UKT assistance in the KIP Lecture system application (<https://kip-kuliah.kemdikbud.go.id/>) by the student affairs department it takes time because the data uploaded is per student's name with supporting documents, because the UKT assistance application is the same as the KIP Lecture application sometimes loading upload data takes quite a long time, while the amount of data uploaded is around 3000 students, while the number of staff in charge of uploading is also limited.

With exists factor support, existing obstacles and problems, policies _ UKT assistance during the Covid-19 pandemic is necessary to evaluate how effective _ Policy the used to use be held accountable to its constituents. Evaluation needed for look gap Among hope and reality as well as for look for deficiency at a time for close deficiency as well as repair existing policy _ run . Evaluation policies are also used to evaluate or look success or failure , as well walk

with good or no implementation a policy process that , according to the target, purpose and what is already effective . Based on the study's explanation, this discuss evaluation effectiveness internal policy regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic at Higher Education , especially Malang State University.

Literature Review and Conceptual Model

Public Policy

Public Policy is a decision that is made and implemented by the Government from various alternative choices that exist to act or not act as an effort to respond to existing social problems so that the desired goals are achieved. According to Steward (2000) public policy studies have now covered various stages as summarized in public policy circles (public cycle) which includes stages namely 1) agenda setting , 2) policy formulation , 3) policy adoption , 4) policy implementation , 5) policy evaluation , and 6) support / maintenance . According to Nugroho (2006), the forms of public Policy are grouped into 3 (three) namely macro or general public policies, meso or medium public policies and micro public policies.

Public policies are macro or general in nature, there are 5 regulations namely

1. The 1945 Constitution of the Republic of Indonesia
 - a. Laws /Government Regulations in lieu of Laws
 - b. Government regulations
 - c. Presidential decree
 - d. Local regulation
2. Meso or medium-sized public policies include Ministerial Regulations, Ministerial Circulars, Governor Regulations, Regent Regulations and Mayor Regulations . In addition, public policies that are meso can also take the form of Joint Decrees between Ministers, Governors and Regents or Mayors.
3. Micro public Policy is a policy that regulates the implementation or implementation of the above policies . This micro public Policy includes regulations issued by public officials under the Minister, Governors, Regents and Mayors.

According to Taufiqorokhman (2014), the public policy framework will be determined by several variables as follows:

1. Goals to be achieved. This includes the complexity of the goals to be achieved
2. What value preferences need to be considered in policy making.
3. Resources that support the Policy
4. The ability of the actors involved in policy making
5. The environment includes the social, economic, political environment
6. The strategy used to achieve the goal, and so on

The process of public policy analysis is a series of intellectual activities carried out in the process of political activities. This political activity is evident in a series of activities that include agenda setting, policy formulation, policy adoption, policy implementation, and policy evaluation. While the activities of problem formulation, forecasting , policy recommendations, monitoring , and evaluation of policies.

Effectiveness

According to Prihartono (2012), effectiveness is defined as the level of success in achieving the target. Target is defined as a desired state or condition. While efficiency is the best comparison between input and output, or often called the ratio of input and output. According to Sutrisno (2010: 149) things that need to be considered in order to achieve organizational effectiveness both for the short term, medium term, and long term by considering the criteria that measure organizational effectiveness, namely as follows:

1. Production (production). The production of goods or services describes the organization's ability to produce goods or services according to the demands of its environment. These production measures will include sales profit, market reach, customers served, and so on.
2. Efficiency. It relates directly to the output consumed by the customer. In order for an organization to survive it needs to pay attention to efficiency. Efficiency measures involve profit, capital or assets, cost per unit, depreciation, etc.
3. Satisfaction. Many managers are attitude oriented to be able to show how far the organization can meet the needs of its employees, so that they can feel satisfaction at work. This is done by managers with the search for optimal profit. What is meant by optimal is the achievement of goals aligned with the organization's conditions for the sake of its business continuity.
4. Adaptation (adaptiveness). Adaptability is to what extent the organization is able to translate existing internal and external changes, then the organization concerned will respond, this adaptability is more abstract in nature compared to other problems such as production, finance, efficiency, and so on. Even so, it can be observed from the results of the study. If the organization cannot adapt, then survival can be threatened.
5. Development (development). Development is a phase after survival continues (survive) in the long term. For this reason, the organization must be able to expand its capabilities, so that it can develop properly and simultaneously pass through its survival phase. These capacity building efforts are like training programs for employees. Therefore, from the development of organizational capabilities it is expected to develop the organization well for now and in the future.

According to Riant Nugroho (2012: 107) there are 5 (five) principles in terms of policy effectiveness which are called "five right", namely:

1. Right Policy. The correctness of this Policy is judged by the extent to which existing policies contain things that can solve the problem to be solved. The second side of the Policy is whether the Policy has been formulated in accordance with the character of the problem to be solved. The third side is that the Policy is made by an institution that has authority (institutional mission) in accordance with the character of the Policy.
2. Exact Implementation. Policy actors are not only the Government. Three institutions can become executors, namely the Government, government-society/private cooperation, or implementation of policies that are privatized. Policies that are monopoly should be implemented by the Government. Policies that empower the community should be implemented by the Government together with the community. Finally, policies aimed at directing community activities should be implemented by the community.
3. Right on target. Accuracy here relates to three things. First, the targeted intervention is in accordance with what has been planned, there is no overlap with other interventions, and does not conflict with other policy interventions. Second, the target is in a condition

- ready to intervene or not. Third, the policy implementation intervention is new or renews the previous policy implementation.
4. Right Environment. There are two most decisive environments: the policy environment and the external one. First, the policy environment is the interaction between Policy formulating agencies and policy implementers with other related institutions. Then the external policy environment consisting of public opinion, namely public perception of policy and policy implementation; interpretive institutions relating to the interpretation of strategic institutions in society, such as the mass media, pressure groups, interest groups, in interpreting policies and implementing policies; individuals, namely certain individuals who are able to play an important role in interpreting Policy.
 5. Process Right. There are 3 (three) processes, namely Policy Acceptance, the public understands policies as rules and the Government understands them as tasks that must be carried out. Policy adoption, the public accepts the Policy as a rule and the Government accepts it as a task that must be carried out. Finally, strategic Readiness, the public is ready to implement or be part of the Policy, and bureaucrats are ready to implement the Policy.

Single Tuition

UKT or the abbreviation of Single Tuition Fee is a payment system that currently applies to all State Universities (PTN) in Indonesia. This provision is enforced based on Permendikbud No. 55 of 2013 article 1 paragraph 3, namely that each student only pays for one component per semester. With a single tuition fee system, students only need to pay once each semester. This Single Tuition Fee also adheres to a cross-subsidy system. Students with good economic ability will pay more according to the UKT level to help students with a weak economy.

The Ministry of Education and Culture has issued a policy regarding provisions for adjusting UKT and student UKT/SPP assistance to address problems resulting from the impact of the co-19 pandemic in the education sector. This Policy was issued in response to various inputs from many education stakeholders who hoped that there would be a Ministry of Education and Culture policy to help students and tertiary institutions during the co-19 pandemic. This Policy is also in line with Permendikbud Number 25 of 2020 concerning Standards for Unit Operational Costs for Higher Education at PTNs within the Ministry of Education and Culture.

In an effort to answer various community aspirations, including strengthening policies for handling the impact of Covid-19 on higher Education, the Government through the KIP Lecture Program has allocated UKT/SPP assistance for students affected by Covid-19 which can be utilized by Higher Education students. This also helps the financial condition of higher education institutions which are also heavily affected by the co-19 pandemic. The purpose of the UKT assistance policy during the Covid-19 pandemic was to expand the coverage of KIP Lecture beneficiary students, help students affected by the Covid-19 pandemic to be able to finance their Education in tertiary institutions and continue their studies, assist tertiary institutions in ensuring the continuity of the implementation and management of higher Education.

The basic principles of KIP Lectures are based on (1) efficiency, namely using existing funds and resources to achieve the set targets in a short, fast and accountable time; (2) effective, namely following the needs that have been determined and can provide the maximum benefit in accordance with the targets set; (3) transparency, namely guaranteeing openness that allows the public to know and obtain information about PIP; (4) accountable, namely the

implementation of activities can be accounted for; (5) propriety, namely the elaboration of programs or activities carried out realistically and proportionately; and (6) benefits, namely the implementation of programs or activities that are in line with national priorities.

The Conceptual Model and Hypothesis Development

Evaluation of the Effectiveness Evaluation of Internal Policy Concerning Single Tuition Assistance (UKT) During the Covid-19 Pandemic in Higher Education, especially State University of Malang, uses the principle of evaluating policy effectiveness according to Riant Nugroho which is called the "five right" namely: (1) Right Policy; (2) Exact Implementation; (3) Right on Target; (4) Appropriate Environment; and (5) Right Process. In addition, the existence of supporting factors and inhibiting factors also influenced the evaluation of the effectiveness of internal policies regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic at Higher Education, especially Malang State University. The principle of assessing the effectiveness of Riant Nugroho's theory of Policy is described as follows:

Right Policy. Measuring the accuracy of internal policies regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic in Higher Education, especially at State University of Malang in solving the problems to be resolved, namely students whose parents or those who financed them were affected by the Covid-19 pandemic so that these students were not able to pay UKT, as well as suitability of policy formulation with the character of the problems that occur and the accuracy of policy makers by institutions that have authority in UKT issues during the Covid-19 pandemic.

1. Exact Implementation. Measuring the accuracy of internal Policy implementing actors regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic at Higher Education, especially at Malang State University.
2. Right on target. Measuring the accuracy of the targets you want to aim at to receive benefits from internal policies regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic at Higher Education, especially at Malang State University, as well as UKT assistance policies during the Covid-19 pandemic which were new or renewing the previous Policy and there is no double the same program received by the target.
3. Right Environment. Measuring the accuracy of the policy environment, namely the policy-making environment and Policy implementing environment regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic, in this case, the Ministry of Education and Culture and State University of Malang. Then the external policy environment consisting of the public opinion, namely public perception of Policy; interest groups, individuals, namely certain individuals who are able to play an important role in interpreting internal policies regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic in Higher Education, especially at Malang State University in this case namely students or parents of students State University of Malang. Process Right. Measuring the accuracy of 3 (three processes), namely Policy acceptance where the public, in this case the students of Malang State University understood that the Policy regarding Single Tuition Fee assistance (UKT) during the Covid-19 pandemic was a rule and the Government, in this case, Malang State University understood that the Single Tuition Assistance policy (UKT) during the the Covid-19 pandemic is a task that must be carried out. Policy adoption where the public, in this case Malang State University students, received a policy regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic as a rule and the Government, in this case Malang State University, received a Single Tuition Fee

assistance policy (UKT) during the Covid pandemic -19 is a task that must be carried out. strategic Readiness where the public , in this case the students of Malang State University are ready to be part of the Policy regarding Single Tuition Fee assistance (UKT) during the Covid-19 pandemic and the Government, in this case, Malang State University is ready to become the implementer of the Single Tuition Assistance policy (UKT) during the the Covid-19 pandemic.

Methodology

This study uses a descriptive qualitative approach. In this study, the authors will collect data, analyze data, interpret data, and end with conclusions based on data analysis. There are 2 (two) data sources for this research, namely primary data and secondary data. Primary data is in the form of interview results with 9 (nine) informants selected by purposive sampling. Informants consisted of the Dean of the Faculty of Letters who in 2020 served as Deputy Dean II of the Faculty of Letters, Deputy Dean II of the Faculty of Engineering, Head of the Treasury Section who in 2020 served as Head of PNBPN Subdivision, Treasurer of Receipts of the Budget and Taxation Section, Head of the Registration and Statistics Section (RS) , Head of Welfare and Entrepreneurship Section, 1 (one) Welfare and Entrepreneurship Section Staff who handled UKT assistance data during the Covid-19 pandemic at State University of Malang, and 2 students receiving UKT assistance during the Covid-19 pandemic. Secondary data is in the form of documents or data obtained from the internet, including the 1945 Constitution, Laws and Regulations on Higher Education, Minister of Education and Culture on the Smart Indonesia Program (PIP), Minister of Education and Culture on Standards of Operational Cost Units for Higher Education at State Universities within the Ministry of Education. and Culture and Regulation of the Secretary General of the Ministry of Education and Culture concerning Guidelines for the Implementation of the Smart Indonesia Program in Higher Education. Decree of the Minister of Research, Technology and Higher Education of the Republic of Indonesia concerning Single Tuition Fees and Single Tuition Fees at State Universities within the Ministry of Research, Technology and Higher Education; Guidelines for Implementing Student UKT/SPP Assistance Programs; Chancellor's Decree regarding Determination of Student Recipients of UKT/SPP Assistance for the Smart Indonesia Card Program, State University of Malang for Odd Semesters of the 2020/2021 academic year; Chancellor's Decree concerning Determination of Student Recipients of UKT/SPP Assistance for the Smart Indonesia Card Program, State University of Malang, Even Semester of 2020/2021 Fiscal Year; Chancellor's Decree concerning Determination of Student Recipients of UKT/SPP Assistance for the Smart Indonesia Card Program, State University of Malang for Odd Semesters of the 2021/2022 Academic Year.

Results

Evaluation of the Effectiveness of Internal Policies Regarding UKT Assistance during the Covid-19 pandemic in Higher Education

The research results obtained through interviews with 9 (nine) informants will then be analyzed by the data obtained by the researchers. The UKT assistance policy for students affected by the Covid-19 pandemic begins in 2020 to be precise in the odd semester of the 2020-2021 school year. Based on data from the <https://www.kemendikbud.go.id/page> on June 19, 2020, the Ministry of Education and Culture officially announced that the Ministry of Education and Culture launched Three Policies to Support Students and Schools Affected by COVID-19. The Ministry of Education and Culture launched three policies to support students and educational units affected by the Coronavirus Disease (COVID-19) pandemic.

The Minister of Education and Culture (Mendikbud), Nadiem Anwar Makarim explained the first and second policies related to Single Tuition Fee (UKT) support and Student UKT Assistance Funds, while the third Policy concerned Affirmation School Operational Assistance (BOS) and Performance BOS.

The results of the research obtained through interviews and documentation and observation can be analyzed from the research data regarding the evaluation of the effectiveness of internal policies regarding Single Tuition Fee (UKT) assistance during the Covid-19 pandemic at Malang State University using Riant Nugroho's theory with the five exact principles, namely:

a. *Appropriate Policy.*

There are 3 (three) things to be assessed from appropriate Policy that is the first is the extent to which the Policy exists has loaded things could solve problem you want solved . Based on information from the official website of the Ministry of Education and Culture, the Government through the Ministry of Education and Culture continues to be committed to providing access to education services. Several policy adjustments were made to support students and education units in order to continue to obtain their rights and carry out education services optimally. The Ministry of Education and Culture regulates the UKT adjustment mechanism through the Minister of Education and Culture Regulation (Permendikbud) Number 25 of 2020 concerning Higher Education Operational Cost Unit Standards at State Universities within the Ministry of Education and Culture. This regulation aims to provide UKT relief for state university students who are facing financial constraints during the COVID-19 pandemic. According to the Minister of Education and Culture, students are expected to get various benefits through this Policy. Namely, the continuation of college is not disrupted during a pandemic, cost-effective when not enjoying campus facilities and services, the flexibility to apply for UKT relief, and savings at the end of college, these various policy directives are based on the agreement of the PTN Chancellors' Council (MRPTN) on 22 April 2020.

The results of the 9 (nine) informants interviewed can be summarized that UKT assistance during the Covid-19 pandemic was due to the many complaints from students and parents of students about the impact of the Covid-19 pandemic which hit the economy so that many were affected by Covid-19 and some even until they die, get laid off or reduce employees so they don't have a job or some are due to the pandemic and the implementation of PPKM so that economic activities are hampered and the income earned is reduced a lot. From these things, there are many students whose parents have difficulty paying for UKT, so many complain and complain to the State University of Malang and the Government. Several threats arose at that time, namely demonstrations from students, but this did not happen. From the Policy issued by the Ministry of Education and Culture in the form of Single Tuition Fee assistance during the Covid-19 pandemic, many students felt helped and could calmly continue their studies, although not all of them were able to get UKT assistance from the Ministry of Education and Culture due to the quota for UKT assistance for Malang State University, in this case the UKT assistance policy during the Covid-19 pandemic was considered to have been able to solve the problems that occurred, namely the conducive conditions and the absence of students who experienced difficulties in solving UKT payment problems.

The results of interviews with 9 (nine) informants can be summarized in the results that at State University of Malang, initially there was information that there would be a demonstration movement from students because many students were affected by the economy so they could not afford to pay for UKT, with the launch of UKT assistance during the Covid-19 pandemic, the situation be more conducive. The number of student complaints both directly

to the University and by letter has been accommodated by the State University of Malang. The UKT assistance policy was issued by the Ministry of Education and Culture and by looking at the many complaints all were coordinated by the leadership, then the University of Malang State University issued a press release on July 28 2020 as a serious step for State University of Malang in dealing with the current problem. Before the press release was carried out, the State University of Malang had informed in an announcement in the form of an online pamphlet on the official social media of the State University of Malang on July 27 2020 as follows:

The many steps taken by the State University of Malang and referring to clear terms and rules from the Ministry of Education and Culture and this Policy were indeed issued during the Covid-19 pandemic, all of this shows that the UKT assistance policy during the Covid-19 pandemic was formulated with the character of problems that it is right to finish. Policy funds are managed by the Education Funding Service Center (Puslapdik) which has allocated UKT/SPP assistance for students which can be utilized by PTN and PTS students in the odd semester of the 2020/2021 academic year and then continuing into the even semester of the 2020/2021 academic year to the odd semester of the year academic 2021/2022. From the results of interviews with 9 (nine) informants, all also said that this Policy was properly managed by an institution that had the authority and had the character that was in accordance with the field of Policy taken, namely the Ministry of Education and Culture with funding through Puslapdik.

b. *Exactly Implementation.*

Policy actors are not only the Government. There are three institutions that can become actors in policy implementation, namely the Government, government-public/private cooperation, or implementation of policies that are privatized. In the UKT assistance policy during the Covid-19 pandemic, the actor was the Government. Evaluation of proper implementation starting from the field of Education is a sector that is borne by the state in accordance with Article 31 paragraph 1 of the Constitution which reads, "Every citizen has the right to education". In addition to that, Article 31 paragraph 4 of the Constitution which reads, "The state prioritizes the education budget of at least twenty percent of the state revenue and expenditure budget and from the regional revenue and expenditure budget to meet the needs of organizing national education". This is appropriate if the UKT assistance policy during the Covid-19 pandemic was implemented by the Government, in this case, the education sector was managed by the Ministry of Education and Culture, while the State University of Malang was included under the Ministry of Education and Culture.

UKT assistance during the Covid-19 pandemic was informed by the Ministry of Education and Culture to all PTN PTS including Malang State University. The results of the research were obtained from interviews with 9 (nine) informants, although the descriptions were not exactly the same, what was described was consistent and in accordance with what actually happened in the implementation of the UKT assistance policy during the Covid-19 pandemic at Malang State University. In Field I there is 1 (one) staff who makes announcements coordinated by the Head of the Registration and Learning Section and the Head of Academic Coordinator, in Field II in the central finance section there is 1 staff who processes and assists in UKT services both UKT Assistance and reduction and postponement of UKT which is coordinated by the Head of the Treasury Section who in 2020 will be the Head of PNPB Subdivision while in the Faculty of Para WD II as a determinant of relaxation checking data submitted by students assisted by 2 (two) staff to process student submission data which is divided into 1 (one) person in UKT Assistance, UKT Postponement, UKT Reduction and 1 (one) person in SPSA section, Field III there are 2 (two) staff who process *entry* and *upload* data to the Ministry of Education and Culture application which is coordinated by the Head of Student Welfare Section, each section has implemented the duties and functions of each job

are in accordance with their duties and functions and coordinate well with each other.

c. *Right On Target.*

Assessment of target accuracy with regard to three things. First, the targeted intervention is in accordance with what has been planned, there is no overlap with other interventions, and does not conflict with other policy interventions. Second, the target is in a condition ready to intervene or not. Third, the policy implementation intervention is new or renews the previous policy implementation. In the implementation guidelines, the objectives of launching UKT assistance during the Covid-19 pandemic were to expand the scope of student recipients of KIP Lecture benefits, help students affected by the Covid-19 pandemic to be able to finance Education in tertiary institutions and continue their studies, and assist tertiary institutions in ensuring the continuity of implementation and management of higher Education. Students who may apply for UKT assistance during the Covid-19 pandemic are PTN and PTS students throughout Indonesia who meet the requirements according to the provisions.

The results of all interview data that can be summarized are that the UKT assistance policy during the Covid-19 pandemic had criteria or conditions for students who would apply for UKT assistance from the Ministry of Education and Culture, this was in accordance with the guidelines handed down by the Ministry of Education and Culture, at Malang State University students who applied UKT assistance must include a certificate of layoffs for parents who have been laid off or a certificate from the Kelurahan or village for parents who are sick or affected so that the family's economic income decreases, while for parents who died from Covid-19 accompanied by a death certificate. In addition to the documents that must be attached, there is also an application letter and a statement letter, the format of which has been provided by the State University of Malang. The application letter and statement letter are intended for all students who apply for UKT assistance. The following is an example of an application letter and statement format that must be filled out by students applying for UKT assistance during the Covid-19 pandemic. Policy UKT assistance during the Covid-19 pandemic was launched only during the Covid -19 pandemic . Look every stage as well as with various criteria as well as mandatory conditions _ fulfilled for get UKT assistance during a pandemic could seen that evaluation for right on target already appropriate regardless from the data entered by students load element honesty or the truth that makes Policy this no can say 100% correct .

d. *Appropriate Environment.*

The 2 (two) most decisive environments, the first is the policy environment. The policy environment is the interaction between Policy formulating agencies and policy implementers with other related institutions. In this case, it is the Ministry of Education and Culture as the policy maker and Malang State University as the policy implementer. To respond to the Covid-19 pandemic, the Government has issued a standardized policy on the Unit for Higher Education Operational Costs at PTNs within the Ministry of Education and Culture. To answer the various aspirations of the community, including to strengthen policies for handling the impact of the Covid-19 pandemic for higher Education, the policy environment, namely the Government through the KIP Lectures Program, has allocated student UKT/SPP assistance which can be utilized by PTN and PTS students on the basis of partiality for the poor and fair. The Ministry of Education and Culture appointed Puslapdik to process the disbursement of UKT aid funds during the Covid-19 pandemic.

State University of Malang as a policy environment as a policy implementer, also supports UKT assistance policies during the Covid-19 pandemic by forwarding information from the Ministry of Education and Culture through announcements made by Division I in

coordination with Division II regarding UKT assistance. ICT, State University of Malang, makes an application to facilitate the process of collecting data on students who apply for assistance, making it easier for students to enter support data and help in the financial sector. Students submit applications through siakad using their respective user passwords. From the results of the interviews, it can also be concluded that the policy environment as the implementer of the Policy, namely all components of Malang State University which were involved, starting from the University leadership, Field I, Field II and Field III worked together to support the implementation of the UKT assistance policy during the Covid-19 pandemic.

The external environment of the Policy consists of *public opinion*, namely public perception of policy and policy implementation. The external environment in the UKT assistance policy during the Covid-19 pandemic was students, the results of the interviews concluded that many students responded well to this Policy. Apart from that, judging from the submission data that came in, it indicated that students had great enthusiasm for implementing this Policy. It is known that there are 3,610 students who applied for assistance through Siakad, State University of Malang, in the odd semester of the 2020/2021 academic year, as many as 3,883 students in the even semester of the 2020/2021 academic year, while in the odd semester of the 2021/2022 academic year there were 3,941 students. In addition, from the results of interviews with representatives of students who received UKT assistance during the Covid-19 pandemic, they stated that they were very helpful and supported this Policy by completing all the document requirements requested by the Ministry of Education and Culture through Malang State University.

e. Process Right.

Evaluation right process, there are 3 (three) things that are assessed namely :

- 1.) *Policy Acceptance* . State University of Malang accepts Policy UKT assistance during the Covid-19 pandemic launched by the Ministry of Education and Culture . In accordance Circular issued by the Ministry of Education and Culture and based instruction implementation already _ there is from Ministry of Education and Culture , State University of Malang accepts and runs Policy UKT assistance during the Covid-19 pandemic .
- 2.) *Policy adoption* . After Malang State University accepted Policy UKT assistance during the Covid-19 pandemic , and doing coordinated and decided for carry out Policy UKT assistance during the Covid-19 pandemic . Student submissions are made in Siakad using each student's NIM. Students fill out the form that has been prepared by ICT and then upload documents such as a parent's employment certificate that was legalized by the village, a parent's certificate of termination if they are laid off, and a family card.

3.) Strategic Readiness

The strategic carried out by the State University of Malang is

- do coordination and meetings together all ranks UM leadership begins ranks Field I led by Vice Chancellor I, Jan Field II led by Vice Chancellor II and staff Field III led by Vice Chancellor III. All field synergize carry out their respective duties and functions .
- Next strategy is make referring application _ to guidelines as well as requested requirements _ ministry of Education and culture so that student can with easy fill in as well as upload the required documents , as well for field II for makes it easier for WD II who are assisted by faculty operators for do Student UKT verification and relaxation .
- Then for cope limitations quota given by the Ministry of Education and Culture , State

University of Malang made Policy that for students who don't get away in submission UKT assistance during the Covid-19 pandemic funds from the Ministry of Education and Culture , then directed to assistance funded by UM itself that is form decrease in UKT and postponement of UKT. In this case, TIK makes an application that is used to support this Policy.

- Another strategy is conducting outreach to faculty operators regarding the Ministry of Education and Culture's UKT assistance application as well as the reduction application, postponement of UKT so that operators can easily answer questions from students.

Supporting Factors and Inhibiting Factors for the Effectiveness of Internal Policies Regarding UKT Assistance during the Covid-19 pandemic in Higher Education

From the results of interviews and observations, in the implementation of UKT assistance policies during the Covid-19 pandemic, each section had supporting factors and inhibiting factors for the effectiveness of UKT assistance internal policies during the Covid-19 pandemic at Malang State University which are described as follows:

A. Supporting Factors:

1. Social media is a bridge for information to students during the Covid-19 pandemic.
2. Student data submitted by students is complete and in accordance with the requirements requested by the Ministry of Education and Culture.
3. An application made by ICT in Siakad to make it easier for students to upload support data and assist Field II in carrying out UKT verification and relaxation.
4. The ability of the leadership of Malang State University to break the distribution of the number of students per faculty and per department to receive UKT assistance in a fair and professional manner.
5. Source power man or experts in their respective fields .
6. Communication and coordination are carried out well by Division I, Division II and Division III.
7. Adequate facilities and infrastructure in the form of PCs and workplaces to process UKT assistance data for students during the Covid-19 pandemic.

B. Inhibiting Factors:

1. Not all students can digitalize literacy, such as not all students actively view social media or the official UM website.
2. The internet network in remote areas is sometimes unreachable so that students cannot smoothly receive information online, so online information is deemed less than optimal.
3. The limited number of student quota recipients of UKT assistance provided by the Ministry of Education and Culture so that the benefits of the UKT assistance policy during the pandemic could not be felt by all students who were affected by the Covid-19 pandemic.
4. Lack of instrument variants to complete the requirements for passing student data verification to get UKT assistance.
5. The schedule provided by the Ministry of Education and Culture is very tight, even though the State University of Malang follows the schedule from the Ministry of Education and Culture so that the schedule submitted to students seems very tight to find and upload the required documents.
6. Lack of manpower in the Student Affairs Section, the data upload process in the Ministry of Education and Culture application was carried out by 2 student staff, this

took a long time because the data was uploaded one by one, at that time the student staff asked for help from students who are members of the Aim Student Forum organization Mission (Formadiksi) to upload data.

7. The Ministry of Education and Culture's application program is sometimes slow when it comes to data collection deadlines because it is accessed by all of Indonesia.

Conclusion

Evaluation of the effectiveness of internal policies regarding Single Tuition Fee (UKT) assistance during the Covid 19 pandemic in Higher Education, especially at State University of Malang, seen from the assessment according to Riant Nugroho's theory with the five principles of right, it can be concluded that the assessment of appropriate policies, internal policies for UKT assistance during the the Covid-19 pandemic at Malang State University according to 9 (nine) informants all said it was very precise and effective. Appropriate assessment of the implementation of all informants said it was very appropriate and effective. All said that the assessment was right on target and effective, although some informants said they could not ensure that the data submitted by students was honest. Precise environmental assessment is all to say very precise and effective. Appropriate assessment process is all telling is appropriate and effective. Supporting factors that must be maintained are UM's official social media, student data that is complete and in accordance with the requirements requested by the Ministry of Education and Culture, applications for submitting UKT assistance in siakad, Malang State University leaders who are fair and professional in making decisions, expert human resources , good communication and coordination between implementers, adequate facilities and infrastructure. Meanwhile, the inhibiting factors that must be corrected in the future are low student digitization literacy, internet networks that cannot reach remote areas, dishonest student data credibility, insufficient quota, incomplete instrument variants, tight schedules from the Ministry of Education and Culture, shortage of staff. in the Student Affairs Section as well as the Ministry of Education and Culture's application programs which are sometimes substandard.

Suggestions that can be recommended based on research findings as consideration are in the process of uploading so much student data, quite a lot of human resources or operator staff are needed so that there is no overload which causes staff to stay in the office, instruments on the UKT assistance application form on during the Covid-19 pandemic it needs to be added such as the number of relatives who are covered whether they are kindergarten, elementary, junior high school, high school or college, the amount of assets such as rice fields, houses, vehicles both two-wheeled and four-wheeled, as well as other movable assets so that Field II in verifying and the UKT relaxation process can be more precise and objective, the UKT assistance policy during the Covid-19 pandemic needs to be continued even though the rate of spread and sufferers of Covid-19 has now reduced a lot but the economy is still not completely normal.

Funding

This study was funded by State University of Malang Indonesia.

Acknowledgements

The author would like to thank's Mrs. Qomariyatus Sholihah and Mr. Bambang Santoso, as a promoter.

References

- Adedoyin, O. 2020. Qualitative Research Methods.
- Augustine, Leo. 2016. Fundamentals of Public Policy (revised edition). Bandung: Alfabeta.
- Arikunto, Suharsimi. 2002. Research Procedures, A Practice Approach. Jakarta: PT Rineka Cipta.
- A. Ridwan, Qomariyatus Sholihah . 2022. Implementation of Campus Social Responsibility (CSR) Programs during the Covid-19 Pandemic (Study Vulnerable Children Assistance Break Schools in the City of Surabaya). Journal Scientific Public Administration (JIAP) Vol. 8 No. 1. Year 2022.
- B.S. Haryono, Qomariyatus Sholihah. 2021. The Role of Politics and Policy Strategy in Facing a Covid-19 Pandemic: Case Study in Indonesia. Review of International Geographical Education Online.
- Dude , Burhan. 2003. Research Data Analysis Qualitative “ Understanding Philosophical and Methodological to Direction Application Model Mastery ”. Jakarta : Raja Grafindo Persada .
- Busetto, L., Wick, W., & Gumbinger, C. (2020). How to use and assess qualitative research methods. Neurological Research and Practice, 2(1), 14. <https://doi.org/10.1186/s42466-020-00059-z>
- Dunn, W. N. 2004. Public Policy Analysis (an introduction). Fourth edition. Person: Prentice Hall.
- Dye, Thomas R. 1978. Understanding Public Policy. New Jersey: Prentice Hall, Englewood Cliff.
- Furchan, Arief. 2004. Pengantar Penelitian dalam Pendidikan. Yogyakarta: Pustaka Pelajar Offset.
- Gilberth Rios Deo Jacob Pondaag , Gustaaf Budi Tampi , Very Y. Londa . 2021. Effectiveness Policy Community Empowerment Through the Village Fund Program In Wanga Village District East Motoling Regency South Minahasa . JAP No 108 Vol VII page 11-15 of 2021.
- <https://covid19.go.id/id/tentang-vaksin-covid19>
- <https://maukuliah.id/blog/mengenal-ukt-uang-kuliah-tunggal-di-perguruan-tinggi-negeri/>
- <https://www.kemdikbud.go.id/main/blog/2020/06/kemendikbud-luncurkan-tiga-kebijakan-dukung-mahasiswa-dan-sekolah-terdampak-covid19>
- <http://www.scholarsofficial.com/info-beasiswa/8-rekomendasi-beasiswa-dari-kementerian-indonesia-untuk-kuliah-s1-s2-s3/>
- <https://penerbitbukudeepublish.com/apa-itu-ukt/>
- Ikhwan Nur Rois . 2020. Implementation Single Tuition Fee Relief For Students in the New Normal Era. Jambura Journal of Educational Management, Volume 1 Number 2, September 2020, Pages 103-121.
- Islamy , Irfan. 2009. Principles of State Policy Formulation. Twelfth Printing. Jakarta: Earth Script.
- Ministry of Education and Culture. 2021. Technical Guide to Implementation of 2021/2022 Odd Semester UKT/SPP Assistance. Jakarta.
- Decree of the Minister of Research, Technology and Higher Education of the Republic of Indonesia Number 194/M/Kpt/2019 Concerning Single Tuition Fees and Single Tuition Fees at State Universities Within the Ministry of Research, Technology and Higher Education 2019 Class.
- Kurniawan Tjakradiningrat , Sofia E. Pangemanan , Ismail Rachman . 2021. Effectiveness Policy Government In Enforcement Health Protocols During the Covid-19 Pandemic in Manado City. Journal of Governance Vol 1 No 2 pages 1-13 in 2021.

- Moleong , Lexy J. 2007. Methodology Study Qualitative . Edition Revision . Bandung: Teen PT Rosdakarya .
- Niar Setia. 2022. Analysis Impact Policy Mechanism Payment of Single Tuition (Ukt) For Student During the Covid -19 Pandemic at the Faculty Knowledge Social And Science Sriwijaya University Politics Palembang Campus .
- Nor Wahid Hidayad Ullloh, Ulla Delfana Rosiani , Eka Larasati Amalia. 2021, Implementation of the Topsis Method in the UKT Relief Decision Support System (Case Study: STIT Madina Sragen). SMATIKA Journal Vol 11 No 1 page 27-31 of 2021.
- Nugroho, Riant. 2011. Public Policy (Policy Dynamics, Policy Analysis, Policy Management). Third Edition, Revision 2011. Jakarta: PT. Elex Media Komputindo.
- Pricillia Mawuntu, Joyce Rares, Novva Plangiten. 2022. Policy Effectiveness of Enforcing Micro-Scale Community Activity Restrictions (PPKM) in the Spread of Covid-19 in Warembungan Village. JAP No 113 Vol VIII page 107-118 Year 2022.
- Puslapdik. 2021. Guidelines for Implementing the UKT/SPP Assistance Program for Odd Semester Students for the 2021/2020 Academic Year. Jakarta.
- Qomariyatus Sholihah, 2020. Introduction to Research Methodology. Poor. UB Press.
- Raymond Jonathan. 2020. Human Rights-Based Analysis of the UKT Relief Policy Due to Covid-19 by the Ministry of Education and Culture. National Symposium on Law Vol 6 No 1, December 2020.
- Samodra Wibawa, et al. (1994). Public Policy Evaluation. Jakarta : PT. King of Grafindo Persada.
- Strauss, Anselm. 2013. Fundamentals of Qualitative Research. Student Library.
- Sugiyono. 2015. Qualitative Quantitative Research Methods and R & D. ALFABETA, CV.
- Sukron Ma'mun. 2019. Evaluation of the Effectiveness of the Advanced Development Program in the Pamekasan Youth Development Technical Implementation Unit. Reform Vol 9 No 1 page 31-44 of 2019.
- Tilaar, HAR, and Riant Nugroho, 2016. Education Policy. Introduction to Understanding Education Policy and Education Policy as Public Policy. Yogyakarta: Student Library
- The 1945 Constitution of the Republic of Indonesia .
- Wahab, Solichin Abdul. 2010. Policy Analysis "From formulation to Implementation of State Policy". Jakarta: Earth Script.
- Widodo, Joko. 2001. Good Governance Study of the Dimensions of Accountability and Bureaucratic Control in the Era of Decentralization and Regional Autonomy. Surabaya: Human Scholar.
- Winarno, Budi. 2008. Public Policy (theory and process). Jakarta: Media Pressindo .
- Winy Purbaratri , Roy Mubarak. Implementation System Determination Decision Support Recipient UKT Deduction for Affected Students _ The Covid-19 Pandemic Using Method Topsis , Journal Informatics , Vol 21 No 2 of 2021.