UTILIZATION OF WEBSITE AND GOOGLE FORM AS ONLINE ADMINISTRATIVE SERVICES AT THE FACULTY OF ENGINEERING, MUHAMMADIYAH UNIVERSITY OF WEST SUMATRA

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Abstract: Since the Covid-19 pandemic period has had an impact on the implementation of learning and services for the world of education starting from the Elementary level to Higher Education, this has resulted in educators not being able to carry out face-to-face meetings in class and education personnel unable to do the maximum service to students/teachers/lecturers in schools or campus. So that one of the most appropriate steps is to establish that the learning process is carried out remotely and administrative services are online. This study took the subject of the Academic Community at the Faculty of Engineering, Muhammadiyah University of West Sumatra which is a descriptive study with a census sampling technique carried out from January 2021- June 2021. Online administrative services carried out at the Faculty of Engineering, Muhammadiyah University of West Sumatra are very effective and can prevent crowds during the Covid-19 Pandemic, from the results of research on online administrative services, 98.125% responded agreeing/benefiting from the online service and only 1.875% of respondents objected to online administrative services.
Keywords: service, website, administration, lecturer, student

A.   Introduction

After WHO announced that Covid19 was a global pandemic outbreak throughout the world, Minister of Education and Culture (Mendikbud) Nadiem Makarim invited various parties in the education world to work together to deal with Virus Disease 2019 (COVID-19), which was first discovered in the city of Wuhan, China on the end of December 2019. This virus spreads very quickly and has spread to almost all countries, including Indonesia, in just a few months. So that on March 11, 2020, WHO declared this outbreak a global pandemic. Indonesia first confirmed cases of COVID-19 on Monday, March 2, 2020. At that time, Indonesian President Joko Widodo announced that two Indonesians had tested positive for the Corona virus, namely a 31-year-old woman and a 64-year-old mother. The Covid-19 pandemic period Since the Covid-19 pandemic period has had an impact on the implementation of learning and services for schools from Elementary to Higher Education levels. Educators cannot carry out face-to-face meetings in class and Education Personnel cannot serve maximum students/teachers/lecturers at schools or campuses, so that during the covid19 pandemic, Indonesia made efforts to break the chain of the spread of Covid19 with these efforts.

One of which is with the government requiring WFH (work from home), SFH (study from home). According to research results, Indonesia is the country with the fifth-largest internet users in the world. Based on data from the Indonesian Statistics Center, there are 50% of the total population of Indonesia, around 132,000 internet users, the majority of which are students. Smartphone users in Indonesia as much as 20% fall into the category of data greedy where data consumption reaches 249 MB per day by students. With the main time at night (19.00-22.00), the

average student spends time using his smartphone as much as 126 minutes per day (Bohag, 2015)

Looking at the current condition of Indonesia which has been the country with the most COVID-19 cases in Southeast Asia, so one of the most appropriate steps is to stipulate that the learning process is carried out remotely and administrative services are online.

The effort of the Faculty of Engineering, Muhammadiyah University of West Sumatra in following the rules from the Ministry of Education and Culture, is by providing Online Administrative Services for the Academic Community of the Faculty of Engineering through the website. All students, lecturers, and education staff are required to provide online services through a website assisted by the use of Google forms including the correspondence. Therefore, there is no gathering of people who are feared will cause the increase of victim's number COVID-19. The purpose of implementing online administrative services is to break the Covid-19 chain and use effective information technology.

B. Theoretical Studies
Google Form
Google form is a component of the Google Docs service. For an academician, Google forms are used to conduct online quizzes, surveys about teaching effectiveness, collect answers to open-ended questions, and so on (Sianipar, AZ, 2019). Google form is a tool that can help in sending surveys, planning an event, collecting information efficiently and easily. Google Forms is a service from Google that is included in Google Drive along with Google Docs, Google Slides, and Google Sheets. On the google form, survey responses are processed into a circle graph (Jahron, N. N., 2018).

Based on the opinions of these experts, it can be concluded that google form is a service from google docs that can be used for online surveys, quizzes, planning events, and gathering information.

Google forms features
The features of google forms are as follows:
1. Drag-and-drop. Drag-and-drop is moving an object by clicking and then dragging the object to the desired place.
2. Automatic Summary. Google forms can generate a summary or summary of the results of respondents' answers automatically. The summary will be displayed in the form of a diagram or graph according to the type of question.
3. Real-time survey results. The survey results can be updated immediately after the respondent clicks the submit button.
4. Response validation. Response validation is a google form feature that requires respondents to fill out answers according to predetermined rules.
5. Branching logic. Branching logic is a feature on Google Forms that allows respondents to move to other parts of the form according to the selected answer.

How to Create Google forms
The following are the steps to create a google form, as written by Helmawati (2019). Users must have a Gmail account first.
1. Go to google.com, then go to Google Drive, then login to your Google account by clicking "CREATE" and then select "FORM".
2. Give an identity or provide a name for the form and then select "Thame".
   Click "OK" when finished. There will be an option to insert an image or video into the

form. After that, there will be an option to enter a description of the form and start making questions. There are nine types of questions to choose from, namely text. Paragraph text, multiple choices, checkboxes, choose from a list, scale, grid, date, time.

3. Inserting items in the item layout description consisting of section headers, page breaks, images, videos. After completing the question formation, click send the form. Then a link form will appear and it can be sent to participants or respondents

4. Lastly is reviewing the results. survey results will appear and be categorized in a spreadsheet. To see participants from respondents, hover over the "form" tab and click "show the summary of response" and it will bring up graphs and analysis of the data entered from participants.

Google forms function

The functions of the Google form according to Jahron, N. N (2018) for the world of education are as follows:

1. Provide online practice/test assignments through the website page,
2. Collecting other people's opinions through website pages,
3. Collect various data such as video, audio, pdf, document, the image through website pages,
4. Create an online registration form for schools,
5. Distribute online questionnaires to people

The advantages of making service satisfaction assessments using Google forms according to Jahron, N. N (2018) are:

1. Display an attractive form. Google forms provide facilities for users to enter photos, logos in surveys, and have many templates to make quizzes or questionnaires more interesting.

2. Have various types of tests to choose from. This application provides a test selection facility that is free to use according to user needs. For example, the answer choices are checklist, multiple-choice, linear scale, drop-down. In the quiz, you can also add pictures or videos from Youtube.

3. Respondents can provide direct responses by filling out the questionnaire whenever and wherever they are. Google forms can be used for free without having to subscribe and can be used using a laptop or mobile phone that is connected to the internet. Forums that have been created can be shared with the link to the target respondents or pasted on a website page. All responses or answers that have been filled in will automatically be compiled, accommodated, and stored by the Google form application. The form is responsive. Various types of quizzes and questionnaires can be created easily.

4. Survey responses will be collected in a neat form with real-time response info and graphs.

5. Questionnaires and Quiz can be done assisted by others.

Website

A website (often shortened to just a website, website, or site) is a designation for a group of web pages (web page), which are generally part of a domain name (domain name) or subdomain on the World Wide Web (WWW) on the Internet. A web page is a document written in HTML (HyperText Markup Language) format, which can almost always be accessed via HTTP, which is a protocol that conveys information from a website server to be displayed to

users via a web browser, both static and dynamic, which forms a single web page. a series of interrelated buildings, each of which is linked by hyperlinks (Ali Zaki, 2009). It is static if the information content of the website remains, rarely changes, and the information content is in the same direction only from the website owner. It is dynamic if the information content of the website is always changing, and the information content is interactive in two directions from the website owner and user. Examples of static websites are containing company profiles, while dynamic websites are like Friendster, Multiply, etc. In terms of development, static websites can only be updated by the owner, while dynamic websites can be updated by users or owners. The pages of a website are accessed from a URL that becomes the "root" (root), which is called the homepage (the parent page; often translated as "home", "home page"), and is usually stored on the same server. Not all websites are accessible for free. Some websites require payment to become a subscriber, for example, sites that display pornography, news sites, electronic mail services (e-mail), and others. This website is opened through a browser program located on a computer. Browser programs that can be used on computers include: IE (Internet Explorer), Mozilla, Firefox, Netscape, Opera and the latest is Google Chrome.

C. **Research Method**

This study took the subject of students and lecturers at the Faculty of Engineering, Muhammadiyah University of West Sumatra which consists of Mechanical Engineering, Civil Engineering, and Electrical Engineering Study Programs. This research is a descriptive type of research with a random sampling technique carried out from January 2021-June 2021

D. **Results and Discussion**
Discussion

The online service system is managed by the Faculty of Engineering, Muhammadiyah University of West Sumatra through the website www.ft.umsb.ac.id on the Academic menu>> Online Services
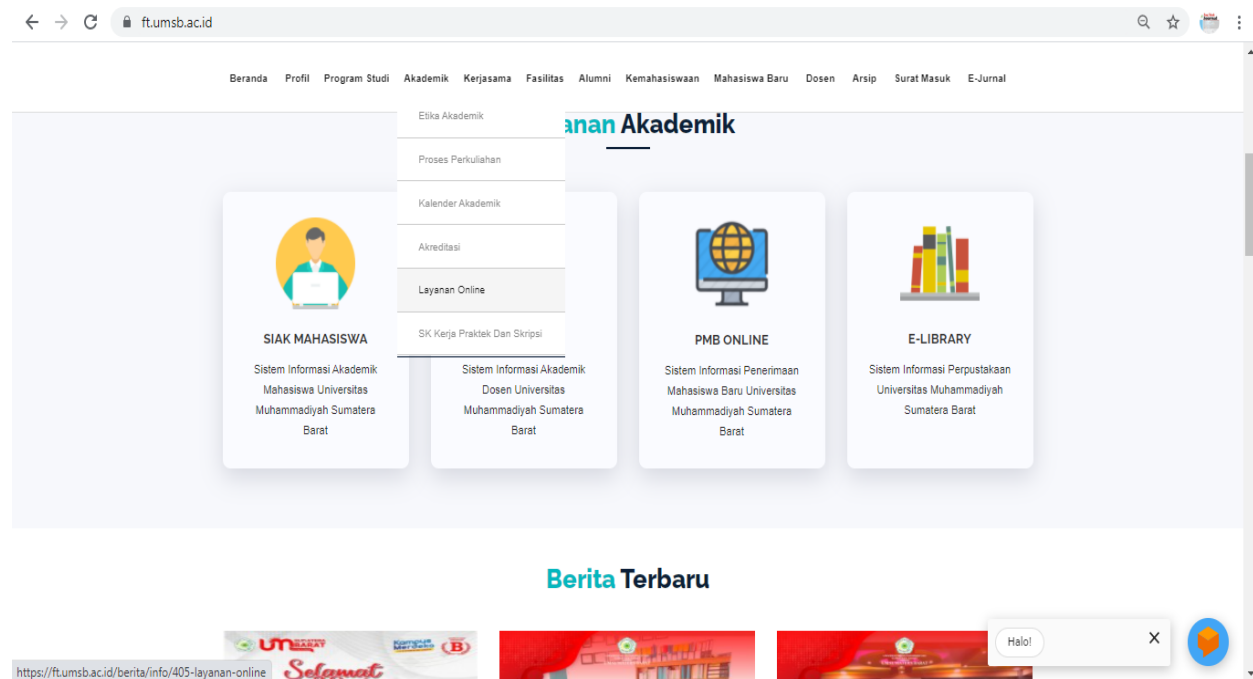

Figure 1. Main website display

Students and lecturers can choose administrative needs according to their needs, so students/lecturers will input the requested data in the selected form. The form that is filled out by the student/lecturer after being input will be sent automatically via the registered email, so students/lecturers only need to ask the administration for a signature and wet stamp.

So that from 965 Active Students and 32 Lecturers in 2020/2021 Even Academic Year, there is no need to jostle/queue to take care of administration to Administration. Apart from that, the need for Decrees, Circulars, Rules, and Announcements are all informed through the website.

Currently, the online administration services provided are in the form of:

1. Students/Lecturers enter the required data through the form provided
2. The inputted data will be translated into a letter required by students/lecturers through the google form that has been filled in
3. After the student/lecturer enters the data, an email will be sent in the form of the required letter
4. The required letter is ready to be printed and asks for the letter number, signature, and stamp of the service division
5. At the time of service, you can wait in a matter of minutes to get the legality of the letter that has been made by the student

This makes a deficiency in online administrative services, which should be resolved by using the website, but students and lecturers need to manually request signatures and stamps. According to the ITE Law itself, an electronic signature is a signature consisting of electronic information that is attached, associated or related to other electronic information. Every agency electronic system that requires approval or electronic signature from the relevant official will send electronic documents to the Electronic Signature system. The Electronic Signature System will then send a notification to the device used by the official concerned and the official can electronically sign the document that has been received.

The electronic signature serves as a tool to verify and authenticate the identity of the signer as well as to ensure the integrity and authenticity of the document. The electronic signature represents the identity of the signing that is verified based on the electronic signature creation data where the electronic signature creation data is uniquely generated which only refers to the signing.

Furthermore, regarding legal force and legal consequences, electronic signatures are equated with manual signatures as guaranteed in the explanation of Article 11 of the ITE Law. So Article 1869 in conjunction with Article 1874 of the Civil Code and Article 1 of the 1867 Ordinance No. 29 also applies to electronic signatures so that by being given an electronic signature, the electronic document has legal force. By signing, showing the agreement of the signatory to the information or electronic document that is signed while at the same time guaranteeing the truth of the contents contained in the writing.

Figure 2. Online Services for Lecturers and Students

Results

Respondents of this study amounted to 95 respondents from students and 5 from lecturers on online administrative services at the Faculty of Engineering, Muhammadiyah University of West Sumatra. Respondents 100% answered had used online administrative services through the website ft.umsb.ac.id. Activities carried out by respondents when carrying out online administrative services include: Agree with Online Administration Services [100%], Menus displayed are easily accessible [96%], Online Administration Services accelerate work and the needs of Lecturers/Students [98%], Website when opened there are obstacles but the service remains maximal [97%], Decreased activity on campus during the covid 19 pandemic but the service remains maximal [99%], the website is informative [95%], students/lecturers get replies to emails quickly [100%], Need Signature / Barcode Stamp[100%]. From the respondents' answers, it appears that online service activities have been used by lecturers and students in the Faculty of Engineering, Muhammadiyah University of West Sumatra.

Table 1: Intensity of Use of Online Administration Services

No	The intensity of Use of Online Administration Services	Agree	Disagree
1.	Agree with Online Administration Service	100%	0%
2.	The displayed menu is easily accessible	96%	4%
3.	Online Administration Services accelerate the work and needs of Lecturers/Students	98%	2%
4.	There are problems when opened Website	97%	3%
5.	Reduced activity on campus during the covid 19 pandemics but service is still a maximum	99%	1%
6.	Website is informative	95 %	5%
7.	Students/Lecturers get replies to emails quickly	100%	0%
8.	Required Signature / Barcode Stamp	100%	0 %

From table 1 it can be concluded that 98.125% of online administration services responded agree or getting benefit from the online service and only 1.875% of respondents objected to online administrative services.

E. Conclusion and Suggestion
Conclusion
1. Online Administration Services at the Faculty of Engineering, Muhammadiyah University of West Sumatra are very effective and can prevent crowds during the Covid-19 Pandemic, so students/lecturers only need to go to the service to ask for letter numbers, signatures, and stamps
2. Online administration services 98.125% responded agree/ getting benefit from the online service and only 1.875% respondents objected to online administrative services

Suggestion
1. To make online administration services more effective, it is advisable to use a barcode for the signature of the official who will sign and the stamp, so that students/lecturers do not deal directly with the service department to ask for a letter number, the signature of the leader and a stamp
2. It is hoped that other Faculties within the University of Muhammadiyah Sumatera will use the website for information and service media, to reduce face-to-face services.

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