

## Training of Digital Data Management for Academic Services

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**Abstrak:** Guna memenuhi karakteristik pelayanan prima, maka pelayanan akademik di Universitas Sahid Surakarta yang dilakukan oleh tenaga akademik perlu ditingkatkan melalui pelatihan. Pelatihan ini diadakan dengan tujuan untuk meningkatkan kompetensi dan kemampuan staf akademik dalam memanfaatkan teknologi digital dan peningkatan ketrampilan aplikasi perkantoran untuk meningkatkan kualitas pelayanan akademik. Metode pengabdian yang diterapkan adalah metode pendampingan. Peserta dilatih secara langsung dan dilakukan pendampingan dalam melaksanakan pekerjaannya. Hasil dari kegiatan pengabdian pada masyarakat ini adalah terjadinya peningkatan pemahaman dan keterampilan peserta dalam memanfaatkan teknologi digital untuk mendukung pelayanan akademik, kemampuan peserta berhasil menginstal dan mengkonfigurasi perangkat komputer yang diperlukan untuk mendukung pelayanan akademik, dan Kesadaran tentang pentingnya peningkatan skill dalam pengelolaan teknologi digital dapat meningkatkan efisiensi dan efektivitas pelayanan akademik.

**Kata Kunci:** aplikasi perkantoran, berbagi printer, data digital, layanan prima

**Abstract:** *In order to get the characteristics of excellent service, the academic services at Sahid University Surakarta carried out by academic staff need to be improved through a training. This training was held with the aim of improving the competence and ability of academic staff in utilizing digital technology and improving office application skills to improve the quality of academic services. The method of service applied is the method of mentoring. Participants are trained directly and assisted in carrying out their work. The results of this community service activity are an increase in participants' understanding and skills in utilizing digital technology to support academic services, the ability of participants to successfully install and configure computer devices needed to support academic services, and awareness of the importance of improving skills in managing digital technology can increase the efficiency and effectiveness of academic services.*

**Keywords:** *digital data, excellent service, office applications, printer sharing*

### Introduction

Excellent service is a service provided optimally, according to established standards, so that customers or consumers feel satisfied (Priansa, 2018; Rafida *et al.*, 2021). One of the

characteristics of excellent service to customers is that service must be done efficiently, quickly, and precisely (Maarif, 2023).

The development of information and communication technology as well as the use of computer software and hardware, such as smartphones, tablets and various other electronic devices have now dominated our lives, in other words it has become a need of society. The use of technology in educational institutions is one of them by using information technology as a medium to facilitate work, especially academic administration (Candra *et al.*, 2023).

Academic services at Sahid University Surakarta carried out by academic staff need to be improved through Training on the Utilization of Digital Devices and Computer Device Installation to support excellent service to students. This training was held with the aim of improving the competence and ability of academic staff in utilizing digital technology (Kustandi and Sutjipto, 2011) and improved office application skills (Ambarita *et al.*, 2016; Setiawan and Dermawan, 2018) to improve the quality of academic services.

## Method

This service is carried out to academic staff at Biro Administrasi Akademik dan Kemahasiswaan (BAAK) Universitas Sahid Surakarta. The location of the service is carried out in campus Universitas Sahid Surakarta Jl. Adisucipto No. 154 Jajar Surakarta. The service partner (Head of BAAK) provides information on the lack of skills of academic staff, especially in the field of utilizing information technology and digital data processing. This information is used as a basis for compiling the right material in the training.

The method of service applied is the method of mentoring (Afandi *et al.*, 2022). Participants are trained directly and assisted in carrying out their work. The stages of this service activity consist of 4 activities including preparation, introduction, implementation, and evaluation as shown in Figure 1.

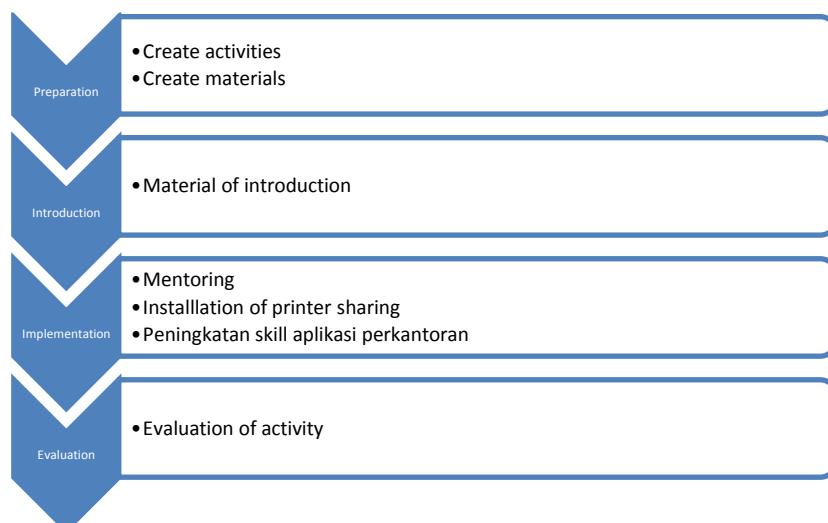


Figure 1. PkM Activity Design.

### 1. Preparation

This service activity for academic staff at BAAK was made together with partners. Service members look for information on what activities are carried out by academic

staff on a daily basis. Some of the skills needed to support job effectiveness need to be improved, namely the skill of managing digital data together and the ability to use office applications.

Service activities are carried out by providing material as a whole and then practiced directly with mentoring methods so that each academic staff is fluent in managing digital data in their respective jobs. This service activity is carried out for one month to ensure that every task related to digital data management can be handled properly.

## 2. **Introduction**

The activity begins with an analysis of the condition of participants in aspects of knowledge in the field of computers. The introduction activity was given in the form of *softcopies* of hardware and software introduction materials. In this activity, participants were also given information on the stages of service and their rules so that service could be carried out properly.

## 3. **Implementation**

This training participants are trained in the ability to use digital devices and computer devices. Participants are accompanied directly in the application of digital data processing in daily work at BAAK. The material provided includes the installation of sharing printers and office applications needed in academic work.

## 4. **Evaluation**

Community service acts as a facilitator where to consult to ensure participants can use technological devices correctly according to their respective jobs. The facilitator is responsible for monitoring the activities of participants by recording the activities of participants in completing tasks in accordance with the material provided. Furthermore, the analysis of participants after the activity was carried out and compared with the results of the analysis before the activity. In addition, it was evaluated about the level of pleasure of participants in the training process and also the level of satisfaction of assistance from the facilitator as material for technical evaluation of the implementation of activities.

## **Result**

Training participants are given skills in the use of information technology in the form of how to install printer sharing on devices that have been used daily. With the installation of printer sharing facilities, academic staff feel much more comfortable and faster in carrying out the work of printing documents can be done from anywhere in the local network. The completion of the printer sharing installation can be seen in Figure 2.



Figure 2. Printer Sharing Installation

Office application training by assisting the use of Microsoft Word, Microsoft Excel, and Microsoft Power-Point to support work in the academic department. Some settings in compiling documents with Microsoft Word can be improved in application. The use of several formulas in Microsoft Excel is foreign to participants can be applied to support the making of academic transcripts. In addition, the creation of presentation materials needed by participants in preparing work programs can be done well. Office application training can be seen in Figure 3.

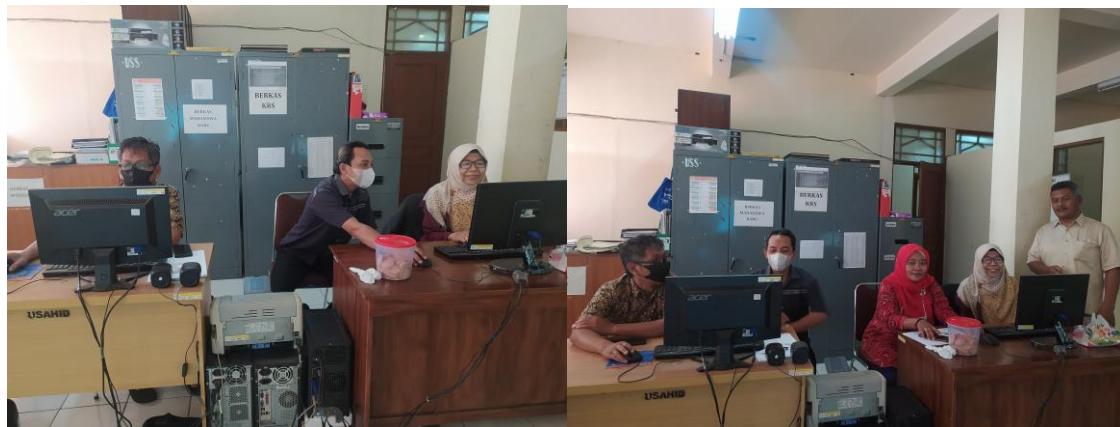


Figure 3. Office Application Training

The intimate interaction between devotees and trainees can be seen in Figure 4.



Figure 4. Community Service Team and Participants

After the implementation of training with printer sharing materials and office applications in the academic department, several positive results were achieved:

1. Efficiency: This training has improved the efficiency of using printers in academic offices, reducing time and resources wasted due to overprinting.
2. Savings: have saved operational costs that were previously used to purchase paper and ink printers of different departments/parts units.
3. Environment: Reduced use of paper and ink also has a positive impact on the environment, reducing carbon footprint.
4. Staff Satisfaction: Staff feel more comfortable with shared printer facilities and report that this has increased work productivity.

The results of this community service activity are:

1. Increased understanding and skills of participants in utilizing digital technology to support academic services.
2. Participants successfully install and configure the computer devices needed to support academic services.
3. Awareness of the importance of improving skills in managing digital technology can improve the efficiency and effectiveness of academic services.

## Discussion

The results obtained from this service can be seen in the form of the ability of participants in applying digital technology and computer applications. Participants can also install shared printers within the same unit (Hadi, 2016; Anwar, Aini and Utami, 2018; Hananto and Priyatna, 2019). This ability is obtained after participants gain an understanding of the theory or material from the service regarding the installation and sharing of printers. Special training related to digital data technology, so this training is a very useful experience to support daily tasks in managing digital data (Retnoningsih, Wardani and Al Haris, 2015). The outline of the material given to the participants was about digital devices and computer application installation (Siyamto, Elisa and Harman, 2021). Participants were also given an understanding of why it is important to upgrade digital knowledge and technology to support excellent service (Maarif, 2023). Office applications can be used more optimally, according

to the level of difficulty of work in a larger volume of work.

Good cooperation between the service team and training participants greatly supports the team's success in carrying out this service. Participant satisfaction is reflected in an increase in enthusiasm at work due to the acquisition of new skills that greatly support their work. Training materials consisting of printer sharing installation and office applications (Ambarita *et al.*, 2016; Setiawan and Dermawan, 2018) can be absorbed very well, as evidenced by the accompaniment that goes very well.

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