



Strengthening Integrated Services Through Website-Based Applications in Welcoming PTN-BH Universitas Negeri Semarang

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Abstract

In accordance with current technological developments, the development of a service system has led to the use of website-based information technology, where all information in the system can be displayed using Internet media. For Integrated services implemented at the Faculty of Law it is based on Law Number 14 of 2008 concerning Public Information Disclosure, Law Number 25 of 2009 concerning Public Services, and Presidential Regulation Number 97 of 2014 concerning One-Stop Integrated Implementation. That the common thread between the KIP Law and the Public Service Law is an effort to increase public participation and participation in public policies. The poor performance of public services so far is partly due to the lack of transparency in the implementation of public services (Eko Noer Kristiyanto, 2016). This research aims to make it easier for stakeholders to get fast, easy and transparent services, improve the quality and quantity of services, integrate service systems by providing added value to increase benefits, speed up services and facilitate coordination, all series of services can be monitored properly. The method used in this research is descriptive qualitative research. The results of the research on the SI-LAW Service System, Faculty of Law, Semarang State University, were built using the SI-Law Service System using PHP and the MySQL database version 7.4.32 with the codeigniter framework facilitated by the Information and Communication Technology Technical Implementation Unit (UPT ICT) UNNES. In increasing the strengthening of public services through a website-based system, overall respondents rate above 50%, which means that the service has been received and is running well. There is a value that is below 50%, namely the service complaint element which still has the lowest score (44.8%), namely the complaint service element is still considered not fast enough, so it needs to be continuously improved so that the complaint service is in accordance with procedures and is handled quickly.

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INTRODUCTION

Obtaining superior UNNES institutional accreditation (accreditation A), obtaining Public Service Agency (BLU) Financial Management status and UNNES's commitment to prepare for Legal Entity Public Universities (PTN Badan Hukum), have consequences and UNNES's commitment to provide more superior services in all areas of service to users and the community.

With the issuance of Law Number 14 of 2008 concerning Public Information Disclosure, Law Number 25 of 2009 concerning Public Services, and Presidential Regulation Number 97 of 2014 concerning One-Stop Integrated Implementation, it gives UNNES enthusiasm, commitment and obligation to provide excellent service oriented to the needs and satisfaction of service recipients.

In line with UNNES's commitment to providing excellent service, the UNNES Faculty of Law provides an integrated form of service to provide excellent service that is oriented towards the needs and satisfaction of service recipients, some of the tasks have been supported by the use of information technology in terms of information services for users by accessing the [http:// page. /layanan.fh.unnes.ac.id/](http://page.layanan.fh.unnes.ac.id/). The best service is a high respect for users and the community as a form of high responsibility for the trust given to the Faculty of Law, Semarang State University.

Public service

The term service in English is "service" in the U.S. Moenir (2002:26-27) defines "service as an activity carried out by a person or group of people with a certain basis where the level of satisfaction can only be felt by the person serving or being served, depending on the ability of the service provider to meet user expectations."

Service is essentially a series of activities, therefore the service process takes place routinely and continuously, covering all organizational life in society. The intended process is carried out in connection with mutual fulfillment of needs between the recipient and the service provider.

Next A.S. Moenir A (2002: 16) states that the process of fulfilling needs through the direct activities of other people is called service. So it can be said that service is an activity that aims to help prepare or take care of what other people need.

In the Indonesian dictionary (1990), public service is formulated as follows:

- a. Service is about or how to serve.
- b. Service is the convenience provided in connection with the sale and purchase of goods and services.
- c. Medical services are services that a person receives in connection with the prevention, diagnosis and treatment of certain health problems.
- d. Public means many people (general)

The definition of public according to Inu Kencana Syafii'ie, et al (1999:18) namely: "A number of people who have together thoughts, feelings, hopes, attitudes and actions that are right and good based on the values and norms they have". Another meaning comes from the opinion of A.S. Moenir (1995:7) states that: "Public service is an effort made by a group or a person or a bureaucracy to provide assistance to the community in order to achieve a certain goal".

Service is the main activity for people engaged in the service sector, both people who are commercial or non-commercial in nature. However, in practice there is a difference between services performed by commercial persons who are usually managed by private parties and services carried out by non-commercial organizations which are usually the government. Service activities that are commercial in nature carry out activities on the basis of seeking profit, while service activities that are non-commercial in nature are more focused on providing services to the community (public or general services) which are not for profit but oriented towards service.

Website-Based Integrated Services

Broadly speaking, the development of information technology in website-based integrated services at the Faculty of Law, Semarang State University consists of technology infrastructure and software. Technology

infrastructure related to the availability of servers, network devices, cloud computing and firewalls. Software deals with the development, implementation, maintenance and innovation of applications so that they are easy to use and reliable.

To ensure the integrated service runs well, various scenarios and trials will be carried out, including the availability of server backups. Because the process in Integrated Services has more to do with document files, the size of the storage media is the main thing that must be considered. In addition, the speed of access and ease of use of the application is always maintained and improved so that the service process can run properly and smoothly.

From the service side, there are 9 service features that can be used by lecturers, students and alumni. The 9 features include mailing services, comprehensive examination services, thesis examination services, MBKM information services, free library services, online legalization services, helpdesk chat, lecturer and student archive data services, and SOP data services.

A complete blueprint illustration of the application of website-based integrated service information technology is presented in the figure below.

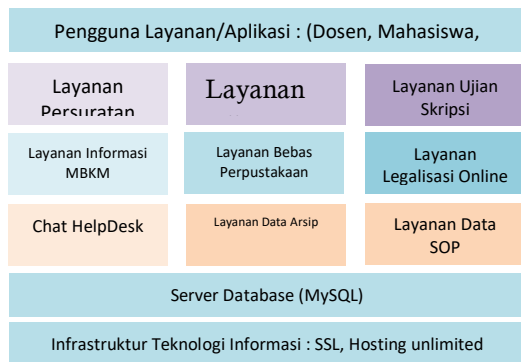


Figure 1. Blueprint for implementing integrated website-based information technology services.

Several previous studies that the researcher can propose as a comparison to this research are:

Journal article from Eko Noer Kristiyanto. Titled the Urgency of Disclosure of Information in the Implementation of Public Service in 2016.

This study aims to explain the correlation and importance of the right to information on the delivery of public services. Since 2008, Indonesia has started a new momentum in the era of openness, related to the passing of Law Number 14 of 2008 concerning Public Information Disclosure (KIP). Disclosure of public information is very important because the public can control every step and policy taken by public agencies, especially the government. The administration of power in a democratic country must be accountable back to the people at any time. Accountability leads to good governance which leads to guarantees of human rights (HAM). Openness of public information is an important part of the delivery of public services as well as a very important and strategic right for citizens to access other rights, because how is it possible to get other rights and services properly if the information obtained about these rights not obtained correctly and correctly. The poor performance of public services so far is partly due to the lack of transparency and participation in the implementation of public services.

Journal Article From Alpino Susanto. Titled Analysis of the Web-Based “Beauty” Online Licensing Service System at the Investment Service and One-Stop Integrated Service (DPMPTSP) Karimun Regency in 2022.

The aim of the study was to find out how the health worker licensing service process system works through the Si Cantik application at DPMPTSP Karimun Regency and what are the advantages and disadvantages of the Si Cantik application. Si Cantik stands for Smart Application Integrated Licensing Services for the Public in the form of a cloud system that can be used by government agencies free of charge. Si Cantik itself is a web-based application that is integrated with online single submission (OSS) for business permits and other services carried out at the One-Stop Investment and Services Agency (DPMPTSP). This research uses a qualitative approach with a case study method. System development method with waterfall Research Results 1) The health worker licensing service process system through the Si Cantik application at DPMPTSP Karimun Regency goes through

several stages, namely: opening the licensing portal page for the DPMPSTP Karimun website, registering the Si Cantik cloud application http://Si_Cantikui.layanan.go.id, fill out the user data form, fill out the user identity form, notification of username, password and login, request for permission in the Si Cantik cloud application, applicant service, applicant data service and submission process. 2) Advantages of the Si Cantik cloud application: easy (user friendly), flexible and dynamic, cloud based & maintenance free, infrastructure and security, Si Cantik application services are provided and managed by the Ministry of Communication and Information, eliminating face-to-face meetings, speeding up and simplifying the licensing process, efficient, transparent and accountable. The weakness of the Si Cantik cloud application is that it depends on internet connection, data is prone to loss, lack of user understanding, bad backup system.

METHOD

This study uses qualitative research, qualitative methods as a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior (Lexy J Moleong, 2002). The research approach is descriptive, the researcher will later describe the problem solving being investigated, by describing or describing the current state of the research object, based on the facts that appear or as they are (Hadari Nawawi, H. Murni Martini, 1996). In accordance with this research which has the aim of describing how integrated services are implemented to serve lecturers, students and alumni, starting from adding features and how to use them.

Data Collection Techniques, to obtain valid or justifiable data, in this study the researchers used a questionnaire or questionnaire method. Raise is a set of statements or questions written on sheets of paper or the like and submitted to research respondents to be filled in by them without intervention from the author or other parties (Sudarwan Danim, 2000). This method is used to obtain information from

respondents in terms of available service facilities, service usage, speed and ease of service.

RESULTS AND DISCUSSIONS

Creation of a Website-Based Integrated Service System

Overview of the Integrated Service System

The SI-LAW Service System of the Faculty of Law, Semarang State University, is a website-based service information system created for the management of comprehensive exam registration, thesis supervisor suggestions, thesis exam registration, free libraries, archives of supervising decrees and exam assignment letters for lecturers, services correspondence, MBKM information services, online legalization services, flow/SOP services and WhatsApp helpdesk chat at the Faculty of Law UNNES.

This system aims to provide convenience, effectiveness and speed in managing registration because it is managed in one website-based information system in one service door. To use this service, Lecturer, Student and Faculty Operator users can visit directly via the page with the url address <https://si-law.fh.unnes.ac.id/>.

Analysis of System Requirements

The specifications of the SI-LAW Service System at the Faculty of Law, Semarang State University consist of 10 services which include, Mailing Services, Comprehensive Examination Services, Thesis/Trial Examination Services, MBKM Information Services, Library Free Services, Online Legalization Services, Sop/Flow Data Services, Lecturer and Tendik Archive Data Services, WhatsApp helpdesk chat and aspiration & complaint services.

The system was created using the codeigniter framework in designing the system and MySQL as the database.

CodeIgniter Framework

According to Basuki (2014: 12) Framework is a package containing functions commonly used in making applications. Some examples of standard functions that are common in a framework, for example: email, paging, calendar, date, language, file upload, session,

form validation, table, image manipulation, text, string, captcha, encryption, protection against XSS, security and others other. These functions can be used immediately by calling them in the program, of course how to call them depends on the framework used. So, programmers don't need to make these functions again from scratch. The method used by the CodeIgniter Framework is called Model - View-Controller or MVC for short. MVC separates programming logic from presentation. This can be seen from the minimization of presentation scripts (HTML, CSS, JavaScript, and so on) which are separated from PHP. (Hypertext Preprocessor) scripts. Inside the CodeIgniter folder, we can find MVC in the application folder. CodeIgniter is also one of the preferred frameworks that allows developers to create a web application with RAD (Rapid Application Development) character, which allows it to be used and developed into other, more complex applications. CodeIgniter consists of library files, classes, and runtime infrastructure inspired by the Ruby on Rails Framework.

MySQL

MySQL is a database server program that is capable of receiving and sending data very quickly, multi-user and using basic SQL (Structured Query Language) commands. MySQL is a free database server, meaning that we are free to use this database for personal or business purposes without having to buy or pay for a license. MySQL was first pioneered by a database programmer named Michael Wildenius. Apart from being a database server, MySQL is also a program that can access a MySQL database which is positioned as a server, which means that our program is positioned as a client. So MySQL is a database that can be used as a client or server.

Excess MySQL Database MySQL has several advantages compared to other databases, including:

1. MySQL is a Database Management System (DBMS).
2. MySQL as a Relation Database Management System (DBMS) or known as a Relational Database.
3. MySQL is a free database server, meaning that we are free to use this database for personal or business purposes without having to buy or pay for a license.
4. MySQL is a database client.
5. MySQL is able to receive queries that are stacked in one request or Multi Threading.
6. MySQL is a database capable of storing very large capacity data up to GigaByte in size though.
7. MySQL is supported by the ODBC driver, meaning that the MySQL database can be accessed using any application including visuals such as Visual Basic and Delphi.
8. MySQL is a database using password encryption, so this database is quite safe because it has a password to access it.
9. MySQL is a multi-user Database Server, meaning that this database is not only used by one person but can be used by many users.
10. MySQL supports fields that are used as primary keys and unique keys.
11. MySQL has speed in creating tables and updating tables.

The SI-Law Service System uses PHP and mysql database version 7.4.32 which is facilitated by the Information and Communication Technology Technical Implementation Unit (UPT TIK) Semarang State University through submission of Webhosting & Subdomain requests.

Use of the SI-Law Service System, Faculty of Law, Semarang State University.

To use this service, Lecturer, Student and Faculty Operator users can visit directly via the url <https://si-law.fh.unnes.ac.id/>. The system homepage display is as follows:

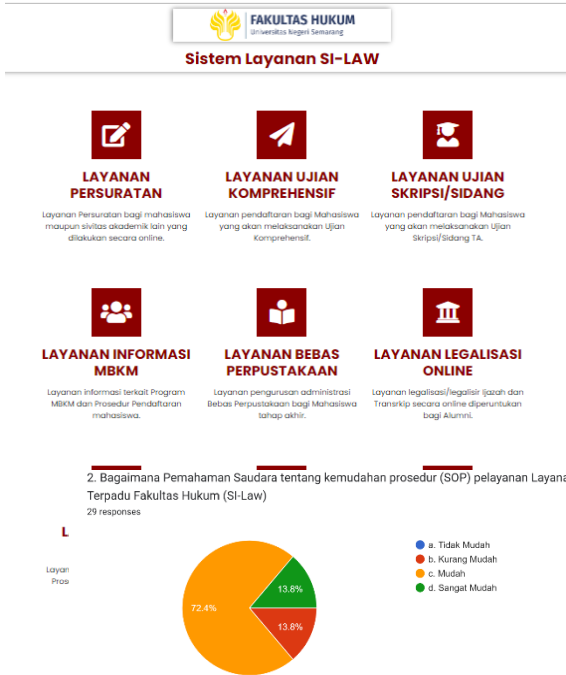


Figure 2. Display of the SI-LAW Home / Veranda

Strengthening Integrated Services through Website-Based Applications in Welcoming PTN-BH UNNES

The poor performance of public services so far is partly due to the lack of transparency in implementing public services. Therefore, public services must be carried out transparently by each government agency service unit because the quality of the performance of the public service bureaucracy has broad implications in achieving people's welfare.

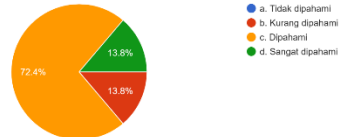
Semarang State University (UNNES) is a work unit within the Ministry of Education, Culture, Research and Technology which part or all of its duties and functions carry out Public Service activities. Starting from the main main task of implementing the tridharma of higher education to the administration of administrative services provided to all users and the community.

Obtaining superior UNNES institutional accreditation (accreditation A), obtaining Public Service Agency (BLU) Financial Management status and UNNES's commitment to prepare for Legal Entity Public Universities (PTN Badan Hukum), have consequences and UNNES's

commitment to provide more superior services in all areas of service to users and the community.

In line with the university's goals, the Law Faculty of Semarang State University in developing services also refers to the openness of public services. The results of the respondents show the following data:

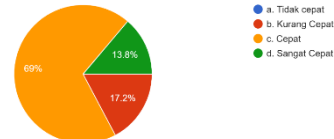
1. Apakah Saudara dapat memahami persyaratan pelayanan yang tersedia di Layanan Terpadu Fakultas Hukum (SI-Law)
29 responses



Respondents' results in understanding the service requirements available at the Faculty of Law Integrated Service (SI-Law) have 72.4% being understood by service users.

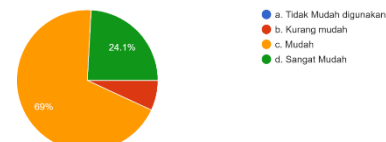
The results of respondents regarding the ease of procedure (SOP) of the Faculty of Law Integrated Service (SI-Law) service chose 72.4% to be easy to use by service users.

3. Bagaimana Pendapat Saudara tentang kecepatan waktu penyelesaian dalam memberikan pelayanan
29 responses



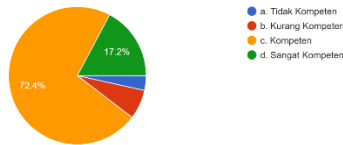
The results of the service item respondents used by the user have met the accuracy of the quality of service promised, respondents chose 75.9% to answer the response to fulfill service quality.

5. Bagaimana pendapat Saudara tentang tampilan website layanan dan navigasi yang ada di system layanan (SI-LAW).
29 responses



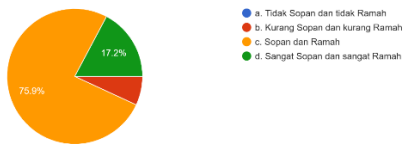
Respondents' results regarding the appearance of the service website and navigation in the service system (Si-Law), respondents chose 69% to answer that the response was easy to use.

6. Bagaimana Pendapat Saudara tentang kompetensi/kemampuan petugas dalam pelayanan
29 responses



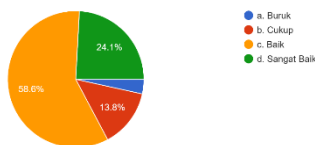
Respondents' results regarding the competence/ability of officers in service, respondents chose 72.4% to answer the response of competent service officers.

7. Bagaimana Pendapat Saudara perilaku petugas dalam pelayanan terkait kesopanan dan keramahan
29 responses



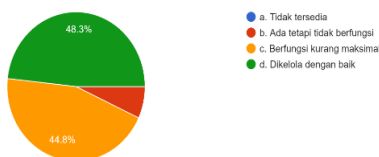
Respondents' results regarding the behavior of officers in services related to politeness and friendliness of respondents chose 75.9% to answer polite and friendly responses.

8. Bagaimana Pendapat Saudara tentang kualitas sarana dan prasarana
29 responses



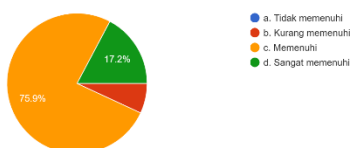
Respondents' results regarding the quality of facilities and infrastructure respondents chose 58.6% answered the response was good

9. Bagaimana pendapat Saudara tentang fasilitas penanganan pengaduan pengguna layanan
29 responses



Respondents' results regarding complaint handling facilities for service users, respondents chose 44.8% to answer that the response function was not optimal.

4. Apakah layanan yang digunakan pengguna telah memenuhi ketepatan mutu pelayanan yang dijanjikan
29 responses



The results of respondents regarding the speed of turnaround time in providing services chose 69% to answer fast service responses.

In increasing the strengthening of public services through a website-based system, overall respondents rate above 50%, which means that the service has been received and is running well. There is a value that is below 50%, namely the service complaint element which still has the lowest score (44.8%), namely the complaint service element is still considered not fast enough, so it will continue to be improved so that the complaint service is in accordance with procedures and is handled quickly.

In addition, the facilities and infrastructure that are already good will continue to be improved by continuing to update the facilities and infrastructure needed to support the timely completion of publication. And the handling of complaints will continue to be improved for the convenience, security and smooth running of service users who apply for services.

CONCLUSION

Based on the results of the research and discussion that has been described regarding Strengthening Integrated Services through Website-Based Applications in Welcoming PTN-BH UNNES, the researcher can conclude that:

The SI-LAW Service System, Faculty of Law, Semarang State University, was built using the SI-Law Service System using PHP and MySQL database version 7.4.32 with the codeigniter framework facilitated by the Information and Communication Technology Technical Implementation Unit (UPT ICT) UNNES.

A website-based service information system created to manage comprehensive exam registration, thesis supervisor suggestions, thesis exam registration, free libraries, archives of supervisor decrees and exam assignment letters for lecturers, mailing services, MBKM information services, online legalization services, services flow/SOP and whatsapp helpdesk chat at the UNNES Faculty of Law.

In increasing the strengthening of public services through a website-based system, overall respondents rate above 50%, which means that the service has been received and is running well. There is a value that is below 50%, namely the service complaint element which still has the lowest score (44.8%), namely the complaint service element is still considered not fast enough, so it needs to be continuously improved so that the complaint service is in accordance with procedures and is handled quickly.

ACKNOWLEDGEMENT

Suggestions that researchers can convey related to research results are as follows:

The system needs continuous maintenance so that the website doesn't go down if there is a flood of traffic.

Complaint handling continues to be improved for the convenience, safety and smooth running of service users who apply for permits; and Facilities and infrastructure are updated continuously so that services are completed in a timely manner.

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