THE IMPACT OF THE DASHBOARD APPLICATION ON THE ADMINISTRATIVE EFFECTIVENESS OF STUDY GROUP ADMINISTRATORS AND SERVICE CENTERS AT UNIVERSITAS TERBUKA

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Abstract

Universitas Terbuka (UT) of Indonesia is a pioneer of distant State University that providing learning distant service in Indonesia and bearing both learning and administrative up through Learning Group (POKJAR) and Central Service of Universitas Terbuka (SALUT) including student and subject registration, lecturing and exam assists, and the obstacles faced by student during study. The administrators of POKJAR and SALUT are UT partners of providing services and helps for local students to suceed their study. As compensated, UT hands incentive to POKJAR administrators as listed of the works based on regulations. Whereas, SALUT obtains addition fee charged from students. In fact, incroguity existed between report and written regulation about POKJAR and SALUT such as messy administration related to students numbers data and unabling proof events held report yet still demanding their right furthermore need a solution to settle these administration cases. Thus, this study aims to create administration app to strengthen report and administration in order to minimize errors in managing students and to see the effect of this app effectiveness on adminsitrations. The result shows that this app help them in monitoring; POKJAR and SALUT database in stated of new students, upper students, student's payment progress, active students, events report , financial report and controlling tutorial of a district.

Keywords: Effect, Dashboard app, Effectiveness, Adminsitration, Learning group (POKJAR), and Central services (SALUT)

1 BACKGROUND

Universitas Terbuka (UT) as a State University that is a pioneer of Distance Education (PJJ) in Indonesia. UT is the best choice for all groups, especially for busy workers who want to continue their education (Mikaresti et al., 2021). In supporting PJJ, at first the Universitas Terbuka provided study groups (*Pokjar*) in various regions in Indonesia to support learning activities and student administration. However, in the course of time, the need for management partners who provide infrastructure facilities is felt to be established in areas that have limited

learning facilities that can be accessed by students. To meet these needs, the Universitas Terbuka Service Center (SALUT) was established. SALUT is an independent unit established by the community, functioning as a liaison/access to academic and non-academic services as well as other Universitas Terbuka activities, to cut the distance between students and other stakeholders in accessing services UT (Universitas Terbuka, 2022).

In each of their operations, these two student management organizations carry out student management based on a contract that has been agreed with UT Bengkulu. In general, both have almost the same management pattern, namely as an extension of UT Bengkulu in each Regency/City aiming to bring closer and facilitate access to higher education services to students, prospective students or the community related to UT information, registration, acquisition of teaching materials, learning and other activities. However, when viewed in terms of function, Salut and Pokjar have differences. Salut is supported by tutorial room facilities, computer equipment, high-speed internet networks, and Information Technology instructors who are available as both admission services, study assistance, and exams (Universitas Terbuka , 2022). Meanwhile, Pokjar is a group of UT students who build commitment and mutual agreement to help each other and support each other for the smooth and successful study at UT with or without other party facilities. SALUT is an independent unit established and managed by individuals, community groups, foundations, or other institutions, which first submits a proposal for the establishment of SALUT to be further verified as the basis for granting its operating license in accordance with applicable regulations. Meanwhile, the Regional UT Working Group was formed by the Regional UT to help provide services to a group of students and was coordinated by one Pokjar Management. The management of the Regional UT Working Group is an individual who plays a role in assisting student study group activities based on the provisions that have been set by UT. The Pokjar management is appointed and determined by the Director of the Regional UT on a contract basis.

UT provides a variety of learning resources, such as printed teaching materials, online teaching materials, as well as non-printed teaching materials, which are designed for independent learning. The student learning process is facilitated with various types of assistance, such as webinar tutorials (Tuweb), online tutorials (Tuton), and TMK (Course Assignments) (Mikaresti et al., 2021). Academic administration services such as registration, tuition payment, printing of exam participant cards, and final semester exams (UAS) are also provided online. UT students need coordinated services to facilitate learning activities in groups. For this purpose,

the study group management (Pokjar) will provide administrative services and information about UT to students.

The Pokjar/Salut Management is an important partner for UT Regional because the main tasks of the Management are: Maintaining a positive image of UT; Study the UT education implementation system and other provisions related to student learning services; Providing information about the potential of prospective UT students in their respective work areas; Assisting in socialization and promotion of UT educational programs; Assisting prospective students in carrying out the registration process; Assisting UT Regions in providing student learning assistance services; Helping UT Regions disseminate relevant information to students; Building positive communication, interaction, and cooperation with UT Region, students, tutors, supervisors, and other administrators in the implementation of learning assistance services; Helping to coordinate student participation in the implementation of student activities, EKBM (Student Learning Skills Education), UPI (Diploma Ceremony), and other UT activities; Help prepare students to take exams; and Making reports on the Pokjar Management per semester to the Regional UT (Universitas Terbuka , 2018; Rahmaddian et al., 2019).

Pokjar and SALUT as an extension of UT and UT certainly also need to understand the operational standards that exist at UT so that all activities in the region can run well and be structured. Pokjar/Salut also needs to provide the best service so that the UT students who are managed feel happy and satisfied studying at UT. It is also expected to be a good information and motivation for prospective students to be able to join UT. For the working group, the more students who register and are managed by the administrators, the greater the honorarium received by the administrators. For salut, the more students who join and are managed, the greater the salut income received from students.

UT Bengkulu has 12 pokjars spread across 11 regions, namely, Bengkulu City, Central Bengkulu, Argamakmur, Seluma, Kepahyang, Lebong, Curup, Manna, Ketahun, Ipuh, Mukomuko, Kaur. In each pokjar there are 2 managements, namely the management of the Pendas pokjar (Basic Education and Non Pendas (Non Basic Education) (Kristanti, 2018). Based on the results of field observations by UT Bengkulu, there are often disputes over student calculations managed between the Pokjar administrators and UT Bengkulu. In addition, it was found that the administrative reporting of the working group was not in accordance with what

happened in the field. Meanwhile, until the end of 2023, UT Bengkulu has succeeded in establishing 5 UT Service Centers in 4 regions; Mukomuko, Curup, Argamakmur and Kaur.

Based on the description above, it is important to have a tool (Dashboard Application) that supports administrative and reporting processes so as to minimize errors during the management of pokjar. In addition, it is necessary to conduct a study on the administrative effectiveness of study group administrators and service centers in improving services at UT Bengkulu, in addition to that and analyze the impact of the application on the administrative effectiveness of study group administrators at the Universitas Terbuka.

2   METHODOLOGY

This research was carried out in all areas of UT Bengkulu Region purposively or intentionally, because UT Bengkulu Region is an institution where researchers work as lecturers and tutors so that it can more easily obtain research data and can minimize costs.

The method of determining respondents used is the census method where all popolations are used as respondents (Sugiono, 2015). The respondents in this study were 24 pokjar administrators and 10 salut administrators spread across each district in Bengkulu Province and 2 UT Bengkulu staff who are responsible for Pokjar/Salut.

Tabel 1. Population of UT Bengkulu Pokjar/Salut administrators

NO	Wilayah	Pokjar	Salut	Total Management
1	Bengkulu Selatan	2		2
2	Muko Muko	2	2	4
3	Seluma	2		2
4	Kaur	2	2	4
5	Kepahyang	2		2
6	Lebong	2		2
7	Rejanglebong	2	2	4
8	Ketahun	2		2
9	Bengkulu Utara	2	4	6
10	Ipuh	2		2
11	Bengkulu Tengah	2		2
12	Kota Bengkulu	2		2
13	Staff UT Bengkulu	2		2
	TOTAL	26	10	36

2.1   Data Collection Methods

The data collected in this study includes primary data and secondary data. Primary data was obtained through surveys, information was collected from respondents using questionnaires or questionnaires that had been prepared in this study. Meanwhile, the secondary data needed is obtained from institutions or agencies related to this research such as SRS, UT Bengkulu Dashboard Application and relevant literature such as books, internet research journals and reports related to this research.

## 2.2   Data Analysis Methods

The research method used in this study is the R&D (Research and Development) method. Research and development methods are research methods used to produce certain products, and test the effectiveness of those products (Hanafi, 2017). According to Putra (2012), Research and Development (R&D) is a research method used to produce a specific product, and test the effectiveness of that product.

3   FINDINGS AND DISCUSSION

The application called UT Bengkulu Dashboard has the following specifications; Web-Based Pokjar/Salut Application, Internet Access Network, PHP Programming Language, Codeigniter 4 Framework, MySQL Database and Connected to 4G SRS Database. This application has been tested and used in the administrative management of pokjar which greatly helps the administrative system of pokjar/Salut to be more structured and efficient.

3.1   Benefits of SALUT App Features

The Dashboard application is used by the Pokjar, Salut and UT managers. The use by pokjar/salut users can be illustrated from the flowchart as follows;
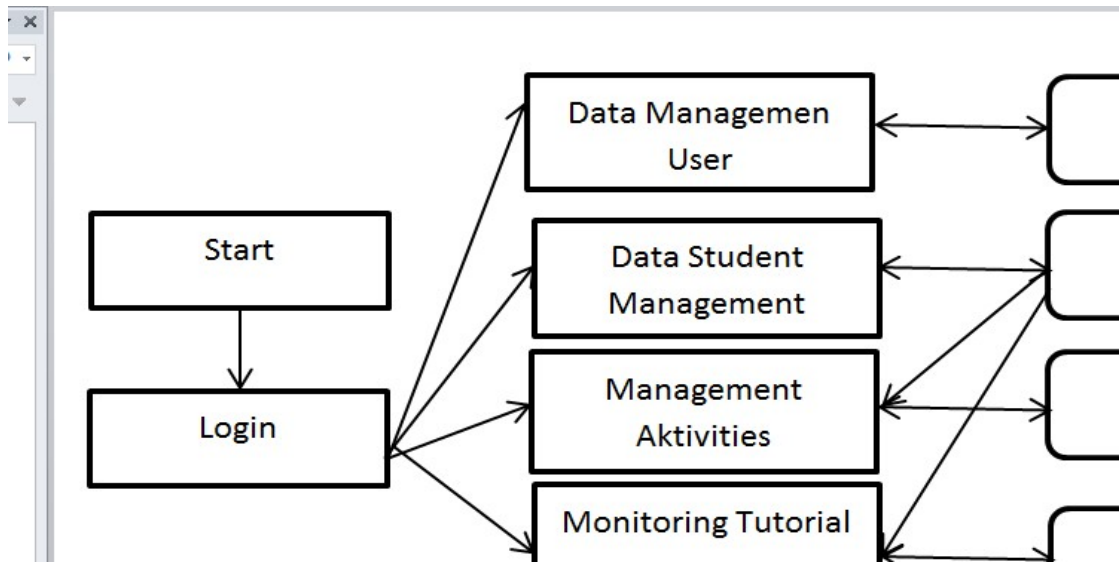
Gambar 1. Flowchart Application Dashboard

As stated in the flowchart above, this application is an administrative forum for the management of study groups (Pokjar) and service centers (SALUT) at the Universitas Terbuka. Here are the benefits of each of the features mentioned:

a. Updated application database:

Benefits: The constantly updated database ensures that the data of the Pokjar/Salut management and other related information is always accurate. This helps in avoiding errors that may occur due to outdated data.

b. Database of New Students Per Study Group Per Period:

Benefits: This feature allows administrators to view the list of new students they handle in each period. This helps them in getting to know and provide better services to new students.

c. Database of New and Old Students Per Study Group Per Period:

Benefits: With information that includes new and existing students, administrators can better manage and plan learning activities, and provide more personalized support to students according to their needs.

d. Information on Student Payment Progress Per Study Group for Follow-up:

Benefits: Information about student payments helps administrators to identify payment issues or constraints that students may face. This allows them to provide timely assistance or follow-up.

e. Active Student Database (New and Old) Per Period:

Benefits: Understanding the status of students (new and old) helps administrators in organizing and planning activities that suit the needs of students. It also helps them in understanding how many college students are active in each period.

Overall, the dashboard app assists administrators in better managing their administrative tasks, improving services to students, ensuring financial transparency, and enabling better decision-making based on accurate data. All of this contributes to the overall effectiveness of the study group at Universitas Terbuka.

3.2 The Impact of the SALUT Application on the Administrative Effectiveness of the Working Group/Salut

This application has several positive impacts on the administrative process of Pokjar/Salut, namely as follows;

a. Easier and Faster Process of Updating Pokjar / Salut Manager Data;

The Dashboard app allows administrators to easily and quickly update their own data. This can reduce human error in data management and ensure accurate information related to administrators.

b. Easier and More Accurate Student Data Management Process;

This app helps in better management of student data. With a structured database, information about new and old students can be accessed quickly and accurately. This can help administrators in providing better services to students.

c. A More Informative Student Payment Monitoring Process;

The app also allows administrators to better monitor student payments. More informative information about student payments facilitates the process of greeting students who may experience problems in the payment process.

d. Faster, Easier, and Structured Management Process of Working Group Activities;

The Dashboard application helps in the management of Pokjar/salut activities by speeding up the process, making it easier, and more structured. This can help the Pokjar/Salut management in planning and implementing study group activities better.

e. Availability of Pokjar / Salut Report Documents Quickly and in Accordance with the Format;

This application also provides Pokjar or Salut the report documents quickly and in accordance with the predetermined format. This can help in accurate and efficient administrative reporting to UT.

f. Monitoring of Pokjar/Salut Activity Reports;

Monitoring of Pokjar activity reports allows administrators to track and evaluate the activities that have been carried out. This helps them in understanding the effectiveness of the activity and whether there are any areas that need to be improved. Of course, it makes it easier for the management at UT Bengkulu to monitor and supervise the performance of Pokjar and Salut in a measurable, systematic and massive manner.

g. Financial Statement Monitoring;

By monitoring financial statements, the Pokjar management can ensure the financial progress of the Pokjar they receive from UT Bengkulu in a transparent and efficient manner. It also helps in avoiding discrepancies between financial statements and actual activities. For the salutes, this financial report is also to make it easier for the salut administrators in the bookkeeping and accounting process of the salut starting from budget allocation, operations and prospects for the next development of the salut.

h. Controlled Tutorial Monitoring Process Per Pokjar/Salut;

Controlled tutorial monitoring allows administrators to ensure that the tutorials and learning aids they provide are running well. This helps in improving the quality of education provided to its students.

In addition to this positive impact, the Dashboard application is also able to provide various data related to Pokjar/Salut, such as student databases, financial reports, and monitoring tutorial

activities. All of this helps in increasing the administrative effectiveness of the study group administrators at the Universitas Terbuka . In addition, this study also focuses on improving the administrative effectiveness of Pokjar/Salut at UT Bengkulu, by taking samples from 36 Pokjar/Salut administrators spread across various regions. This reflects efforts to understand and improve the administrative system at UT Dearah locations. This is in accordance with previous research which stated that the use of technology, especially certain applications, can facilitate, accelerate, and accurately manage data and facilitate the monitoring and evaluation process (Parawu et al., 2023; Hasibah et al., 2022). If the assessment and data collection process is collected correctly, it will motivate application users to improve their performance (Junpahira & Pahlevi, 2023; Nurrahman et al., 2022)

4   CONCLUSION

The Dashboard application is also able to provide various data related to the Pokjar or Salut, such as student databases, financial reports, and monitoring tutorial activities. All of this helps in increasing the administrative effectiveness of the study group administrators at the Universitas Terbuka . In the future, this research must also pay attention to the aspects of data security and training of Dashboard application users so that its use is really effective and efficient. In addition, continuous evaluation of the use of these applications is also important to ensure that the positive impact continues in the long term.

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