INFORMATION SYSTEM DESIGN OF ONLINE SURVEY ON EMPLOYEE PERFORMANCE WEB-BASED ONLINE SURVEY

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Abstract

This paper aims to describe a web-based online survey information system that has been designed reliably, so as to produce faster, more accurate and relevant information and reports as needed. The sources and types of data used were obtained through field studies and literature studies. Among them by conducting direct observations and interviews on the object of research and supported by appropriate literature. While the data analysis method used is descriptive qualitative method. From the results of the research that the researchers have done, it is found that the constraints of the system that are currently running, include: a lot of paper is wasted due to making survey questionnaires, the survey filling process must be awaited and must be face to face, the report generation process is too long because the calculations are still ongoing, manuals, and so on. Circumstances like this have prompted the author to create an online survey information system and it is hoped that this information system will be able to overcome the above problems and anticipate them.

Keywords: Online Survey, Employee Performance, Web

1. INTRODUCTION

Website applications in the form of online surveys are currently an important business trend[1]. Online surveys are useful for capturing the perceptions of consumers and potential consumers of satisfaction with products or services[2], so that management can decide on a strategic step in an effort to improve the system[3]. The online survey through the website includes employee perceptions of leadership, employee perceptions of performance[4], consumer perceptions of products and services, public assessment of politics and so on.

The design of this system is related to the survey. Surveys are a way of gathering information through a standardized question system[5], to a certain population, usually data collection by sampling several members[6]. Surveys can be conducted by mail, telephone, personal interview or the internet. This survey can be administered individually or in groups[7]. The main purpose of this survey is to obtain information that has been evaluated, so as to produce characteristics, profiles or statistical descriptions of the sample population[8][9].

The steps in survey research are determining research problems, making survey designs, developing survey instruments, determining samples, conducting pre-tests, collecting data, checking data (editing), coding data, conducting data entry, processing and analyzing data, and perform data interpretation[7]. An internet questionnaire is a written questionnaire that is addressed to respondents, respondents can be invited to participate in a survey via email or respondents visit a specific web page[10][11]. The advantages are fast, tabulation of several software products can be adjusted according to the questionnaire based on respondents' responses, answers are unlikely to be influenced, easy to run and relatively low cost, while the disadvantage is that information transferred over the Internet is unlikely to be confidential, difficult to monitor, difficult to obtain random sample[11].

To build a questionnaire, there are three basic types of questions, namely: open-ended, multiple choice and dichotomous[12]. The open-ended question type will give respondents the freedom to answer questions in their own words to express what they think of a question[13]. The multiple choice
type will provide questions that are equipped with alternative answers that can only choose one alternative answer. Checklist is a variety of multiple choice question types[14], while the dichotomous question type is almost the same as multiple choice, but only has two alternative answers, has the same level of power as multiple choice, but the alternative answers given are yes or no[15].

A system that is built reliably is the goal of system design activities, a system is a network of interconnected procedures, gathered together to carry out an activity or to complete a certain goal[16][17]. This online survey system seeks to collect information that will be used for decision making[18]. Information is data that has been processed into a form that is meaningful to the recipient and useful in current or future decision making[19][20]. The source of information is data. Data is a fact that describes the existence of an event, data consists of facts and figures that are relatively meaningless to the user[21][22].

An information system in a simple understanding can be defined as a computer-based system that provides information for several users with similar needs[19]. The value of information is determined from two things, namely benefits and costs[23]. An information is said to be valuable if the benefits are more effective than the cost of getting it[24], most of the information is enjoyed by more than one party, so it is difficult to relate an information to the cost of obtaining it and most of the information cannot be estimated in terms of money, but the value of its effectiveness can be estimated.

2. METHOD

The main activity of this research is to carry out system design, design is an activity to make technical designs based on evaluations that have been carried out on analysis activities[25]. The design stage (design) has the aim of designing a new system that can solve the problems faced by the company obtained from the selection of the best alternative system. Activities carried out in this design stage include designing outputs, inputs and files[26].

After the system design is complete, a trial is carried out using real data obtained through the selection of samples which are employees who work to assess performance. This research is also included in the realm of system development, system development is one phase of the system life cycle that is very important, requiring a long and complex process including determining information needs, designing information systems and operating[27][28]. System development also requires support from all parties with different abilities to carry out the planned tasks[28]. The system is a collection of elements or elements that are interrelated or interact and influence each other in carrying out joint activities to achieve a certain goal[29].

The output of this system design in online form is based on the website. The World Wide Web (www) or the web is a very popular resource and can be used to obtain data or even carry out transactions such as obtaining information and even trading. Technically, the web is a system where information in the form of text, images, video, sound and others stored in an Internet Webmaster is presented in the form of hypertext[30]. Links make it easy for web users to move from one page to another, and to travel from one server to another. The web can be accessed by web client software which is popularly called a browser. The browser reads the web pages stored in the Webmaster via a protocol called HTTP (Hypertext Transfer Protocol). At the time of the development of the WWW, there were two popular web browsers, namely Internet Explorer (IE) and Netscape Navigator[31].

3. RESULTS AND DISCUSSION

The description of the proposed system in this online survey information system is:

a. Every 1 month, HRD / Admin makes an employee appraisal survey.

b. Admin logs into the system.

c. Admin selects the survey menu and inputs survey data.

d. Admin selects the question group menu and inputs the question group data.

e. Admin selects the question menu and inputs question data.

f. Admin selects the employee menu and fills in employee data.

g. The admin selects the respondent menu and inputs the assessed employee and the employee who will assess.

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h. The admin selects the email template menu and creates a template for the email.

i. The admin selects the send email menu and sends the survey link to the employee's email.

j. The employee checks email, clicks on the survey link and selects the employee to be assessed and then answers the survey questions.

k. After the survey answers are collected, the Admin prints the survey results report in pdf form and gives it to the manager or leader.

l. Done.

The design of this system can be described in the following diagram:

Figure 1. Proposed System Class Diagram
In the process of testing the system that was built, the procedures that must be carried out are:

a. every 1 month HRD makes survey questionnaires or survey questions for employee assessment then prints them and distributes them to employees who will fill out surveys (respondents).

b. Employees fill out survey questionnaires and submit them to HRD.
4. CONCLUSION

Based on the results of the analysis and design of the Web-Based Online Survey Application Information System at PT Cendana Teknika Utama, it can be concluded that, with this online survey information system, then: With this information system, it is hoped that it will simplify and speed up the survey process. For example, being able to access online applications, can simplify data management to report generation. In the current survey system, there are obstacles such as the application that is used cannot be done online and cannot carry out data management to reports. The solution in overcoming the existing obstacles is to create an online web-based system called Online Survey on employee leadership.

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