

SOCIALIZATION OF ADMINISTRATIVE SERVICES IN THE RESEARCH AND COMMUNITY SERVICE INSTITUTION AT NIAS RAYA UNIVERSITY

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Abstract

The purpose of this service is to provide understanding to the students in facilitating the services at the Research and Community Service Institution of Nias Raya University. Accessible services can save time, ensuring students do not have to wait too long for various matters at the Research and Community Service Institution of Nias Raya University. The methods used in this service are lectures and direct socialization delivered to students dealing with the Research and Community Service Institution of Nias Raya University. The results from this service show progress in the previously time-consuming administrative processes, with fast and efficient service experienced by the students. In conclusion, the administrative services at the Research and Community Service Institution of Nias Raya University are currently well-coordinated, and the impact can be felt by all students who have experienced the services provided. A suggestion for this service activity is to conduct regular evaluations of the services provided by the Research and Community Service Institution of Nias Raya University, both from the institution's team and the students who feel they have not received optimal service.

Keywords: Socialization; service; administration

A. Introduction

Service is indeed a crucial factor in the success of any work. In essence, the success and recognition of a particular endeavor can be seen through the accomplishment of the work and the quality of service provided. According to the KBBI (Kamus Besar Bahasa Indonesia), service is an effort to assist in preparing or managing what others need. Meanwhile, according to (Moenir, 2010), service is an activity performed by an individual or a group of individuals based on material factors through a specific system, procedure, and

method to fulfill the interests of others according to their rights. Service, in its essence, consists of a series of activities, making it a process. As a process, service takes place regularly and continuously, encompassing all aspects of people's lives within society. Engagement with the community is not separate from various needs and challenges in developing knowledge. The main issue experienced by the Research and Community Service Institution (LPPM) in the past was a lack of service and cared from the LPPM team towards the students, resulting in many

students not receiving the best service. Other reasons obtained from students, especially regarding the slow administrative processing system, have also been identified (Sarumaha, M., 2022). This engagement aims to provide understanding to the students in facilitating services at the LPPM. Nias Raya University is continuously improving its services, particularly within the LPPM. Therefore, to enhance the service, it is necessary to provide socialization to the students so they can feel comfortable and receive the best service the LPPM team provides.



Figure 1. LPPM Team Service Condition

The benefit of this engagement is essential to provide understanding and reinforcement to the students, particularly at Nias Raya University, regarding the current conditions and overview of administrative procedures at the LPPM. It is not intended to imply any negative assumptions about the quality of service the LPPM provides (Sarumaha, 2022). Therefore, through this engagement, we aim to provide an understanding that in any organizational activity, we need to know the structure and functioning of the services provided by each institution (Darmawan Harefa, Murnihati Sarumaha, Kaminudin Telaumbanua, Tatema Telaumbanua, Baziduhu Laia, 2023). That is why our LPPM team engages with the community through socialization activities regarding administrative services at the

Research and Community Service Institution of Nias Raya University.

B. Method of Implementation

In the engagement conducted by the LPPM team, several simple techniques are employed to enable students to understand and comprehend the procedures for handling administration at Nias Raya University's LPPM. One form and method of engagement used is lecture-style discussions with students involved with the LPPM (Harefa, Darmawan., 2021). In this case, it allows the LPPM team to communicate the vision and mission of the institution in providing services, ensuring that students feel comfortable dealing with various administrative matters at Nias Raya University's LPPM. Additionally, socialization occurs concurrently while students manage their various needs (Harefa, 2022). This particularly applies to processes such as submitting research titles, obtaining observation permits, conducting trials, obtaining research permits, and obtaining plagiarism check permits for theses and articles before their defense. The handling of documents such as change of title certificates, Letters of Acceptance (LoA), reviewer assignment letters for articles, and other related processes are also covered in the socialization activities. By employing these techniques, it is hoped that students can better understand and navigate the administrative processes at Nias Raya University's LPPM.

C. Result and Discussion

When students need to handle administrative matters at the LPPM, they are expected first to read the announcements posted at the entrance of the LPPM room. After that, they take their

seats in the designated area prepared by the LPPM team. Following the existing queue, the first service is provided to those who arrived first. The LPPM team will greet them and ask them about their specific needs according to their requirements. The services provided by the LPPM team include research-related assistance for students and faculty, community service for students and faculty, plagiarism checks for theses and articles, and administrative support for student academic activities related to research documentation.



Figure 2. Administrative Services

The results of the socialization activities on administrative services in the Research and Community Service Institution include the following:

1. In managing title proposal submission, firstly, they obtain approval from the Academic Advisor. The Head of the Study Program approves it and is subsequently endorsed by the Director of the LPPM. Before the endorsement process at the LPPM, the title and

description of the proposal are checked by the LPPM Secretary. It is then signed by the Director and stamped by the Secretary if deemed appropriate. It is returned to the respective student for revisions if deemed inappropriate.

2. Permission for observation or survey is granted to students conducting field observations at the designated research site. Before this, they had already obtained a letter of introduction from the Head of the Study Program. This is done to assist students in avoiding obstacles in the field before conducting their research.
3. Regarding the application for permission for pilot testing, students are advised to consult with the relevant authorities (the testing location) to confirm their acceptance. Pilot testing usually takes the form of questionnaires or surveys. The pilot testing is conducted not at the designated research site (according to the title) but at a different location. This is done to assess the validity and reliability of the questionnaire used in the research. Once the approval is obtained, the application for permission for pilot testing is processed by the LPPM, with a letter of introduction already issued by the Head of the Study Program as a formal request to the LPPM Director.
4. Permission for research is granted to the respective students after obtaining a letter of introduction issued by the Head of the Study Program as a formal request to the LPPM Director. This permission is granted because the students will conduct field research (data collection) at the designated research institution.
5. The process of obtaining plagiarism check certificates for the thesis and

articles involves two aspects. Firstly, obtaining a plagiarism check certificate for the thesis is done to fulfill the requirements for the thesis defense. This is done to assess the level of plagiarism in the respective thesis, and it must meet the predetermined threshold set by the university, which is 40%. If the predetermined threshold is met, the LPPM team provides a certificate of compliance to the respective student, indicating eligibility for the thesis defense. Secondly, there is a plagiarism check for articles. These articles are written by students/alumni for publication in the University of Nias Raya journals. An article is considered suitable (after undergoing a review process by two reviewers). It must pass the predetermined plagiarism threshold set by the university, which is 40%, to be published.

6. The management of Change of Title Certificates is submitted by students to the LPPM team. Before that, the respective students obtained a letter of introduction signed by two proposal/thesis supervisors and approved by the Head of the Study Program as a formal request to obtain the Change of Title Certificate from the LPPM subsequently.
7. In the distribution process carried out by students at the LPPM, they need to provide evidence such as a Letter of Acceptance (LoA) and then send the thesis and article manuscripts to the designated email address provided by the LPPM team. After that, the students submit the distribution sheets to be signed by the Director of the LPPM.
8. The Research and Community Engagement Services provided by

students and lecturers are essential functions of the LPPM. Research and community engagement activities can be sourced internally or externally. For example, internal activities may include research and engagement proposals funded by foundations and universities. In contrast, external activities may include research and engagement grants funded by the Ministry of Education, Culture, Research, Technology, and other sources.

Discussion

1. When students handle administrative matters at the LPPM, sometimes they seem disconnected from the LPPM team, as they only come seeking assistance without paying attention to the announcements provided by the LPPM team. Because of this issue, the LPPM team continues to strive and provide understanding and care to every student, encouraging them to stay informed and read the announcements that the LPPM team has disseminated.
2. During the title proposal submission process, many students mistakenly provide incorrect names and signatures of the approving authorities on their title proposal forms. As a result, these forms require corrections, and the LPPM team needs to tactfully convey this information to the students, as they may feel burdened by the request to rectify their administrative errors.
3. The LPPM team should also provide students who are arranging field observations with a clear understanding that the observation sites will be the locations for their research. Students need to comprehend the extent of their understanding of their thesis topics, so

they can adequately prepare themselves for successful research during the observation period.

4. When students apply for permission for pilot testing, the LPPM team should guide them in selecting a testing location that is cooperative and supportive of their research, ensuring it complements their observational activities. Otherwise, it could waste time and delay the student's research progress.
5. Permission for research is granted to students with the expectation that all aspects related to their research have been completed, including obtaining a letter of introduction from the Head of the Study Program. This letter serves as a formal request to the LPPM, allowing the issuance of the research permit.
6. For plagiarism checks, which have a threshold of acceptability set at 40%, the LPPM team informs students if their work does not meet the standard and needs to be revised to decrease the plagiarism score. Whether for a thesis or an article, the LPPM team provides guidance and facilitates the plagiarism check process for students and alumni. They offer encouragement if the plagiarism score has not decreased.



Figure 3. Plagiarism Check Service

7. The process of applying for a Change of Title Certificate is initiated by students who have previously obtained a letter of introduction signed by two proposal/thesis supervisors and

approved by the Head of the Study Program. This letter serves as a formal request to the LPPM to obtain the Change of Title Certificate. However, sometimes students do not bring the letter of introduction or only have it signed by the supervisors. Students sometimes visit the LPPM to process research permits, but their title has already been changed. As an LPPM team, they always direct students to handle the title change before applying for the research permit.

8. During the distribution process, the LPPM team continues to cooperate and facilitate the alumni who have completed their administrative requirements but still need to distribute their theses as a prerequisite for obtaining their degree certificates.
9. Regarding Research and Community Engagement Services provided to students and lecturers, the LPPM team prioritizes excellent service for those dealing with the LPPM. They even offer socialization and training to students and lecturers to assist them in winning internal and external grants.



Figure 4. Distribution Service

D. Conclusion and Suggestion

It is essential to have heart-to-heart conversations in our community engagement activities carried out by the research and community service team of Nias Raya University, particularly in our service to

students. This ensures that the goals and missions of the university and the research and community service institution at Nias Raya University are effectively achieved, particularly in providing excellent service to our students, especially at Nias Raya University.

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