

Goods Damage Complaint Information System (SIPEKERBA) Lecture Support Equipment (Case Study of the Department of KSDP FIP UM)

M. Abdul Ghofur^{1,*} Arda Purnama Putra², Fandi Arizal³, Defi Dwita⁴, Yuyun Wahyu Subagyo⁵

Malang State University

* Correspondence writer. Email: abdul.ghofur.fip@um.ac.id

ABSTRACT

Student services carried out at the KSDP Department are provided in the form of reliable information system services. Information systems that are often used by students in tertiary institutions are generally online-based information management such as the use of bridge computers that are used to make letters online. The application program can be utilized by filling in the school observation registration form, media validation and also Online Seminar registration. In connection with the Advances in Technology and Information in the increasingly sophisticated field of Administration Reporting of damage to goods, it is necessary to have a new, systematic service system that can become quality control, and can replace the role of the administration service process for reporting goods supporting lectures that were previously (still conventional) changed to an information system.

Keywords: *Public service, Information Systems, SIPEKERBA.*

1. INTRODUCTION

In the world of education, both in the school and tertiary environment, of course, it is not only subject matter that can support the success of teaching and learning but also necessary learning support services so that the learning process can run optimally. Fulfillment and management of learning support facilities in the form of facilities and infrastructure need to get more attention so that learning objectives can be achieved properly. Learning support facilities are not enough for classrooms alone; other items are also needed, such as air conditioners, projectors, computers, and other furniture that also requires maintenance so that teaching and learning activities continue to run effectively.

The KSDP FIP UM Department has lecture halls spread across 3 campuses, namely Campus 1, Campus 2, and Campus 3. Under these conditions, the process of handling reports of damage to supporting goods takes a very long time if carried out conventionally or manually, so it can hinder the process of learning activities.

The development of information systems in technology has a huge impact on the world of education, where most of the information can be obtained from this technology. An information system is a way to collect and store data in hardware and software on a computer so that we can easily use the data.

The information system is one of the efforts by the KSDP FIP UM Department to be able to centrally monitor reports of damage to the condition of a learning support facility. With the existence of new innovations in the information system, namely the Goods Damage Information System (SIPEKERBA), it is hoped that it can optimize reporting in a systematic and more efficient manner and that further handling can be carried out immediately.

1.1. *Public Service*

Service (service) is an act in which a person or a group offers to another group or person something that is basically intangible and whose production is related or not to the physical product [10]. From this understanding of public services in the context of local government, public services in question can be concluded as providing services or serving the

needs of people, the community, and/or other organizations that have an interest in that organization, in accordance with the basic rules and procedures determined and intended to provide satisfaction to service recipients.

Theoretically, the purpose of public service is basically to satisfy the public [12]. Service is the spearhead of the government's efforts to meet the needs of its people. It is through this service that the public can provide an assessment of the quality of government work. The goal of service management is single, namely service recipient satisfaction [11]. In addition, the unavailability of adequate service facilities will cause work to be slow, a lot of time will be lost, and problem solving will be delayed [11]. So it can be concluded that service quality plays an important role in increasing customer satisfaction [8].

1.2. Information System

The system is a collection of components that form a network that are interconnected to carry out an activity in order to achieve certain goals. Information is defined as data that is processed into a form that is more useful and meaningful to the recipient. The source of information is data. Real data that describes real events and entities Events are events that occur at a certain time. An information system is a system within an organization that functions to process daily transactions, support operations, and provide the necessary information for interested parties. In addition, the information system is a set of interconnected and integrated components that function to process, distribute, and store information to support decisions and control within an organization.

1.3. Goods Damage Complaint Information System (SIPEKERBA)

Reporting is a form of feedback from consumers that contains unique and valuable information so that organizations can pay attention to quality improvement and risk management. That way, complaints or reporting is an important element for the development of an organization. With complaints, organizations can find out what their weaknesses are in providing services to the community. Knowing these weaknesses, the organization is motivated to improve quality. Meanwhile, the handling of reporting is the main problem that must be considered by policymakers. Report handling is an important component in order to increase service user satisfaction and service user support for these service providers [3].

The development of information technology, which is increasing rapidly, is encouraging people to innovate to create something new, to make work easier, and to fulfill their life needs. It also has an impact on the lifestyle and behavior of most people, who want faster information. To get information easily and quickly, many people use an internet connection as a solution. This internet connection allows many web users to browse for information.

When there are frequent reports of damage to equipment in the room because when using goods, it is often not carried out according to the SOP so that the goods can be damaged quickly, it may require relay socialization from the leadership, which has been completed and should be given in accordance with the prerequisites for the ability of a specified item; therefore, it is important to make regular reports. Therefore, by creating a website-based "Complaint Information System (SIPEKERBA)" with a codeigniter framework, it can help every lecturer and student in the learning or lecture process and academic or non-academic activities.

2. RESEARCH METHODS

This research was carried out using a qualitative approach to this type of phenomenological research. Phenomenological research describes the general meaning of a number of individuals various life experiences related to concepts or phenomena [7]. This study aims to reveal two important phenomena based on the elaboration of the main focus. The three objectives include: (1) interpreting the administrative registration service process from what was originally carried out face-to-face (in person), namely that new students must come to campus to register by bringing their physical documents, which are now carried out online; and (2) modeling digitization-based registration services without inviting students to come to campus and carrying out registration without presenting academic operator officers from the faculties, without bringing in finance officers, information and communication technology (ICT) officers, and no building staff.

The procedure for carrying out this type of qualitative research with a phenomenological approach is as follows: (1) Determine the type of problem that is most appropriate for understanding the shared experiences of several individuals on the phenomenon; (2) identify the phenomenon of experience in learning; (3) recognize and determine the broad philosophical assumptions of phenomenology; (4) collect data from individuals who have experienced the phenomenon through in-depth interviews, observations, and documentation studies; (5) conduct data analysis based on data from

research questions and develop various groups of meaning from key statements to various themes; (6) use important statements and themes to write descriptions of what individuals or participants experience [7].

In order for research to be carried out systematically, a research design chart is needed. This design can be seen in the following:

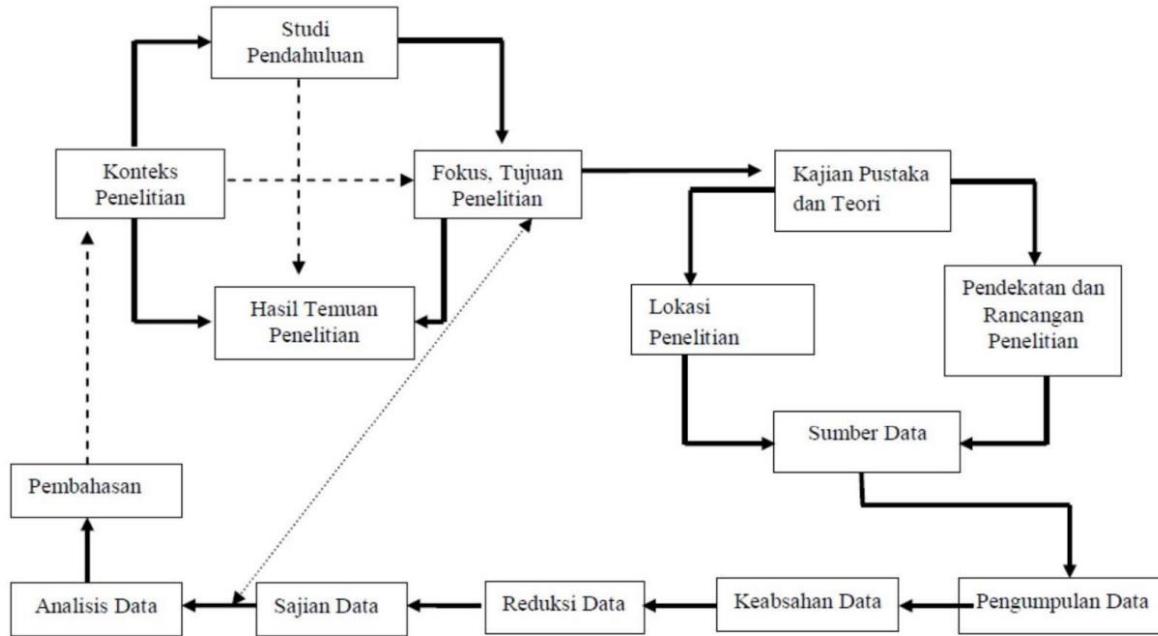


Figure 1 Research design scheme [4]

Explanation :

unbroken line (→); flow of series of steps that take place Dotted line (<-->) crosscheck line of data presentation

Based on the characteristics of qualitative research, where the main requirement is to choose a research location that has uniqueness or uniqueness related to the research theme, the selection of research locations was submitted to the KSDP FIP UM Department, which consists of 3 campuses, namely Central Campus, Campus 2, and Campus 3 Blitar, which have lectures located far apart from each other due to the many students and the lack of technicians on each campus.

In this study, the data sources were determined as informants based on the snowball procedure. The snowball procedure involves the first informant interviewed by the researcher using their social network (the first informant) to refer to other people who have the potential to participate in providing information [6]. The key informants were the Head of Subdivision for General Affairs and BMN and student activists at the State University of Malang.

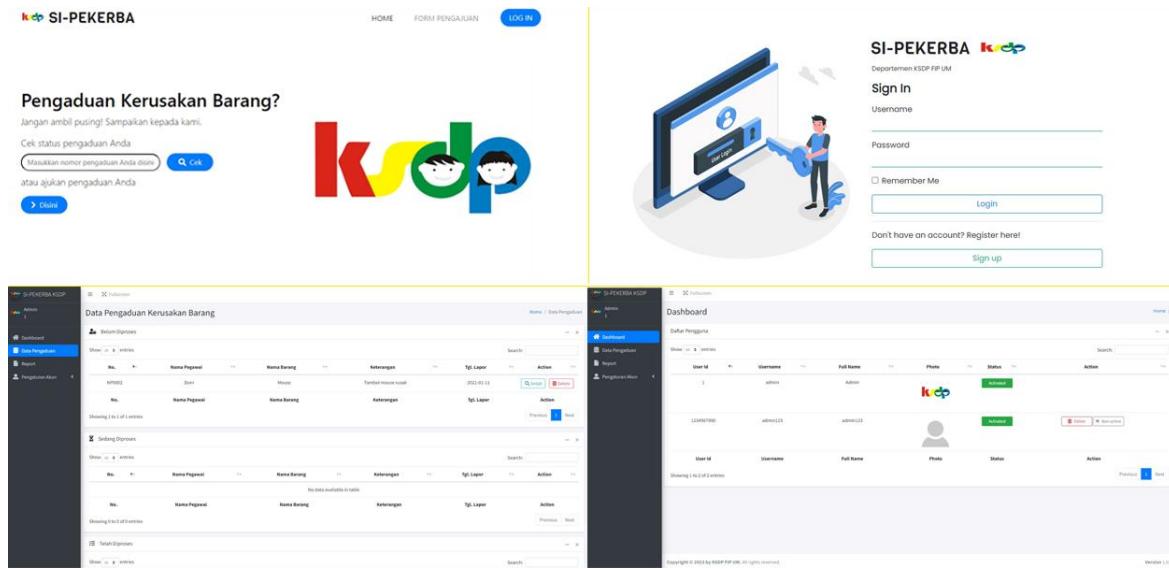
The types of data collected in this study are divided into two categories: primary data and secondary data. Primary data was obtained in the form of spoken words or utterances and the behavior of informants related to the implementation of administrative registration activities for new students relating to time, place, committee, and procedures for executing registration. While secondary data comes from documents, photographs, and objects that can be used as a complement to the primary data,

Data sources consist of observational informants, documents, and libraries. In addition, in this study, the researcher acted as a research instrument with other research members. Data collection techniques used several techniques or methods, namely: in-depth interview techniques with informants, observing participants, and using documentation studies. The collected data will be analyzed with three models: data presentation, data reduction, and drawing conclusions or verification.

Checking the validity of the data in this study used source triangulation and method triangulation. Source triangulation was used with the aim of comparing the results of interviews with different informants between key informants and supporting informants. While method triangulation aims to clarify and check field findings obtained by researchers from interviews, observations, and documentation studies.

3. RESEARCH RESULT

Until now, the development of information systems in the KSDP FIP UM Department has been ongoing in the hope of achieving a reliable information system and strategies for providing information and services to support learning facilities and infrastructure.



The picture above is the result of using the Goods Damage Complaint Information System (SIPEKERBA), whose data has been adapted to existing facilities. In SIPEKERBA, data entry for information on learning facilities can be done at each campus at the same time, so that the data that has been entered can be directly monitored at any time. Thus, further action can be taken immediately so that the learning process continues.

4. CONCLUSION

The existence of innovation in the development of information systems in the KSDP FIP UM Department, called the Goods Damage Complaint Information System (SIPEKERBA), proves that the information system that has been developed is aligned with the needs of the department. This is proven by the delivery of reports on the condition of a learning facility quickly and efficiently so that further action can be taken so that the process of learning activities continues to run in a conducive manner.

REFERENCES

- [1] Ardiana, D. P. Y., Suryawan, I. W. D., & Hartono, E. 2018. Sistem informasi pengelolaan administrasi organisasi kemahasiswaan di stmik stikom indonesia. *J. Teknol. Inf. dan Komput.*, 4(2), 156-165.
- [2] Ardiana, D. P. Y., Suryawan, I. W. D., & Hartono, E. 2018. Sistem informasi pengelolaan administrasi organisasi kemahasiswaan di stmik stikom indonesia. *J. Teknol. Inf. dan Komput.*, 4(2), 156-165.
- [3] Audina, R., Aditya, B. R., & Iskandar, A. R. 2015. Aplikasi Informasi Kegiatan Mahasiswa di Fakultas Ilmu Terapan Universitas Telkom Berbasis Android dan Sms Broadcast. *eProceedings of Applied Science*, 1(3).
- [4] Amin Haris. 2011. Implementasi Program Hubungan Masyarakat dalam Pencitraan Perguruan Tinggi (Studi Multi Kasus pada Tiga Perguruan Tinggi di Kota Wisata Indrayana). *Disertasi Program Pascasarjana Universitas Negeri Malang*.
- [5] Bogdan, Robert, G & Biklen, Sari, Knopp. 1982. *Qualitative Research for Education: An Introduction to Theory and Methods*. Boston: Allyn and Bacon Inc.
- [6] Bungin, Burhan. 2011. *Penelitian Kualitatif*. Jakarta: Praneda Media Group.
- [7] Creswell John W. 2013. *Qualitative Inquiry & Research Design: Choosing Among Five Approaches*. Third Edition. United States of America: SAGE Publication Ltd.

- [8] Hadi, Djajusman. 2020. Aksi Perubahan Layanan Unit Kerja di BAKPIK Universitas Negeri Malang (UM) dari Layanan Konvensional Menuju Digitalisasi. Workshop Layanan Kinerja di BAKPIK UM. Malang : Subbag Registrasi dan Statistik UM.
- [9] Indrayani, K. 2011. Aplikasi Metode Kano dalam Analisis Indikator Kualitas Pelayanan di Rumah Sakit Arifin Ahmad Pekanbaru. Jurnal Sains.
- [10] Kotler, Philip dan Keller, 2007, Manajemen Pemasaran, Jilid I, Edisi Kedua belas, PT. Indeks, Jakarta.
- [11] Moenir, 2006, Manajemen Pelayanan Umum di Indonesia, Jakarta: Bumi Aksara
- [12] Sinambela, Lijan Poltak, dkk. 2010. Reformasi Pelayanan Publik. Jakarta: Bumi Aksara.
- [13] S. W. Mursalim, "Analisis Manajemen Pengaduan Sistem Layanan Aspirasi Pengaduan Online Rakyat (Lapor) di Kota Bandung,"Jurnal Ilmu Administrasi (JIA), vol. 15, pp. 1-17, Juni 2018.