A Perspective Active Users Gadjah Mada University (UGM) Website Archives on Information Availability and Services

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Abstract

Background of the study: This study discusses how a user perspective to the website of the Archives of Gadjah Mada University (UGM). Focusing on UGM students who actively use the services and service UGM Archives Agency website.

Purpose: So that information is available in the library and archives can be reached by information seekers, the library / archives should be able to take advantage of their nature, either by setting up a website to allow users to search for information and can be accessed anywhere.

Method: The method used in this research is qualitative descriptive Supported by the theory of methods PIECES, The technique of collecting data and information used by the researchers that conduct depth interviews with informants.

Findings: The results of this study indicate that, overall layout and interface of the website of the Archives of UGM has been very good and the navigation system is very easy to understand, but accessing the collection of information alone users simply find it difficult, because they have to follow the procedures are quite complicated and have to wait for the information they need.

Conclusion: If users need information and want to be accessible, then the user must come directly to the UGM Archives Agency.

Keywords: active user, archive, information service

Introduction

Technology is growing very rapidly, the advent of technology gives a lot of impact for the community and change a lot of habits and behavior. One is in search of information, people will find a lot of alternatives to meet the needs of information easily and quickly. Evident of this society are reluctant to come to where the information is, but people prefer and comfortable searching for information needed through the internet, because of the ease of access and more complete. Therefore, in following developments in the digital era, somewhere providers need to change the system information services, is no longer just waiting for visitors to come to use the information in the information resides, but the need for a website as a forum to help visitors to meet its needs for an update without having to come to the information stored. In addition the website also greatly saves users time.

Where the provider information that the author meant here is the Archival Agency Gadjah Mada University (UGM). Presence technology makes Archival Agency repertoire UGM can improve the utilization of archives for the community. With the website that will allow users to search information. According to (Gullikson et al., 1999) said that basically someone using the service website to find information quickly and easily obtained. The public will be satisfied if the website Archives of the University of Gajah Mada provides an accurate, precise and easily accessible. As said by (Poon, 2002) said that where the use and usefulness of website visits from how well and how effectively, they function the user can navigate is one of the key factors of service quality web sites. So the content of the website also determines whether good or bad image of Gajah Mada University Archives Agency.

Website Archival Agency Gajah Mada University already has many users, especially students of UGM itself, because UGM Archives Agency website not only contains a repertoire of UGM alone but there is some of the repertoire beyond the scope of UGM. But since she made website UGM archives, she had never done exploratory opinion from its own users to archive services, especially the availability of information and services from the agency's website archival UGM. It is hoped that with this study in order to determine how the perspective of the user to go, so this study could provide further evaluation to improve services UGM archive websites become better and able to meet the needs of its users is a good, efficient, practical and timely.

Institutions providing information such as libraries and archives are expected to follow all changes by leveraging and face the challenges that exist, as providers of information does have a large stake role in assisting the development agencies. With the making of a website is a form of making a change in archival agency. However, in the provision of information and archival services agencies also need to consider how its perspective so as to meet the information needs of users. So from the results of this study are expected to provide information about the functionality of the system information on the website to allow users when accessing sources of information, especially information available at the UGM archives agency. Archive indeed is information that should be protected, there are not allowed to disseminate and may be disseminated. The purpose of this study to determine how the user's perspective, Gajah Mada University Archives website where the results of this study can provide a separate consideration for UGM archives agency to ease to users who access the information contained in the Archives of the University of Gajah Mada.

Method

This study used descriptive qualitative approach. This approach was chosen for the answers to the questions in greater depth issues about how a user perspective UGM archives agency's website, where the collection of data or information by the author of observation and in-depth interview to the informant. According to (Kuntari, 2007) said that qualitative research is a study whose results are not obtained through statistical procedures or other methods of quantification. The qualitative research related to ideas, perceptions, thoughts, opinions, beliefs of people who studied on a topic. Then the qualitative research used is a case study.

According to (Sugiyono, 2005) said that qualitative research is used to understand the meaning

behind the data that appears. Social symptoms often cannot be understood in terms of what was said and done. Each person's words and actions often contain a specific meaning. In this study, using a method PIECES, which is useful for analyzing the data from the observation whereby in this method can be easily analyzed from a wide variety of criteria ranging from performance, information, economic, control, efficiency and service (The Goddess, 2016), Therefore, the researchers chose this method to describe how a user perspective UGM archives agency website in fulfilling the needs of information and services.

Selection of informants is purposive sampling. According to (Nasution, 2003) said that purposive sampling, sampling is done only on the basis of his research that considers only the desired elements already present in samples taken members. Mechanical determination purposively informants are because the author determines the informant in accordance with the criteria, goals, and also consideration of the authors of this research topic. The researchers chose the informant as the unit of analysis is based on their needs and considered representative of the subject who want to study (Aan, 2010), The determination of the author of the article is that, the authors define three informants with the initials S, B, and A in which three are active users of archival UGM website in the last six months calculated from December 2017 until May 2018, with its wide range of uses.

There are two data collection techniques used, the primary data and secondary data. Primary data were collected by observation and in-depth interview to the views or purport object under study. Secondary data were obtained from the study of literature through books, articles and research - discusses previous research on an agency website analysis, especially providers of information.

Result and Discussion

In this study using PIECES method,according to (Fatta, 2007) said that the method PIECES using six variables (Performance, Information, Economic, Security, Efficiency and Service), aims to analyze website University Archive, The existence of this research is expected to aid the development of the web site University Archive. Here is an explanation of the method of analysis PIECES: **1). Useful analysis Performance (Performance)** Analysis of the performance is the ability to complete business tasks quickly so that the target can be achieved. Performance is measured by the amount of production (throughput) and response time (response time) of a system. Total production (throughput) is the amount of work that can be completed during a certain time. Response time (response time) is the result of the analysis were done by the author of the web site University Archive Web based performance. To find this web performance, then could use the help tool in the form of Pingdom Website Speed Test. According to (Laksono & Wibowo, 2014) says Pingdom Website Speeds Test is one of the services for checking speed of websites most recently used by many large companies to help monitor their servers. Here's the explanation: **A). Total production (Throughput)** The University Archive site is said to be good if it is able to create the number of production lots. To find the needed help Pingdom Website Speed Test, Here are the results of screenshoot using Pingdom Website Speed Test:
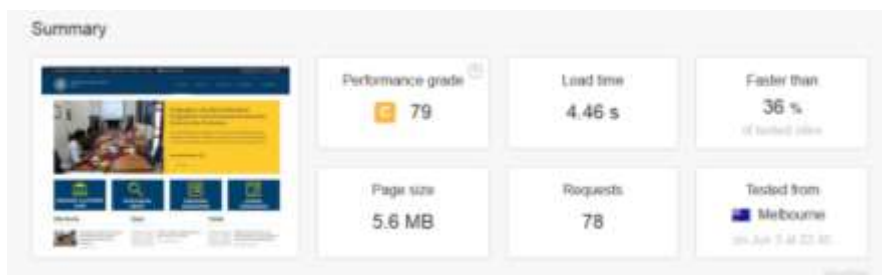

Figure 1. Pingdom Website Speed Test Throughput

Throughput of the University Archive web produced by Pingdom Website Speed Test is a website University Archive / http://arsip.ugm.ac.id/ is at grade performance with a value of 79, meaning that on this web there are a lot of products. It was evident from this web of each month there will be additional repertoire and news archive files for the current month will appear. But in terms of

web views found many links that use images with large size, so it looks waste places. **B). Response time** Their website University Archive to be the center of development and information services in the university archives in supporting world-class research and better good governance. Target web users is not only for students of Gadjah Mada University alone, but the entire people of Indonesia are entitled to access the archives of existing repertoire at the University Archive. Because the target covers a lot of people then the web has a main display is good and fast loading time search time.

A good web is said to have the one with a fast response time. To determine the speed or measuring the loading website could use the help tool such as Pingdom Website Speed Test. Here are the results of screenshoot using Pingdom Website Speed Test:
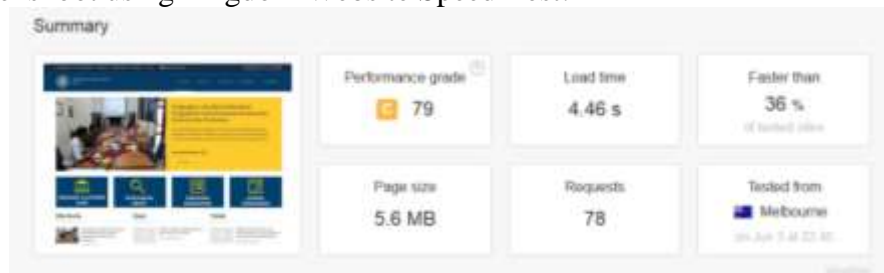

Figure 2. Pingdom Website Speed Test Response Time

Based on the above picture Load time 4:46 seconds to indicate that the University Archive site is a site that has a fast-loading, size is considered quick loading if the loading process is less than 5 seconds. With the speed of loading web's owned it will provide comfort to the visitors when visiting this website and visitors will get a quick archive repertoire. **2). Analysis of Information** Information Analysis is a way of assessing whether existing procedures can be improved so that the quality of the resulting information into the batter. According to (Satriya, 2009)said that the quality of information can be determined by using the 6 case, that is accurate, timely, relevant, information's completeness, and reliability. Information should be accurate, is free from mistakes and not biased or misleading. Right on time (up to date) is information that should not be delayed and the information must be current. Relevant information that is presented to be right on target or useful for the wearer. Completeness of the information is the information provided cover everything is not half-and-half reliability is one of the dimensions of quality of service.

The results of the analysis conducted by the authors of the web site University Archive namely: **A). Accurate.** On the web site University Archive provides information about the treasures of the archives that are owned, as well as any activities carried out by the University Archive. So visitors know that the University Archive does not focus as a service providers repertoire of archives, but also provide a variety of activities related to the archive. And visitors are also permitted to participate in these activities in order to increase the knowledge and know the history of what is at UGM. The information provided is an information that is true and not misleading as at the time of processing information at the University Archive, through a procedure rules in filtering information. So that the scattered information is already a truth-valued information that can be accounted. Such rules exist in the regulatory filing that can be used as reference in the archives, including Law, Government Regulation, Presidential Regulation, Regulation and Regulatory Head of ANRI. Below is a screenshot of the creation of a regulatory archival based on accurate the information contained on the web site University Archive:
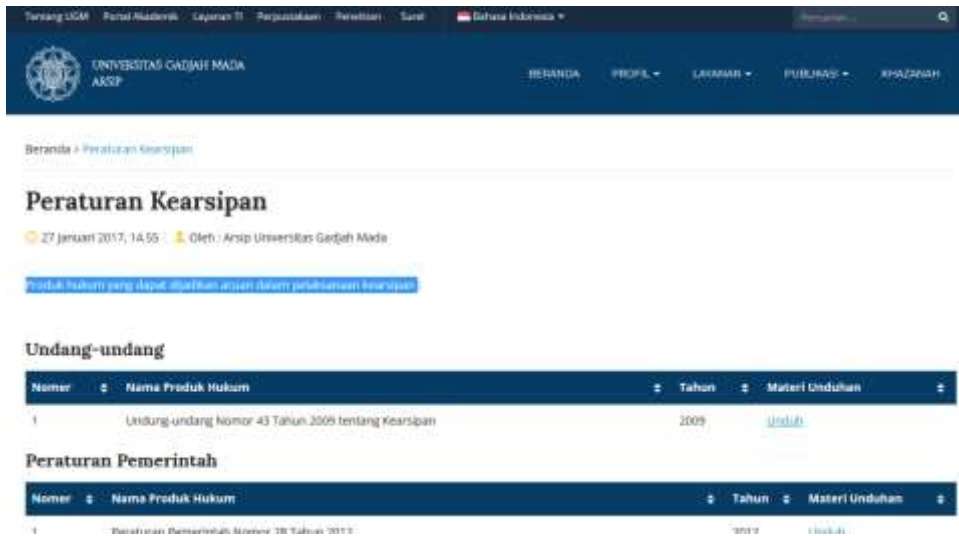
Figure 3. Regulatory Filing

B). Just in time. On the web site in addition to the University Archive featuring treasures of the archives, as well as displays about the information in the UGM. With the Mada University Archives website, providing convenience when there is important information to be conveyed to the user. Provision of information provided by the website University Archive, where the information provided is always up to date. The information contained on the web site, namely the University Archive News and UGM UGM in Memory. At the news in Memory UGM UGM and there is information that is up to date, because of the information displayed on the web contains information that is going on this month. Below is a screenshot News and UGM UGM in Memory contained on the web site University Archive:

Figure 4. News and UGM UGM in Memory

C). Relevant. To web site University Archive when seen from the information provided is relevant. The answer is based on interviews with informants. If comparing with archive other websites that provide no archive catalog services. Such a website University Archive of existing archives quickly making it easier for visitors to find the searchable archive at the University Archive. Things that affect the appearance of the word enough because the web site University Archive only provide a catalog only, while for the contents of the archive is not available on the website. Therefore, some visitors expect websites University Archive can provide archive contents, so for a great distance from the UGM no difficulty to come directly to the University Archive, but can download the contents of the archive on the web site University Archive.

D). Completeness of information. The information contained on the website consist University Archive of History & Identity UGM, information search, Free Filing, and Journal of Khazanah. Of course with any information to help the public in finding the archives. One of them with the Free Archival then users will not be confused anymore browse websites in the University Archive. But from the interviews with A, said that the less information because the information only contains a catalog search the archives, there are no contents of the archive so to get the contents of the archive of the visitors had come to the University Archive. Below is a screenshot of the information contained on the web site University Archive:

Figure 5. Information University Archive Web

1). **Reliability.** Both the poor website can be seen from the reliability owned by the website itself. To find out it is necessary to analyze the website has given easy access to information or not. Based on the third interview informants produce found on the web site University Archive already provides ease of access for the public. Evident from the information on the menu has been updated their website to get better, so that when using the web site University Archive does not get confused and when forgotten the name of this website, by searching in google will show the name of the web site University Archive. Below is a screenshot of a web site's search University Archive for google:
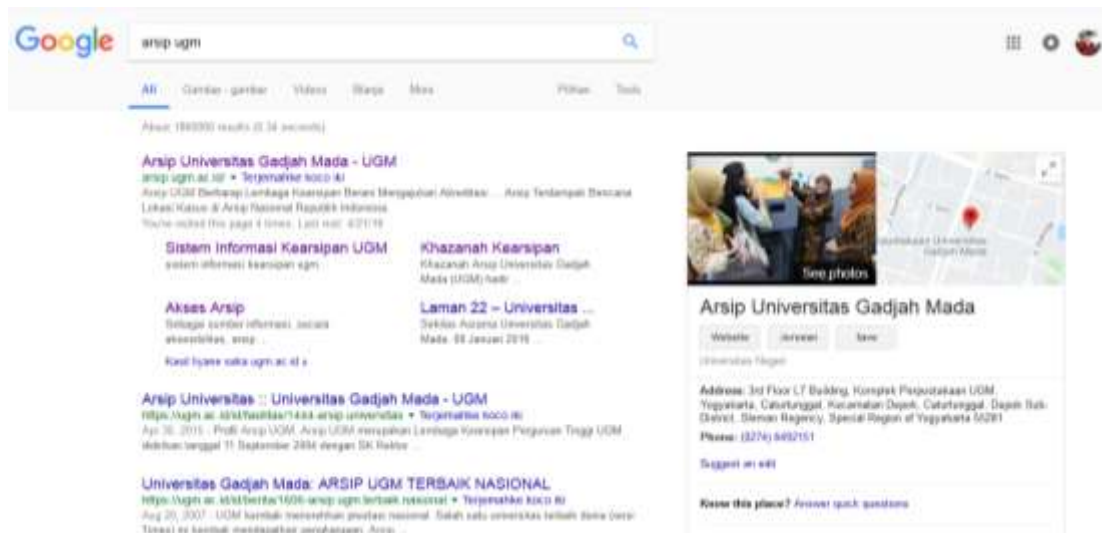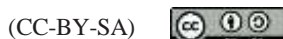

Figure 6. Search Web Information Archive UGM on Google

1). Economic Analysis (Economy). The economic analysis is always associated with the presence of agency budgets or costs, economic analysis is to learn and apply about costs and benefits. Costs here not only in financial terms but also in terms, but of non-financial. Financially, costs can be saved, among other public transport costs that do not need to come to the University Archive, because the existing catalog services that let users see the contents of the University Archive. So the people who lived far from University Archive, a website can utilize the University Archive to determine whether or not records are searched. And the web has also provided *contact person* for visitors who want to know more about the archive. The information contained on the web site University Archive

includes archive catalog, Khazanah Journal, News and UGM UGM in Memory. **2). Analysis of Security (Security)** Security analysis is the improvement of the controls to detect and repair faults and shortcomings that will happen. Control of the system is needed to prevent and detect its presence in the misuse or errors in the system and ensure the security of data and information. With the control, then all impaired performance could soon be quickly remedied.

Based on the results of the analysis the authors found that the security measures carried out on its website the University Archive, as follows: A). **Repairs on misinformation**. Their website University Archive which aims to provide information to the public, but sometimes also experienced misinforming on the website. It can be fixed quickly if the website manager University Archive is part of the Information Technology and the employees working directly in the University Archive. Would be different if a website archive is managed with the help of a third party, then the information recovery process would be long. B). **Their digital preservation**. The information contained on the web site University Archive must be maintained, whose name technology could someday error occurs. So the possibility of the stored data may be lost. The web site University Archive has made securing the archive information if at any time the data is lost, how to making digital preservation. Backup digital preservation actions that the data, which do not just twice, but three times, because the archive is very valuable information so much so that the archives are stored properly protected. Three-time data backup performed include data storage to a computer, hard drives and hard drives belonging to a private archive.

Efficiency Analysis

Efficiency analysis is an increase in the operational efficiency, in contrast to the economy. When the economy associated with the input, the efficiency is related to how the resources are used in order to avoid waste. The system is said to be efficient or successful, if it can achieve the desired goals, do not spend a lot of time and excessive labor. This relates to a system running on the web site University Archive.

From interviews with informants, it can be concluded that the web site University Archive gives many conveniences in getting the information, since the availability of a catalog. Therefore the use of this web system makes all information can be conveyed in accordance with the objectives, different if you rely on the University Archive spot only, visitors will be little coming, Waku less targeted and time-consuming search. So with the web site University Archive is expected to increase the quantity of information conveyed, and time for delivery of clear and concise, but in fact from the interview with the author of the three informants had the same answer that mentions that the information available on the website UGM archives are still closed, still joke need information should come directly to the UGM archives agency.

Analysis Service

Analysis service is the increase in the services generated by the system. The system is being operated or used University Archive today aims to improve the performance of service to deliver information to the public and students are not familiar with space and time, and information can be received optimally.

Users get an effective media for getting information services, the media are University Archive web. With this website it is easier for users to not come to the University Archive. In addition, when the number of employees little to no effect on the service information provided as has been helped by the existing services at the University Archive web.

The use of the web site University Archive also makes fee waivers when storing information, inversely if the information store still use print media will need the high cost.

The first informant with the initials S is a student at the University of Gadjah Mada, which is still active college. According to the first informant said that the information on the University Archive web is less relevant, because when searching the archive only meta data or archive catalog only, to

browse the archive is not given. The site serves to merely archive search tools owned by the University Archive. On the web University Archive considered accurate because the archives are displayed on the web would have been through the rigorous procedures of start filtering through the spread of information. But contained incomplete information resulting in the web does not list archive's contents, so as to obtain the contents of the archive visitors should go to the archives.

The University Archive site is easily accessible, it is evident when he forgot the web address of the University Archive, she tried to look it up on google and finally met. This is thought to facilitate access to the web use the University Archive. The information contained on the web practically University Archive timely because displays are up to date news.

The second informant with the initials B is a student at the University of Gadjah Mada, which is still active college. According to the second informant said that the information on the University Archive web quite relevant, because it provides a catalog of the archive that can be searched by visitors. At the University Archive web is considered inaccurate because the web is just provide a catalog of course, for the contents of the archives should come to the archive. However, the information contained is still not complete, because the journal khazaah still not provide the information needed for the study.

On the web Archive Mada University, considered are the ease in accessing the information, because the web is easier to understand when searching the archive, the menus are complete, is very different from that used prior to upgrading the website template. The information contained on the web can be said in time, because the web is listed news activity this month, and is available also news about the historic events that display in accordance with the UGM this month.

The third informant by the initials A is a student at the University of Gadjah Mada, which is still active college. According to the third informant said that the information on the web University Archive is relevant, because the web is already providing Catalog archives that can be used as a benchmark visitor to discover existing archives in building the University Archive, but the content of the archive is not available on the web Archive Mada University Mada, making it difficult for users who are located in remote areas, in order to obtain the file contents are searched. At the University Archive web is considered accurate because the information provided is a true information, contained in the rules of procedure to filter the information to make a scattered information is information whose truth value can be accounted.

The ease of access to information already obtained when using a web University Archive, this is evident when you first open web University Archive no trouble. The accuracy of uploading information about the University Archive, making this web always provide accurate and useful information. There was also information available on the web University Archive has been timely, because the news is on the web every month was renewed.

Conclusion

From the analysis that has been done, it can be concluded that the performance of web sites University Archive already provides convenience in providing information to the public to be accessible at all times. The web site includes the University Archive website which is good because the response time is fairly quick on the web. Based on website analytics University Archives, the web has produced information that is accurate, timely and relevant. The results of the security analysis on the website at the University Archive do with improvement on misinformation and their digital preservation. On the web site University Archive is able to improve the quality of information conveyed, and the time for delivery of clear and concise, so it's time for worker efficiency.

Based on the research that has been done, then the author would like to provide suggestions for building websites University Archive better for the future, is expected to website University Archive can provide file contents so that visitors to the website University Archive not just looking Catalog archives, but at the same time be able to download the contents of the archive to be searched, and the need for improvements to the system website University Archive because sometimes an error when

opening the archive search, if this is not addressed, then the visitors will feel uncomfortable and will not be put on the site University Archive web as a place to archive providers.

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