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DESIGN OF THE INFORMATION SYSTEM MODEL FOR KODIM 1416/MUNA ADMINISTRATION PROCESS USING THE RAD METHOD WITH WHATSAPP BASED NOTIFICATION

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Abstract. Globalization, driven by advancements in information technology, demands fundamental changes across various life aspects, including the operations of companies and organizations. Kodim 1416/Muna faces issues in daily reporting and administration due to reliance on WhatsApp, varying report formats, and delays in administrative approvals. This research aims to design an information system model to address these problems using the Rapid Application Development (RAD) method, encompassing requirements planning, design, and implementation. The designed system is expected to standardize daily reports, reduce the risk of overlooked information, expedite the submission process, and facilitate monitoring by leaders through WhatsApp notifications. System Usability Scale (SUS) testing results show a score of 81, categorized as "Good Performance," indicating user satisfaction with the designed system. Thus, this research contributes to improving operational efficiency and administrative performance at Kodim 1416/Muna.

Keywords: Kodim 1416/Muna, Daily Reports, RAD, Information System, WhatsApp Notifications

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INTRODUCTION

With the advancement of technology, the demand for fast, precise, and accurate information is very important in the corporate environment. Therefore, the presence of information systems is an essential requirement for companies in carrying out their business operations. Information systems are able to provide efficient means of communication within organizations or between organizations at an affordable cost, high level of accuracy, and minimal speed [1]. The main tasks of the Army in pledging to maintain the sovereignty of the land territory of the Unitary State of the Republic of Indonesia, protect the integrity of the territory in accordance with the principles of Pancasila and the 1945 Constitution of the Republic of Indonesia, and ensure protection for the entire nation and Indonesia's cultural heritage from potential threats and disruptions to the integrity of the state, can be described through the implementation of several functions. Among them, the Army carries out the main functions which include combat, posture training, and Territorial Development (Binter). The Army's Territorial Development function includes planning, developing, mobilizing, and escorting resources in the defense area with all its aspects, which aims to build strong strength as part of the space, facilities, and conditions of battle for the benefit of national defense on land [2].

Kodim 1416/Muna is one of the Kodim in Muna Regency, Southeast Sulawesi which is directly under the Military Resort Command (Korem) 143/Halu Oleo and Military Regional Command (Kodam) XIV/Hasanuddin. Kodim 1416/Muna has 7 Koramils including Koramil 1416-01/Katobu, Koramil 1416-02/Tikep, Koramil 1416-03/Tongkuno, Koramil 1416-04/Kabawo, Koramil 1416-05/Maligano, Koramil 1416-06/Lawa, and Koramil 1416-07/Tampo. The task of each Koramil is to supervise community activities in several sub-districts and even in villages. The total number of personnel of Kodim 1416/Muna is 308 personnel.

Currently, babinsa conduct daily reports via WhatsApp with different report templates. There are other problems found, namely report information that is sent repeatedly. This is because reports on WhatsApp accumulate, resulting in a lack of thoroughness in receiving reports. In addition, with the large number of personnel in Kodim 1416 / Muna and there is one Koramil whose island is separate from its unit, it has an impact on the problem, namely difficulty in evaluating data, creating a risk of missed or poorly understood information and complicating efforts to make decisions from the information presented.

Previous research has shown that the implementation of information technology, especially in the form of information systems, has made a positive contribution to the optimization of time and effort, the accuracy of the information provided from the system, and the responsiveness of the system in responding to changes in information management and administration. So that this research will contribute a design in the form of a standard report used by all Chapters in order to reduce errors and make it easier for leaders to evaluate. In addition, the design of a system that allows electronic submission of letters or administration, including signature approval from the leadership.

10 The system development method used in this research is the Rapid Application Development (RAD) method. According to Kendall in 2011, the RAD method is divided into three stages that are structured and interdependent with one another, namely the requirements planning stage, the design process (design workshop), and implementation. In the requirements planning stage, functional and non-functional requirements are analyzed. For the design workshop stage, UML design is carried out. While at the implementation stage, coding and testing will be carried out[3]. By using the RAD method, it is able to involve development where users can see and test the functionality of the system at each stage.

7 Based on the description of the problem above, a research was conducted entitled "Designing an Information System Model for the Administrative Process of Kodim 1416/Muna Using the Rapid Application Development Method with WhatsApp-Based Notifications". So that it will produce a system that can provide solutions to daily reports, format variability, and administrative delays faced by Kodim 1416 / Muna with notifications from WhatsApp.

METHODS

Research Framework

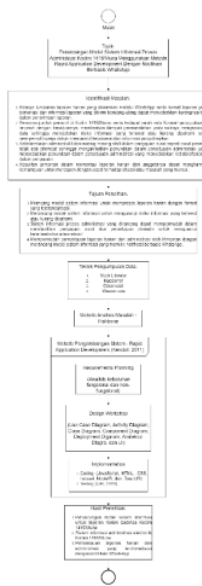


Figure 1 Research Framework

Based on the picture above, there are several causes of the problem, namely:

1. The existence of a pile of daily reports sent via WhatsApp as well as varying report formats and report information sent repeatedly can cause a lack of thoroughness in receiving reports.
2. The large number of personnel in Kodim 1416 / Muna, and there is one Koramil whose island is separate from the unit, has an impact on the problem, namely the difficulty of evaluating data so as to create a risk of missed or poorly understood information and complicate efforts to make decisions from the information presented.

3. Administrative delays from each staff in submitting letters such as orders caused by the absence of other alternatives when the leader is not available, resulting in delays in administrative approval which causes inefficiency in submission.
4. Leaders' difficulty in monitoring daily reports from their members can hinder their ability to respond quickly to situations or problems that arise.

So that the research objectives are obtained, among others:

1. Design an information system model to process daily reports in a standardized format.
2. Design an information system model to reduce the risk of missing or misunderstanding information.
3. The designed electronic Administration information system is expected to facilitate automated letter submission and approval to reduce Administrative delays.
4. Facilitate the monitoring of daily reports and Administration by leaders by designing an information system model that has automatic 20 ifications.

The development methodology used is Rapid Application 14 velopment (RAD). This information system model was developed using several diagrams, namely Use Case Diagram, Activity Diagram, Class Diagram, Component Diagram, Deployment Diagram, and Architectural Diagram. In the last stage, namely the stage of implemen 24 ing the information system model. Based on the framework above, the implementation of the information system model is carried out using the JavaScript programming language with the help of the NodeJs and ReactJs frameworks, as well as HTML, CSS, and Laravel.

7 The data collection techniques used in this study are as follows:

Literature Study

Literature study is one of the processes in research whose purpose is to find literature about previous research that is in accordance with the research topic to be carried out. The literature study used in this study consists of five discussions of previous research, namely the implementation of RAD (Rapid Application Development) and black box tests on e-archive administration[4], implementation of rapid application development in developing road damage reporting applications [5], web based development of information system administration[6],[7] build a website for Kodim 0403/Oku using Php and MySQL, and design a financial information system at the Kotabaru Reteh Lurah Office using the rapid application development (RAD) method[8].

Questionnaire

22 A questionnaire is a way of collecting data that involves asking a number of questions related to the research issue[9]. The target respondents in this research are Dandim, Danramil, and Staff. From the results of the questionnaire it can be concluded that respondents have clear answers to specific report formats, where most emphasize the importance of clear and structured report formats to support their work.

Inerview

An interview is a meeting between two individuals who exchange information and ideas through a series of questions and answers. The goal is to build meaning on a particular topic[9]. In this study, there were 3 resource persons who represented members of Kodim 1416/Muna, namely Danramil, Babinsa, and Staff. The results of the interview are that most of them have difficulty in determining the right activity documentation. Where sending reports via WhatsApp often accumulates and causes data to be neglected. In addition, facilities are needed that can speed up and simplify administration. The process of submitting letters that are still manual is also often not on time and causes delays in receipt. So it is hoped that there will be a new transformation that supports the main tasks using IT facilities.

Observation

Observation, or often referred to as observation, involves focusing on an object using all the senses. It is a method of data collection that involves the use of the five senses and detailed recording of the object of study[9]. Observations revealed complaints about reports being uploaded repeatedly, indicating problems with documentation management and workflow. Therefore, it is necessary to implement adequate technology to ensure documentation is organized and easily accessible to all parties in need.

Problem Analysis

Fishbone diagrams, or more commonly known as fishbone diagrams, are a method or tool used to improve quality. It is also known by another name, the cause-effect diagram.[10].

column. Then the system will display the submission verification. After that, the Dandim will choose the verification action or reject the submission. And finally the Dandim presses the send button. There are two conditions, if the Dandim chooses the action to reject the submission, the Staff will revise the submission by pressing the view & validate menu, then the Staff will revise the submission based on the notes. Then it will continue with the next process. The second condition, if the Dandim chooses the verification action, the submission is successfully verified.

2. Report Babinsa to Danramil

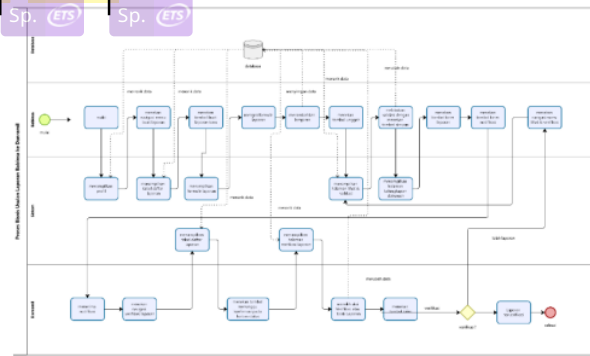


Figure 4 Report Babinsa to Danramil

Based on the picture above, the proposed business process for reports from Babinsa to Danramil. Where to make reports not manually anymore, but assisted by the system. In the picture above, the process is initially carried out by Babinsa, namely by logging in first, then the system will display the Babinsa profile. Next, the Babinsa presses the menu navigation to create a report the system will then display the View & Validate page. Then, the employee validates by pressing the Save button on the Validation tab. Then the system displays the Document Completeness page. Then the staff will press the Submit button and press the Submit Notification button again to send a notification to Dandim. Next, the Babinsa presses the send button, then presses the send notification button again. Then Danramil will receive a notification, then log in first, after which Danramil presses the report verification navigation button. Then the system will display the report list table, then Danramil presses the button waiting for confirmation in the status column. Then, the system displays the report verification page, then Danramil chooses the verification action or rejects the report. And finally Danramil presses the send button. There are two conditions, if Danramil chooses the action to reject the report, then the Babinsa will revise the report by pressing the view & validate menu, then the Babinsa will revise the report based on the notes. Then it will continue with the next process. The second condition, if Danramil chooses the verification action, the report is successfully verified.

3. Report Danramil to Dandim

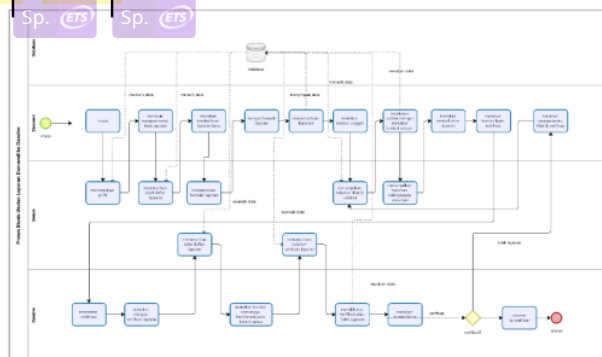


Figure 5 Report Danramil to Dandim

Based on the picture above, the proposed business process for reports from Danramil to Dandim. Where to make reports not manually anymore, but assisted by the system. In the picture above, the process is initially carried out by Danramil, namely by logging in first, then the system will display the Danramil profile. Next, Danramil presses the menu navigation to create a report, the system displays a list of report tables. After that, Danramil presses the create new report button, then the system will display the report form. Next, Danramil fills out the report form, then adds attachments and presses the upload button. The system then displays the View & Validate page. After that, Danramil validates by pressing the save button and the system will display the document completeness page. Next, Danramil presses the send button, then presses the send notification button again. Then the Dandim will receive a notification, then log in first, after which the Dandim presses the report verification navigation button. Then the system displays the report list table. Then the Dandim presses the button and waits for confirmation in the status column. Then, the system displays the report verification page, then the Dandim chooses the verification action or rejects the report. And finally the Dandim presses the send button. There are two conditions, if the Dandim chooses the action to reject the report, then Danramil will revise the report by pressing the view & validate menu, then Danramil will revise the report based on the notes. Then it will continue with the next process. The second condition, if the Dandim chooses the verification action, the report is successfully verified.

System Development Technique

Rapid Application Development (RAD) is a software development model that follows a linear approach and focuses on very short development cycles[12].



Figure 6 RAD Method (Kendall, 2011)

Here are the stages of the RAD system development technique:

1. Requirement Analysis

At the requirement analysis stage, it explains the functional and non-functional needs of the system to be designed.

2. Design Workshop

At this stage, the design of business processes and programming for data in the system architecture is carried out. The tools used in this phase are the Unified Modeling Language (UML), which consists of the use case diagram, activity diagram, class diagram, component diagram, deployment diagram and architecture diagram.

3. Implementation

At this stage, coding is carried out according to the system design at the design workshop stage. The coding used in this research is HTML, CSS, PHP, Laravel, JavaScript, ReactJS, and NodeJS.

23 Testing

At this stage, testing is carried out using the System Usability Scale and User Acceptance Test.

RESULT AND DISCUSSION

Use Case Diagram

Use Case Diagram is a functional representation used to describe the behavior or behavior of a system to be developed. The User Case Diagram displays an actor or several actors who have a special relationship with the system. Each actor described shows his position and access rights in the system in detail[13].

The submission table stores basic information about the submission, similar to the report table. Further details about the submission are stored in the submission details table, which is also connected to the submission and user tables. The relationship between these tables is shown through the foreign keys that connect the detail tables with the main table and user table.

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Architecture Diagram

Architectural diagram is a system architecture design stage that uses a program/subprogram architecture model known as architectural diagramming[15].

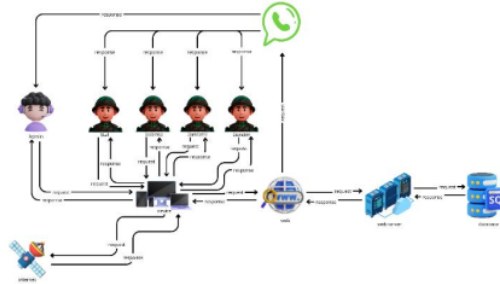


Figure 9 Architectural Diagram

From the picture above it can be explained that, users send requests through devices such as computers or smartphones that are connected to the internet. Then the user device sends the request to the web. Next, the request is sent to the web server, then the web server receives the request from the web and sends the request to the Database if needed. After that, the Database receives the request from the web server and processes it. Next, the Database sends the response back to the web server and the web server receives the response from the Database then sends the response back to the web, then the web receives the response from the web server. The response from the web server is sent back to the device via an internet connection. The device receives the response from the web. In this explanation, the admin can also communicate with users both in sending requests and receiving responses from the device. In addition, requests from WhatsApp are forwarded to the Admin, and then the Admin will send a response to the user via WhatsApp.

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Implementation

1. Login Page

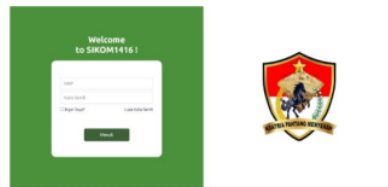


Figure 10 Login Page

The image above is the login page on the SIKOM1416 website.

2. Profile Page



Figure 11 Profile Page

The image above is the user profile page. On this page, users can update their profile and change their password.

3. Report Form Page

Figure 12 Report Form Page

The picture above is a form of making a Danramil report to the Dandim. This page only exists for Babinsa and Danramil users. It can be seen that the form for making reports from Babinsa to Danramil has differences with the form for making Danramil to Dandim. The difference is that in the form for making Babinsa to Danramil there are no columns for Number of Personnel, Personnel Present, Personnel Lacking, Internal Service, Outside Service and Post Picket.

4. Submission Letter Form Page

Figure 13 Submission Letter Form Page

The picture above is the form page on the submission letter maker. This page only exists for Staff users.

5. Notification WhatsApp Page

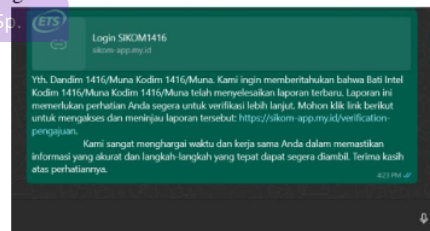


Figure 14 Notification WhatsApp Page

The image above is a WhatsApp-based notification sent to the intended user.

6. Review & Validation Page

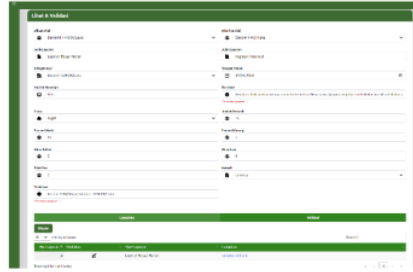


Figure 15 Review & Validation Page

The image above is the page on the “View & Validate” menu on the report.

7. Document Completion Page

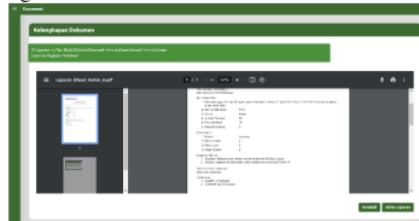


Figure 16 Document Completion Page

The picture above is the page of the “Document Completeness” menu. On this page will be given the results of entering the previous form in the form of a file.

8. Verification Page

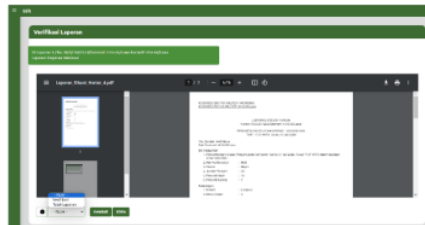


Figure 17 Verification Page

The image above is a detail of the report verification. Where in the picture above there are two actions, namely users can choose “Verify” or “Reject Report”.

17
System Usability Scale

The System Usability Scale (SUS) is a questionnaire tool useful for assessing the extent to which a computer system is usable, focusing on the subjective views of users[16].

Table 1 SUS Score Calculation Results

Respondents	Calculated Score										Total	Value (Total x 2.5)
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		
R1	3	2	4	3	3	3	2	3	3	4	30	75
R2	3	3	4	3	2	1	4	3	4	3	30	75
R3	4	3	3	4	4	2	3	4	4	3	34	85
R4	2	4	3	4	4	3	4	2	4	4	34	85
R5	4	4	2	4	3	3	4	4	3	3	34	85
R6	3	2	4	3	4	4	2	3	3	0	28	70
R7	4	3	4	2	2	1	4	4	2	3	29	73

R8	4	3	3	4	4	2	3	4	4	3	34	85
R9	3	3	4	4	3	3	4	2	4	4	34	85
R10	2	4	3	3	2	4	3	3	2	4	30	75
R11	3	4	4	3	3	4	2	3	3	4	33	83
R12	4	1	4	2	3	3	3	4	2	3	29	73
R13	3	3	3	4	4	2	3	4	4	3	33	83
R14	3	2	4	4	3	3	4	2	3	3	31	78
R15	2	4	4	3	4	4	3	3	2	4	33	83
R16	3	2	3	3	3	4	4	3	3	4	32	80
R17	3	3	4	2	4	1	3	4	2	3	29	73
R18	4	3	3	4	4	2	3	4	4	3	34	85
R19	3	4	4	4	3	3	4	2	4	3	34	85
R20	4	4	3	3	4	4	3	3	2	4	34	85
R21	3	2	4	3	3	2	4	3	3	4	31	78
R22	4	4	4	2	3	3	3	4	2	3	32	80
R23	4	3	3	4	4	2	3	4	4	3	34	85
R24	4	3	4	4	3	3	4	2	4	4	35	88
R25	4	4	3	3	4	4	3	3	4	4	36	90
Average Score (Final Result)											81	

Table 2 Final Result Score SUS

System Usability Scale	Acceptability Ranges	Grade Score	Adjective Rating
81	Acceptable	A	Excellent

From the results of testing using SUS above, it can be concluded that the SUS score of 81 falls into the "Good performance" category. This indicates that users are satisfied with the usability of the website. Although the score of 81 indicates that the website has achieved good satisfaction, there are still opportunities to develop and improve the user experience with appropriate and continuous improvements.

User Acceptance Testing

Usage Test (UAT) is a testing process that aims to assess user responses to software that has been successfully developed [17].

Based on the results of testing the features, it can be concluded that the information system of Kodim 1416/Muna has been successfully tested and meets expectations in terms of expected functionality. The existing features are able to support the daily reporting process and administration efficiently, as well as provide WhatsApp-based notifications to facilitate monitoring and evaluation.

CONCLUSION

Based on the results of the research that has been conducted, the information system designed for Kodim 1416/Muna shows satisfactory performance and is able to meet operational and administrative needs. However, to ensure the sustainability and improvement of the system quality, some suggestions can be given. The conclusions and suggestions are as follows:

Conclusions

1. The developed information system has successfully improved performance in the daily reporting and administration process at Kodim 1416/Muna. With WhatsApp-based notifications, leaders can monitor reports more quickly and on time.
2. The designed system has succeeded in reducing data duplication that previously occurred in the manual reporting method. Standardization of report formats and integration of information systems have helped in providing more accurate and reliable data.

3. Based on the SUS test results, users showed a high level of satisfaction with the usability of the information system. The score obtained falls into the “Good performance” category, indicating that this system has met user expectations.

Suggestions

1. To further improve efficiency and accuracy, it is recommended that the information system continue to be developed with additional features that can adapt to the growing needs in the field.
2. Despite the high level of satisfaction, it is important to ensure that all Kodim 1416/Muna personnel have adequate understanding and skills in using the new system.
3. To ensure that the information system is effective, it is recommended to conduct periodic evaluations of the system's performance and collect feedback from users on a regular basis.

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Confused You have used **personnel** in this sentence. You may need to use **personal** instead.



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PAGE 2



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PAGE 3



Prep. You may be using the wrong preposition.



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Confused You have used **Where** in this sentence. You may need to use **we're** instead.



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Dup. You have typed two **identical words** in a row. You may need to delete one of them.



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Wrong Form You may have used the wrong form of this word.



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