The Limited use of Information Technology on Services and Learning at Iqra Buru University

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Abstract

Addressing the various technological developments, Iqra Buru University as one of the private universities in Maluku Participated in the utilization of learning resources related to the utilization of technology, but not all planning or Orientation that you want to Achieve can be Tirrenus as a result of the availability of infrastructure and operational costs so large, so that the research aims to know how the limited conditions of information technology Affects the process and learning at Iqra Buru University. The research method used is qualitative research with phenomenology approach, as well as implementation time for 30 days in the campus location of Iqra Buru University. Samples taken from five courses in the environment of the University of Iqra Buru. Field data shows a wide range of limitations on the use of information technology in the quality of service or learning process where the effect that Appears in the end in contact with the quality as well as the quality needed. The question of the infrastructure, financing and policy of the university Became the main problem that led to the limitation of the utilization of information technology in the educational institutions occurred as Obtained at Iqra Buru University. Hope for assistance and encouragement from the government in this case the government through the Ministry of Communication and Information and the Ministry of Ristekdikti to solve the problems related to the use of technology the information on private universities becomes a common desire to support the achievement of quality education and competitiveness.

Keywords 1 Technology 2, Service 3 Information 4 Learning 5, University

Introduction

The development of science, especially on information technology, brings a tremendous influence on the development of society, especially in the mindset and pattern of the act. From television, computer, radio, telephone, to the Internet, the which can be accessed Easily through various cell phones, so that the individual Becomes Accessing free in anything that is in it, Including in building a network of communication (Umanailo).
The consequences of such developments have a compelling implication, meaning that whosoever (individual or institution) is not as well as adjusting, then that is only the lag, the result of globalization that makes every Fulfillment needs to shift from the manual to the technology as well as depositing money no longer have to linger in line with a bank, but with SMS banking or similar features have we Easily deposit and transfer money in a matter of a few

minutes. As a consequence, almost all the joints of the community life-Also have a change orientation that always prioritize the use of information technology in the implementation.

Not to be separated from it all, the university as one of the educational institutions the which is required to be Able to align between the needs with the development of technology, especially on the utilization of resources and learning process (Hasan Afandi and Chairul Basrun Umanailo). The great hope of the university as an institution of education, research and technology, is that it is a source of information technology development that can also be contested by the general public, such as the example shown by Several informatics students who successfully created a program for the use of financial management applications (Joshi and Pant).

Some time ago, the Ministry has issued a release related to distance learning programs by providing a large space for each course in each university opening a program using the availability and capabilities of the technology resources have (Ilomäki et al.), meaning that education has a strong connection with information technology to support each other.

Addressing the various technological developments, Buru Iqra University as one of the private universities in Maluku Participated in the utilization of learning resources related to the use of technology, as well as interactive discussions and learning with internet facilities. Some programs have been conducted on Certain courses, however, not all planning or orientation that you want to Achieve can be Tirrenus as a result of the availability of infrastructure and operational costs are so large (Ching-Ter et al.).

With such a huge fee, will certainly burden the tuition fees of students, so for the continuation is still reviewed restaurants again, when the need should be no longer a costly but the consequences of availability Students or university parties must spend more and access Reviews their needs on the Internet. In some previous studies, it was seen that factors of financial resources and policy so that university learning by using information technology infrastructure was difficult to implement.

The phenomenon Becomes a unique attraction to be explored, that on the one hand there is a need for the use of information technology that is inherent in supporting the learning process of students and lecturers (Umanailo et al.), but on the other side needs financial resources and facilities to be a inhibitory factor for the fulfillment of such matters. As such, the title of technological developments and related to the study at Iqra Buru University is interesting to see the dominant factors that Become subctance of the needs in learning by using the results of information technology

Research Methods

The study was conducted at five Faculties at Iqra Buru University. The selection of informants was Carried out randomly with the consideration that the informants had been chosen to represent the characteristics of the actions of students, lecturers and technical personnel from the Faculty of agriculture and forestry, economics, the Faculty of teacher training and education, the Faculty of Law and the Faculty of letters, the informants chosen were the final levels of students in the process of writing the final research report, and implementing technical staff. The time used in this study is 60 (sixty) calendar days, starting in May to July 2019.

The main sources of data in this study are words and actions, the rest are additional of data such as photo documentation, recordings and other Similar writing (Creswell). With regard to the data, the types can be divided into words and actions, written sources of data, photographs and statistics (Maxwell and Reybold). In this study the authors' techniques of data collection using in-depth interviews were with students in five Faculties and observational activities directly related to informant research (Qu and Dumay).

For the data analysis, the authors use when the data collection takes place, and after the completion of the data collection in A Certain period. By analyzing the data while collecting, the writer can know firsthand the lack of the data that must be collected as well as the methods that must be Carried out next in order to Obtain a comprehensive results (Kelley-Quon). By presenting the data, Researchers can work more quickly intervening and precisely in coding and decision making based on research focus. Presentation of the data is an integral part of qualitative research data to the analysis. Presentation of the data analysis as part of the reduction is also part of the data analysis (Kelley-Quon). Presentation of the data in qualitative research in General IE matrices, graphs, charts, and narrative texts. Conclusion is the end of qualitative research data to the analysis.

Result and Discussion

In the implementation of the utilization of information technology, Iqra University Buru should already have to wear an electronic-based service standards and so it is with the learning process. In the hopes of improving the quality of care as well as the learning process, but on the research findings, it is not yet fully in exercising their absolute

requirement in each study program as presented in the following table:

Table 1.
In the Information Technology Utilization Program

Program	Administrative services		learning	Information
	internal	external		
management	Manual, (recording and archiving)	- manual - Internet technology (e-mail)	(85%) have not access to information technology, and still use the tutorials and reading books as a source of the writing task	Lack of internet access in the area of the campus where students and faculty are limited in access to learning resources through the internet. - To be able to access internet services students and teachers have to pay more. - The absence of university policies to support the development of access to information technology makes the course just be appealed to the lecturers and students to be able to adjust
Law	Manual, (recording and archiving)	Manual, (recording and archiving)	(100%) has not accessed information technology, and still use the tutorials and textbooks as the source of the writing task.	
English literature	Manual, (recording and archiving)	- manual - Internet technology (e-mail)	(60%) have not accessed the information technology, still use the tutorials and textbooks as the source of the writing task	
Industrial Engineering	Manual, (recording and archiving)	Manual, (recording and archiving)	(100%) has not accessed information technology, and still use the tutorials and reading books as a source of writing tasks. In several statements to fulfill the tasks subjects students have to pay more to access the Internet at the cafe or paid internet services	
Agroteknologi	Manual, manual recording and archiving, (recording and archiving)	Manual, (recording and archiving)	(100%) has not accessed information technology, and still use the tutorials and reading books as a source of writing tasks. In several statements to fulfill the tasks subjects students have to pay more to access the Internet at the cafe or paid internet services	

Source: Primary data processed in 2019

Understanding the results of field data presented in the table above, the authors analyze that by not supported infrastructure for access to information technology, the process of the administration of internal and external, and the

learning process encountered some obstacles which of course has implications for the quality of service as well as output of the learning process, for service, it still looks a bit once for the use of access technologies which are still using manual pattern for execution of the work, of course, has implications for the quality of execution and quality of reports that will have a major obstacle to the institutional control and quality of care (Morris and Scott). In addition, students and faculty need to adjust the learning resources and teaching has a major bottleneck, where they must use their own financing in order to gain access to technology. This condition will not help for the growth of an institution which necessarily always updating all existing global development, and has become a necessity in order to develop learning materials.

From the average informants interviewed, generally raise the matter with the university policy support as a factor that became urgent in access to information technology. The utilization of the substance awaiting the universitys policy to provide the facilities and infrastructure to faculty and students to get a chance to improve the quality of service as well as learning through access to information technology.

On another occasion, researchers also comparison answers obtained from the informant with the Rectorate Iqra Buru, that originally they had a strong desire for the condition, but the subject-matter of the cost required increasingly large so no worries tuition increases that burden studies students, the same thing, as further discussed with solids, such as searching for solutions development with the companys communications provider, that the company continues to apply the pattern of working together with the institutions profit more when using the services they have, and lead to the conclusion that the same that the university must pay extra to the provider as a consequence of the use of infrastructure (Marshall).

The impact of all these circles are students and teachers access to the development of information technology, which for some students in other large cities become a necessity, while students and teachers at Iqra University Buru it is something that is difficult to reach. The condition eventually have a considerable impact on the quality of service and learning as described in Table 2, so this need not merely be the fulfillment of a trend, but the conditions and the existing system has become a requirement that if forced to be fulfilled.

Table 2.
The limited impact of Utilization of Information Technology at the University of Iqra Buru

Study program	Administrative services		Learning
	internal	external	
management Law English literature Industrial Engineering Agroteknologi	- The occurrence of any of the procedures and reporting - The use of a longer time - Services hampered by missing or scattered archives - Control becomes weak due to the dependence of the archive - Reporting to the Higher Education Kopertis or delayed due to document and archive it takes time for the rearrangement	- Late in the process of distribution and receipt of information from and Higher Education Kopertis - Not indexed and research work of faculty and students - Limited network for the development of student affairs	- Students late in updating the learning material - Preparation of essay assignments or frequently experience problems because the materials are available on a limited text books - Adjustment between theory and experience that occurs is difficult cumulating - A comparative study of the increasingly limited

Source: Primary data processed in 2019

Seeing what researchers obtained data from the field, the impact of the limited use of information technology becomes a major obstacle to the management and development of an educational institution. Field data shows implications for both internal and external services of the many events where the average is an inhibitor of service management as well as the learning process.

On internal issues, fault reporting procedures as a result of instrument provided in the form of material manually necessarily difficult to control the quality of the implementation, on the other part of service to the administration process of students and professors was hampered by the limited spaces of archives often scattered so as to make its own difficulties in terms of validation and synchronization of data, so that for the preparation of reports which must be provided various documents into a major barrier for the university in reporting and operational performance to Kopertis and Higher Education (Joshi and Pant).

Some of the problems presented by informants related to the management of documents and manual reporting that while doing the accreditation of the courses have trouble when assessors who needs to access in order to synchronize the data manually and electronic data, the condition is very influential on the final assessment of an accreditation process that has an impact dominant for the sustainability of an operational program of study, in the meantime, in 2017 the pattern of accreditation will be able to experience the changes by using the electronic system and the whole party BAN-PT was no longer struggling with the data manually alone, for courses this condition becomes case of its own to accreditation in the future.

As for the problem of external, delays in the distribution and receipt of information from Kopertis and Higher Education are the university authorities often do not have space for participation for socialization, training and technical assistance, when such activities are needed by the university and the study program for resource development lecturer and students (Isaacs). As stated by the informant, that they often get a disposition that is almost expired and the difficulty to follow up due to constraints of time and distance faced, to expect an email, the facility was very limited and only use the university address for the entire circulation of the incoming information.

Another thing that becomes important, namely, the question of the work and research that are not indexed and published by the institution makes its own lecturers and students working to publish the work or study they are doing. The issue of support for the development of student network is very limited, so the development of student creativity delayed when compared to other educational institutions.

For the learning process, with limited conditions of the course will have implications on the quality of learning outcomes which are not update patterns of learning and the learning process. As for applications and comparison results of theoretical study and the application will be less to get the most as a result of students just hold on textbooks and textbook amount is also limited. Should be a concern that the importance of information technology in an effort to support the learning process and results that will affect the quality of a college graduate.

Understanding the implications of the result of the limited use of information technology in Buru Iqra University, is a phenomenon that should no longer be found in the current government and private continues to spur development. There are several things that could be analyzed for mapping the issue of utilization of information technology at the University of Iqra Buru namely, the question of the availability of infrastructure, affordability, policy and support the manager of the university as well as the geography where Buru Iqra university is located.

For facilities and infrastructure, associated with the location and geography of the University who are at Buru regency of Maluku province, the condition is of course more difficult with only the availability of telecommunication companies namely Telkomsel. To access the information technology course will be an expensive item which the benchmark price to operationalize the Internet network reached 500,000 per month with quotas and minimum speed to be accessed by the public. As for using the means and leasing satellite will be far more expensive a price above the average of 15 million per month.

Attempts to gain access to information technology is already often done by inserting a proposal or a request to the private sector, but due to the condition of the facilities and infrastructure that is always experiencing barriers to realization (Hardstaffe et al.). One attempt rector to meet these needs by raising the cost of education, but on the last occasion after review rector find it difficult because of the burden that will be borne by the students will be even greater, in order to face these problems then sought assistance and grants from external parties (Otte et al.).

Much study, the phenomenon of limited access to information technology, that information technology has become a necessity that at a certain level are crucial issues related to the development of an institution. Governments in some time ago, have always urged and pattern the performance on the basis of information technology and the implications for the quality of the service, of course, as an educational institution Buru Iqra University should also be able to adopt such conditions as a necessity in order to improve (Crittenden et al.). With a presence in eastern Indonesia, must be recognized also with various limitations owned as supporting infrastructure,

Overall, the impact of the limitations of using information technology a crucial issue in higher education institutions such as Iqra University Buru so that what is desired by the government and society to improve the quality of education is rather difficult to realize when then problems like this cannot be handled. The great hope for the support and encouragement the Government in resolving these limitations must be a priority, if we is hoping the synergy between the processes and outputs of education in Indonesia.

Conclusion

The issues that arise, causing limited use of information technology in Buru Iqra University consists of several things, namely the availability of infrastructure, affordability, policy and support the manager of Iqra university. Such conditions will certainly have implications for the most important part which is limited to service and faculty and

students learning process, so it has a strong influence on the quality of higher education in this regard Buru Iqra University as a research object. In the sequel, the impact of the limitations, information technology will certainly affect the service process and learning at Iqra University of Buru like, late in the process of distribution and receipt of information from Kopertis and Higher Education, not indexed and research work of faculty and students and the limited network for the development of student activities.

The conditions there have a domino effect on the management, development and control of an academic and nonacademic at the University of Iqra Buru, but so did the University of Iqra Buru, in this case the rector continues to strive to bring information technology at the university in order to support services and learning, which in turn have difficulties to financial problems which will increasingly burden the burden college students. This condition continues to look for a way out by making a proposal or request for assistance to external parties. Great expectations for their government programs in support of the use of information technology in higher education the most important thing that must be addressed wisely, when the whole society and the government wants to improve the quality of education, especially in higher education in Private Universities.

The government, through the Ministry of Communications and Information could be the initiator of the development of information technology in Higher education privately confronted with the problem of funding for infrastructure, which is of course in cooperation with the Ministry of Research and Technology of Higher Education to work together to help solve the problem, because many of the problems of information technology is rooted on the issue of financing and facilities.

This desire can be realized with mentoring programs and support programs in order to utilize information technology in private colleges, can be realized when the education has become more affordable and able to produce graduates who have the best quality

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Biography

M Chairul Basrun Umanailo is a lecturer at the Faculty of Agriculture at Iqra Buru University with specifications of rural sociology and research methodology. It has an M.Sc degree in sociology Obtained from the March University. In 2016 Began doctoral education at the University of Brawijaya. Currently still completing a dissertation on the issue of urbanization because of village development that is focused on the Central Java region

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