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Optimization of Cooperation Management Information System Against Public Information Service Effectiveness at Universitas Negeri Semarang

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Abstract

Based on Observation , The Cooperation Management Information System (SIM KS) was initially developed due to the need for data and information related to work unit activities at UNNES with external partners who have implemented agreements documented in formal legal documents of cooperation. SIM KS was developed to facilitate work units in digitally reporting and documenting cooperation documents that have been implemented with partner external . Information systems are used as data processors that can present structured data as an effort to provide information to the public, both internally and externally. Destination study this for analyze SIM KS optimization is limited effectiveness service information public . Study this is research using _ method combination Among quantitative and qualitative with object study is SIM KS and data collection techniques are carried out with observation to the system, deployment questionnaire and interview with system users . Data analysis techniques with use the TAM (Technology Acceptance Model) method. Research results this show that SIM KS optimization already enough effective in gift service information public in accordance with TAM constructs , namely perception convenience use , perception usability , attitude use technology , intention behavior for use as well as use technology actually . Effort necessary optimization _ upgraded is for give access to user external.

INTRODUCTION

In this era of globalization, information is a very important priority requirement in everyday life. Information can be interpreted as a collection of data or facts that are processed in a certain way that is needed in making decisions so that errors do not occur. Information data processing can be done by utilizing information systems so as to produce accurate and accountable information.

Semarang State University (UNNES) is one of the public bodies that directly provide services to the community and has utilized information systems as a source of data processing information needed by the community. As mandated in Government Instruction number 3 of 2003 that the development of e-government is an effort to develop electronic-based government administration in order to improve the quality of public services effectively and efficiently.(Andres et al., 2021).

The fulfillment of the rights of others (the community) is the goal of the public service function that must be continuously improved, both in terms of quantity and quality. In terms of quantity, it can be seen how many people can be served their information needs, while in terms of quality it can be seen through reduced errors in service, speed in service and accuracy in service so that people feel satisfied. As one means to facilitate service in this era of globalization is to utilize technology, especially information systems that will assist officers in carrying out their work by reducing their limitations.(Andres et al., 2021).

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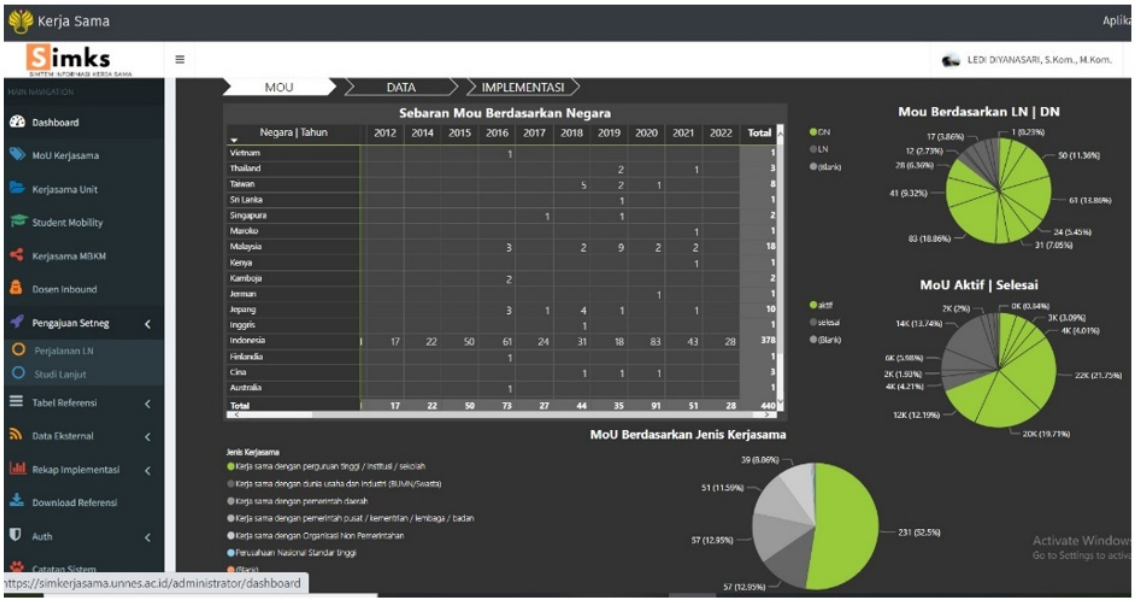
Based on observation , the Cooperation Management Information System (SIM KS) was initially developed due to the need for data and information related to work unit activities at UNNES with external partners who have implemented agreements documented in a formal legal document of cooperation in the form of a Memorandum of Understanding (MoU) in university level and the Memorandum of Agreement (MoA) document, Implementation of Arrangement (IA) at the work unit level. SIM KS was developed to facilitate work units in digitally reporting and documenting cooperation documents that have been implemented. Information systems are used as data processors that can present structured data as an effort to provide information to the public, both internally and externally. The resulting data and information are as presented in Figure 1.

Figura 1. UNNES Cooperation Document Data Dashboard



SIM KS Development is to accommodate the need for information on the performance of cooperation carried out by work units within the UNNES environment. Information on cooperation data is one of the most important resources in formulating a strategy for achieving UNNES reputation with external partners as well as a source of planning development programs, especially in order to support the policy of the Merdeka Learning Campus Merdeka (MBKM) program which fully requires external partners in its implementation.

More continued , UNNES received mandate from holder interest for Becomes college tall bodily law (PTNBH) which up to month February 2022, the process of becoming PTNBH has been reach Step end discussion design Regulation President . Hence , for produce a supportive SI achievement the vision and mission of UNNES as PTNBH later , then needed planning and development SI architecture with systematic , structured , measurable method _ at a time support UNNES IKU recording .

Destination from study this is for analyze optimization system information management work the same (SIM KS) against effectiveness service information public at Semarang State University as well as give input strategic in development of the appropriate SIM KS with needs from user especially in presentation service more information _ effective

RESEARCH METHODS

The research method used is sequential mixed-method , namely: 1) Quantitative method by conducting a survey to identify SIMKS utilization to system users; 2) qualitative to obtain an overview of the performance of SIM cooperation in providing public information services properly. Data collection using the system observation method and interviews with system users.

By systematic, explanation stages study presented in Figure 2 .

Figure 2 . Stages Study

The stages of research that will be carried out by researchers are as follows:

In the preliminary stage, the researcher observes the problems raised in the research and studies literature related to literacy related to the research theme.

At the data collection stage using method deployment questionnaire/survey and Interview with a number of frequent leader _ using a SIM KS as a source of information data . Questionnaire distributed to SIM KS users, using this method is expected to get an overview of the user's assessment of the currently running SIM KS.

Instruments made _ for distributed questionnaire _ to good SIM KS user from element lecturer , student nor power education at UNNES. Calculation results questionnaire use scale likert for measure attitudes , opinions and perceptions of people about something object certain . Whereas for add information the use of SIM KS by leaders at UNNES, researchers also distributed interview instruments . With method Interview this expected could obtain data that can strengthen results distributed questionnaire _ to user general SIM KS.

At the data analysis stage, the researcher used technical qualitative data analysis. The purpose of this qualitative research is to understand the condition of a context by leading to a detailed and in-depth description of the portrait of conditions in a natural context (natural setting), about what actually happened according to what was in the field of study (Gunawan, 2013).

The results of data collection will be analyzed use the TAM (Technology Acceptance Model) method . According to H. Jogiyanto (2007) in the research (Mayjeksen & Pibriana, 2020)of TAM constructs, they are as follows: Perceived Ease of Use It is a level of belief that someone about using a technology will be free from effort; Perceived usefulness is a person's level of belief about the use of a technology to improve work performance; Attitude Towards Using Technology It is a person's feeling when they have to perform the behavior to be determined; Behavioral Intention to Use It is a desire to perform a certain behavior. A person will perform a behavior if he has the desire or intention to do it; Actual Technology Use Behavior is an action taken by a person. In the context of the use of information technology systems, behavior is the actual use of technology.

With analysis use this TAM method expected could get analysis performance to use of SIM KS with factors convenience , trust , usability , quality information as well as satisfaction user . So that could is known how optimal is the use of SIM KS by users in Thing this ada lecturers , students and staff education that has interest to data and information services in the field of work same.

From the results of the analysis that will generated from study this , then will be one _ input strategic in development of SIM KS to make it more effective in give data and information services to public as well as increase trust user for utilise application this.

RESULT AND DISCUSSION

Study this take object Research in the Work Department with the State University of Semarang which developed System Information Management Cooperation (SIM KS). SIM KS already developed since 2018 onwards experience development in accordance with data and information needs in the field of work same . Especially for storage document work The same is carried out in the work unit within the State University of Semarang. Based on results deployment a questionnaire filled out by SIM KS users to test the validity with calculate the average score given by 100 respondents as presented in table 1.

Table 1. TAM analysis based on results recap answer respondent

TAM	Questions	AVERAGE	CATEGORY
1. Perceived ease of use	1	85	Tall
	2	82.6	Tall
2. Attitude Towards Using Technology	3	84.2	Tall
	4	82.8	Tall
	5	79.2	Tall
3. Perceived Usefulness	6	82.4	Tall
	7	82.6	Tall
	8	81.6	Tall
	9	83	Tall
	10	81.8	Tall
	11	82.6	Tall
4. Actual Technology Use	12	82	Tall
	13	80.6	Tall
	14	81.2	Tall
	15	82	Tall
	16	82.4	Tall
5. Behavioral Intention To Use	17	83.4	Tall
	18	80.4	Tall
	19	81.2	Tall
	20	82	Tall
		82.15	Tall

Based on results the table above , it is known that the average respondent give evaluation "Tall" against :

Question used _ for evaluate perception convenience user found in numbers 1 and 2 . average from scale likert get High value . Almost part big user feel easy for access the SIM KS. Only 5 respondents experienced _ difficulty moment accessor system .

As also emphasized by _ results Interview with representative leaders and operators of SIM KS users that very user with easy access every menu that has been served . Tools used familiar enough that make it easy user in operate SIM KS.

Evaluation to attitude use technology found in numbers 3 – 5. The results of the survey to respondents Most _ state that the SIM KS has been present information data in the field of work same and easy moment respond data input .

Evaluation to use of SIM KS as a sources of data and information in the field of work same found in numbers 6-11 . _ Perception respondent to use of SIM KS as a means data and information presenter digitally enough _ good . In Thing this could seen SIM KS performance brainware already enough good because the data and information on the SIM KS can be be one input in taking decision leaders in work units within UNNES .

Evaluation respondent to use technology actually found in numbers 12 – 16. At point this is also an assessment to software used for SIM KS already in accordance with need for data and information presented to public .

Respondent assessing SIM KS workflow is sufficient systematic and can presenting data and information by accurate and real time so that could used as ingredient consideration by the leadership in the work unit . SIM KS is one of the information data source work the same can trusted .

Respondent in perception intention behavior for using a SIM KS is enough tall as survey results on numbers 17 – 20. Most respondents state agree that they satisfied using a SIM KS in presentation of information data work same .

The effect of having a SIM KS as a means of documenting cooperation documents that have been carried out by work units within UNNES

"SIM KS is one of the parameters used " in gauge performance work the same in the work unit . With the existence of this SIM KS document work same in work unit could stored with nice and easy accessed when only " (Informant 3).

"SIM KS as means data collection document work the same is very helpful for the work unit in documenting work data same good national nor international . SIM KS makes it easy in the process of delivery document so that no more manuals will be eat time long time processing " (Informant 1).

" Necessity " changed display data and information so that more eye catching" (Informant 2).

" Instruction each menu more made easy so that make it easy user in data and information search " (Informant 1).

The influence of digital documentation for cooperation documents with strategies for achieving performance indicators .

"There is a notification when there is documents work the same as before active timeout _ until facilitate the study program for update documents work same " (Informant 3).

What information should be displayed as monitoring and evaluation material in the work unit

" Access special for work unit leaders so that they can access the data and information used as one _ taking policies in the work unit " (Informant 3).

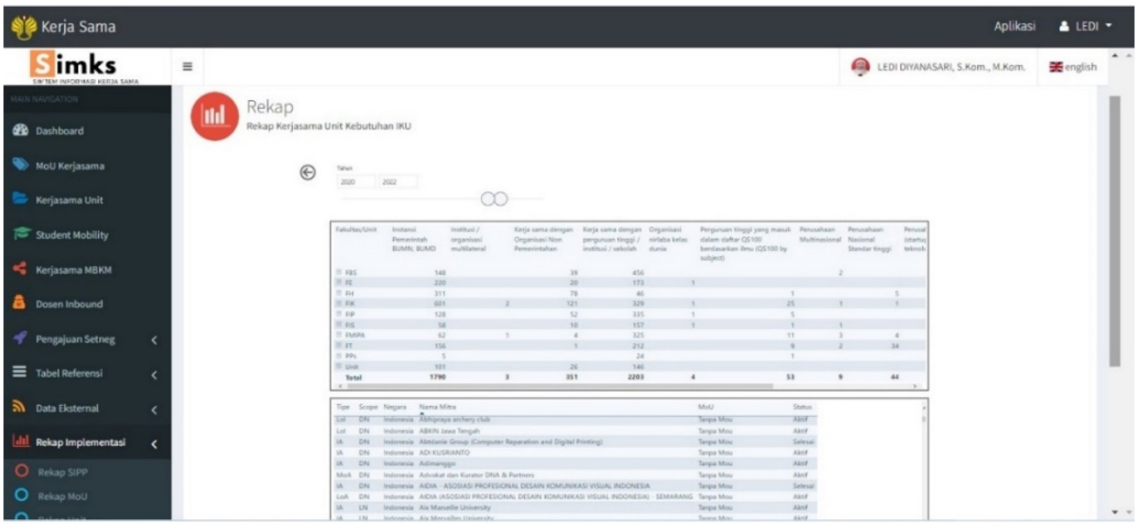
Based on results above analysis _ could concluded that the SIM KS performance already could operated with ok. SIM KS already could used with good by user as data storage and sources information . The data and information generated by SIM KS have been could trusted and accountable its legitimacy because existence access special for operators who upload performance data work the same in each work unit.

As function system information management as a the system that processes the data used for give right information _ use , SIM KS has been operate function as data processing and generating information that can used by party related and can utilized as one of the supporting data taker decision from management / leadership in activity work same with partner external . The information presented on the SIM KS has been apply principle transparency because the data uploaded by the work unit operator by intact could served as information that can accountable accuracy and precision . With current smooth information on SIM KS, then the service process society to data information in the field of work same could served with fast , short and efficient time and more effective (Kurniadi, 2017).

Work data same already _ uploaded by the operator in the work unit , processed Becomes ingredient information used _ in rating performance work the same at the UNNES level . Information presented on the recap menu work same

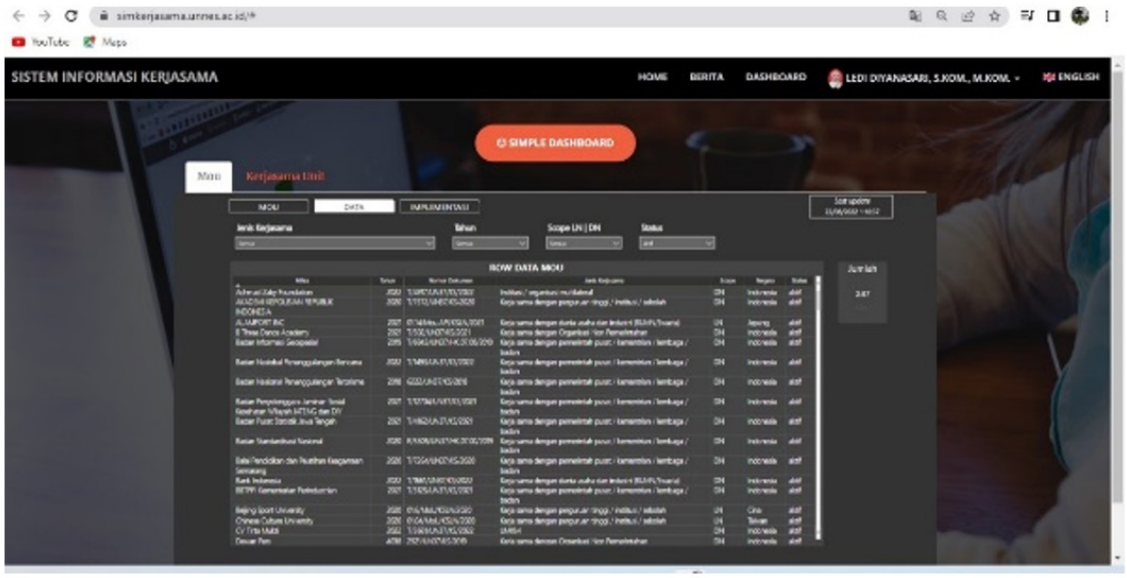
IKU give description achievements work unit performance in accordance with indicator performance work the same as determined by the Ministry of Education and Culture as achieve IKU 6. The display of information data for IKU 6 is as follows: listed in Figure 2

Figure 2. Recap information achievements 6 IKU performance



Effort SIM KS optimization in skeleton service information for more public _ effective is with give access by general for data and information document work same . Communities in need information related work same as UNNES with party external could accessed through the dashboard as listed in Figure 3.

Figure 3. UNNES Cooperation Information Dashboard



CONCLUSION

Based on results data analysis already conducted with using the TAM model ((Technology Acceptance Model) for analyze performance optimization of existing SIM KS developed by the Work Section Same for effectiveness service information public , can concluded that :

Perception convenience users (Perceived Ease Of Use) on SIM KS have the average value is " high " so that could interpreted that very easy user in operate SIM KS ;

Attitude use technology (Attitude Towards Using Technology) is a evaluation to attitude use technology , results from the survey to respondent part big state that the SIM KS has been present information data in the field of work same and easy moment respond data input ;

Perception Usefulness (Perceived Usefulness) Perception respondent to use of SIM KS as a means data and information presenter digitally enough _ good . In Thing this could seen SIM KS performance brainware already enough good because the data and information on the SIM KS can be be one _ input in taking decision leaders in work units within UNNES ;

Use technology actually (Actual Technology Use) at points this is also an assessment to software used _ for SIM KS already in accordance with need for data and information presented to public ;

Intention behavior for using (Behavioral Intention To Use), the majority of respondents state agree that they satisfied using a SIM KS in presentation of information data work same ;

Effort optimization of SIM KS against effectiveness service information public is with presenting data information work same to public through a special dashboard that can accessed directly by the community ;

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