Iswadi Syahrial Nupin, Dian Budiarti, Desri Wiana | The Role of Front Office Service
Staff in Library Clearance Activities as an Effort to Support Sustainable Information
Access at the Andalas University Library (UNAND)

The Role of Front Office Service Staff in Library Clearance Activities as an Effort to Support Sustainable Information Access at the Andalas University Library (UNAND)

Peran Staf Layanan Front Office dalam Aktivitas Bebas Pustaka sebagai Upaya Mendukung Akses Informasi Berkelanjutan di UPT Perpustakaan Universitas Andalas (UNAND)

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Abstract

Background of the study: UNAND Library as an academic information institution implements library clearance services as part of an integrated academic administration system. This service not only functions as an administrative procedure, but also has a broader impact on sustainable access to information. Sustainable information access makes it easy to obtain the information needed for sustainable development.

Purpose: This study aims to analyze the role of Front Office service staff in the Library Clearance process at the UNAND Library and their contribution to supporting sustainable information access for students.

Method: This study uses a qualitative descriptive approach with data collection techniques through observation, in-depth interviews with Front Office service staff, and surveys of students who have undergone library clearance process.

Findings: The results of the study indicate that Front Office staff have a major role in ensuring the smooth running of library clearance process through information services, administrative validation, and utilization of digital systems. The use of library automation systems has increased service efficiency, but there are still several obstacles such as limited digital literacy of students and technical obstacles in the information system.

Conclusion: The role of Front Office staff in library clearance activities greatly influences user experience and sustainable access to information.

Keywords: *library clearance ; front office; sustainable Information Access*.

Abstract in Indonesia

Latar Belakang Penelitian: UPT. Perpustakaan UNAND sebagai lembaga informasi akademik menerapkan layanan bebas pustaka sebagai bagian dari sistem administrasi akademik yang terintegrasi. Layanan ini tidak

hanya berfungsi sebagai prosedur administratif, tetapi juga memiliki dampak yang lebih luas terhadap akses informasi berkelanjutan. Akses informasi berkelanjutan memberikan kemudahan untuk mendapatkan informasi yang dibutuhkan dalam rangka pembangunan berkelanjutan.

Tujuan: Penelitian ini bertujuan untuk menganalisis peran staf layanan Front Office dalam proses Bebas Pustaka di UPT Perpustakaan UNAND serta kontribusinya dalam mendukung akses informasi berkelanjutan bagi mahasiswa.

Metode: Penelitian ini menggunakan pendekatan deskriptif kualitatif dengan teknik pengumpulan data melalui observasi, wawancara mendalam dengan staf layanan Front Office, serta survei terhadap mahasiswa yang telah menjalani proses Bebas Pustaka.

Temuan: Hasil penelitian menunjukkan bahwa staf Front Office memiliki peran utama dalam memastikan kelancaran proses Bebas Pustaka melalui pelayanan informasi, validasi administrasi, dan pemanfaatan sistem digital. Penggunaan sistem otomasi perpustakaan telah meningkatkan efisiensi layanan, namun masih terdapat beberapa kendala seperti keterbatasan literasi digital mahasiswa dan hambatan teknis pada sistem informasi.

Simpulan: Peran staf Front Office dalam aktivitas Bebas Pustaka sangat berpengaruh terhadap pengalaman pengguna dan keberlanjutan akses informasi.

Keywords: bebas pustaka; front office; akses informasi berkelanjutan.

Introduction

College libraries have an important role in supporting academic activities, both in terms of education, research, and community service. As an information center, libraries are required to provide relevant information sources and support the sustainability of information access for academics. One of the services that supports this is the Front Office Service. This service aims to ensure that students have fulfilled their obligations in utilizing library collections and facilities before obtaining library clearance status that can be used for graduation registration.

UNAND Library as an academic information institution implements library clearance services as part of an integrated academic administration system. This service not only functions as an administrative procedure, but also has a broader impact on sustainable information access. Sustainable information access is the ease of the community to obtain the information needed for sustainable development. This can be done by providing access to digital information, implementing environmentally friendly technology, and supporting the literacy movement.

UNAND Library has provided access to digital information. The provision of access can be seen through e-books by UNAND lecturers (e-BKDU) which can be accessed via the page: https://karyadosenunand.my.canva.site/. The page not only contains e-books but also synopses of UNAND lecturers' works in the form of videos and audio. e-BKDU is the result of the innovation work of the UNAND Library Innovation Competition Team at the 2024 Higher Education Library Innovation Competition in Jakarta (Yassin; Rahmadeli; Nupin, 2024). e-BKDU can be used by the community as a reference in developing agricultural and livestock businesses that they are pioneering.

One of the applications of environmentally friendly technology in College Libraries is minimizing the use of paper, especially in library clearance. In this case, the UNAND Library Unit has implemented it. Before the Independent Application was found for clearing and library clearance, users who requested SKBP had to obtain a wet stamp from each service area at the UNAND Library Unit. In addition, since March 1, 2022, the UNAND Library Unit no longer accepts hard copies for final assignments such as theses, theses and dissertations. The innovation of using the Independent Application for clearing and library clearance has been competed in the 2023 College Library Best Practice Competition with the title Digital-Based and User-Friendly Library Clearance Service (Nupin, 2023). In the field of collection development, the UNAND Library Unit has reduced the distribution of physical books to users. The UNAND Library Unit focuses more on developing electronic collections such as e-journals and e-books by subscribing to Science Direct and Kubuku.

UNAND Library is involved in supporting the Indonesian literacy movement. This is evidenced by the existence of an activity entitled Library Goes To School. The activity was carried

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out at State Senior High School (SMA) 10 Padang City, SMAN 9 and SMAN 15. The themes raised vary, including instilling a love of reading, introducing electronic catalogs and effective information searches on the internet and reading experience (UPT. Perpustakaan UNAND, 2023). This activity can be accessed on the UNAND Library Instagram with the URL https://www.instagram.com/lib.unand/. However, in the application of environmentally friendly technology.

Sustainable information access is important in achieving the Sustainable Development Goals. With the Front Office service, students are encouraged to be more responsible in managing the information resources they have utilized during their studies. It can be said that the effectiveness of library clearance services is highly dependent on the role of Front Office service staff who are at the forefront in providing services to library users.

This study aims to analyze how the role of Front Office service staff in running library clearance services, and how they contribute to ensuring sustainable information access for students and alumni. By understanding the factors that influence the success of this service, it is hoped that the results of the study can provide recommendations for improving the quality of library services, thereby supporting a more inclusive and sustainable academic ecosystem.

Front Office service staff have the primary responsibility in ensuring the smooth running of the library clearance administration process. They play a role in verifying the status of collection loans, providing assistance in returning library materials, and conveying information related to library policies to students. In addition, Front Office staff also play a role in educating users about the importance of sustainable access to information, including the use of institutional repositories, digital library services, and alumni memberships to continue to gain access to information after completing their studies.

Mission and goal Sustainable Development Goals (SDGs) 4 is to Ensure Inclusive and Equitable Quality Education and Increase Lifelong Learning Opportunities for All. In this case, quality education has a close relationship with the role of libraries, especially in ensuring equitable and sustainable access to information. Well-managed library clearance services can be one mechanism in supporting inclusive education and lifelong learning opportunities for the entire academic community. Thus, the success of this service depends not only on the system implemented, but also on the competence and professionalism of the Front Office service staff in providing optimal service.

Previous research related to the role of front office service staff has been conducted with several factors, namely librarians, services, applications and their implementation in supporting SDGs 4. Simahate (2013) explained that librarians should have strong confidence in serving users. Librarians who work in the Front Office should not feel shy and anxious but need to increase their self-confidence with some training. Therefore, librarians and other technical staff must be trained. Public speaking training, positive speaking, and assertiveness training can increase a person's self-confidence so that librarians and staff can convey information well to users. The research results of Saputra & Marsih (2023) found that the use of the Mandiri Application to manage SKBP (Library Clearance Certificate) succeeded in shortening the time for issuing SKBP and reducing bureaucratic channels in the library. Students and library staff become more productive because of more efficient time. Suprianingrum & Heriyanto (2021) explained that college libraries play an important role in supporting the implementation of the SDGs 4 program. This role is carried out by providing easily accessible information access for the college academic community.

In the practice of library clearance services, there are still challenges in its implementation, including limited human resources, the complexity of the administrative system, and the lack of student understanding of the procedures that must be taken. Therefore, this study is urgent to analyze how the role of Front Office service staff in Library clearance activities and the extent of their contribution in ensuring sustainable access to information for students and academics at Andalas University.

Method

The descriptive method with a case study approach is a research conducted to intensively study the interaction of the environment, position, and field conditions of a research unit (for example: a social unit or educational unit) as it is. The research subjects can be individuals, communities, or institutions. In fact, the research subjects are relatively small. However, the focus and variables studied are quite broad (Harahap, 2020: Wahyuningsih, 2013; Creswell, 2024). In this research, the subjects of research are the Front Office Service staff totaling 2 (two) people and 1 (one) Head of Administration and Household Affairs and 2 (two) students who have completed the library clearance.

Data collection techniques were conducted through in-depth interviews, participatory observation, and documentation. Data validity is carried out using the data triangulation method, namely checking data from various sources in various ways and at various times (Sugiyono, 2015). Data triangulation consists of source triangulation, data collection technique triangulation and time triangulation.

Data analysis techniques were carried out using interactive analysis by Miles et.al (2014), which includes data reduction, data presentation and drawing conclusions. Data reduction is filtering and summarizing data that is relevant to the focus of the research. Data presentation is done by compiling data in the form of narratives, tables, or diagrams to facilitate analysis. Drawing conclusions is narrated by formulating research results based on the patterns and findings obtained.

Result and Discussion

Front Office Service is a Front Office service is a service provided by Front Office officers to customers or guests. Front Office is a division that deals directly with customers. Another name for Front Office service is one-stop administration service. One-stop administration service, or known as one-stop service, is an approach designed to provide easy access and an integrated concept to the various services offered. In recent years, this concept has been implemented by various agencies and companies (Saputra, 2024). One-stop administration service provides convenience and benefits, especially in terms of ease of access, speed of service, responsiveness, communicative and cost-effective services (Tawai et.al, 2022) and increases user satisfaction and participation (Muksin & Nur Avianto, 2021).

UNAND Library Clearing Guide 2024 explains the process of library clearance activities carried out by students by:

First, Activate Library Membership.

    a. If you have activated it, you do not need to activate it again.

    b. If you have not activated it or the membership period has passed the active period (more than 4 years), then visit / contact the Library Clearing service.

Second, Return All Borrowed Books (if any).

    a. Return all borrowed books to the library circulation service area on Floor 1.

Third, Pay Book Borrowing Fine (if any).

    a. Book fines are paid to Bank NAGARI (Collection Account)

    b. In the name of: RPL 010 UNAND

    c. Account No.: 2102.0101.000081

Fourth, Upload The Softcopy of The Final Assignment into The Andalas University Repository Independently To:

    a. Url Address: http://scholar.unand.ac.id

    b. Username & Password: According to the respective Department and Study Program which can be seen in the following link: http://unand.net/V4XrY

    c. Final Assignment Upload Guide Link: http://unand.net/L3ioE

    d. Examples of TA/Thesis/Dissertation that have been uploaded in accordance with

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the provisions, can be seen in the following link: http://scholar.unand.ac.id/23190
Note: Library staff do not accept requests to edit and upload final assignments from students.
Fifth, Login to The Library Clearing Application:
   a. Url Address: http://katalog.pustaka.unand.ac.id/mandiri
   b. Login to the Mandiri Library Application

Figure 1. Login to the Mandiri Library Application

Source: Andalas University Library Clearing Guide

   c. Username & Password: Use Username & Password When Activating Library
      Membership.

Sixth, Data Entry Of Donation Books
Link for Donation Book Criteria: http://unand.net/3cMQe
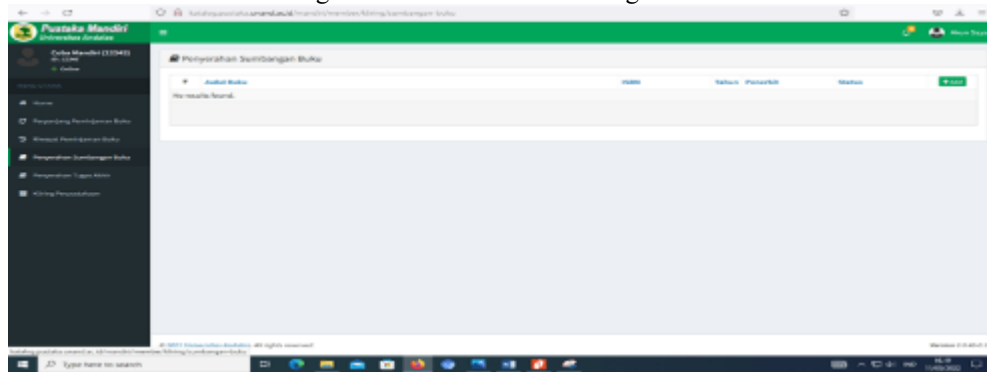   a. Click the Donation Book Submission Menu

Figure 2. Donation Book Submission Menu
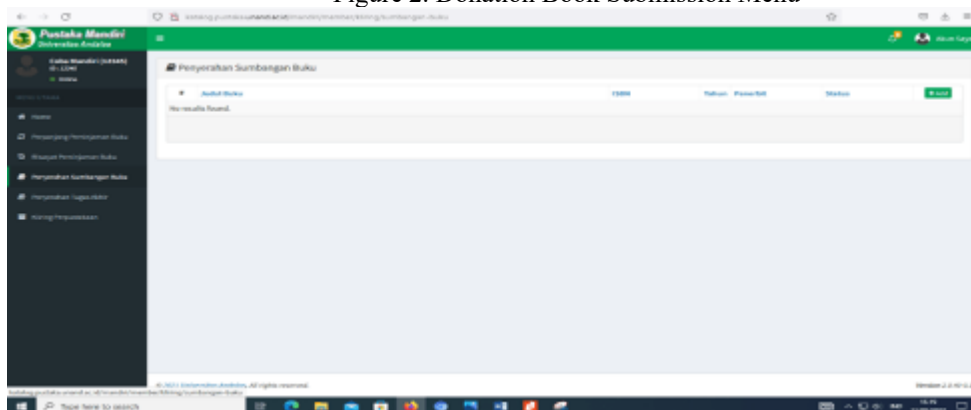
Source: Andalas University Library Clearing Guide

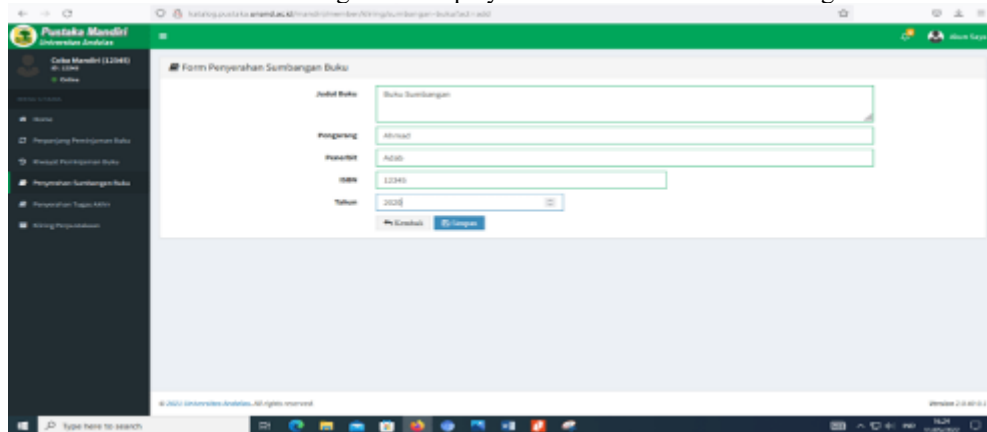b. Click the Add menu in the top right corner of the display

Figure 3. Add menu for handing over donated books

Source: Andalas University Library Clearing Guide

c. Enter the Donated Book Data Information (Book Title, Author, Publisher, ISBN, Year), then click save.

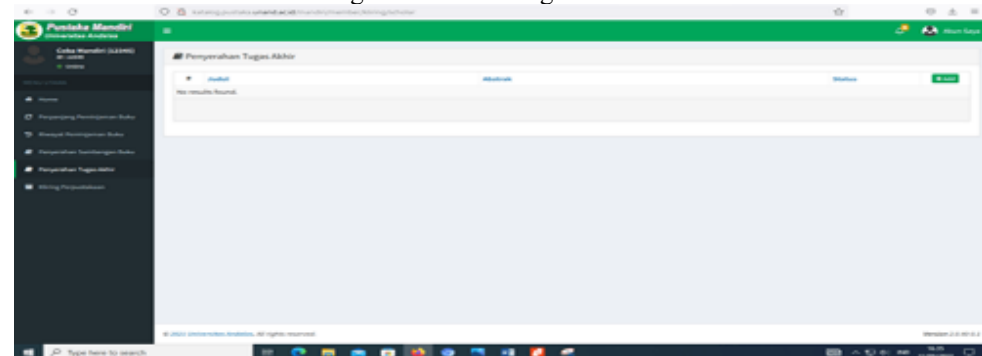Figure 4. Display of Donation Book Data Filling

Source: Andalas University Library Clearing Guide

Seventh, Final Assignment Submission Data Entry
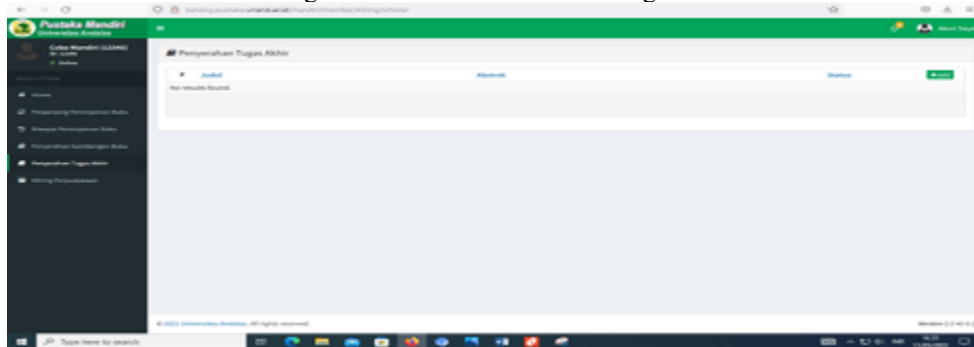a. Click the Final Assignment Submission Menu on the left side of the image

Figure 5. Final Assignment Submission Menu

Source: Andalas University Library Clearing Guide

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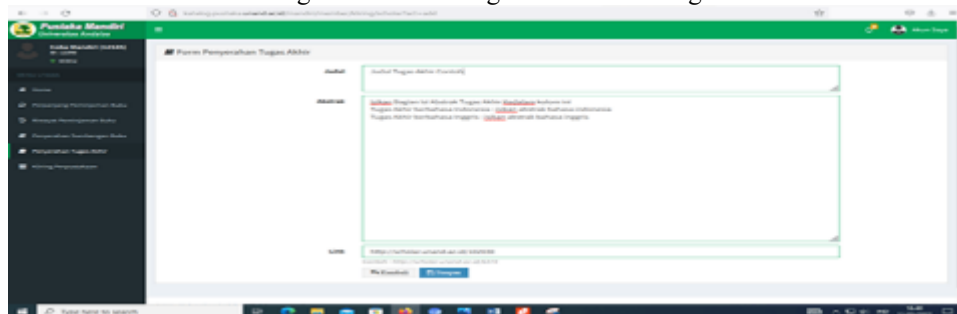b. Click the Add menu in the top right corner of the display

Figure 6. Add Menu in Final Assignment Submission

Source: Andalas University Library Clearing Guide

c. Enter the Final Assignment Submission Data (Title, Abstract and Final Assignment Upload Link) then click save

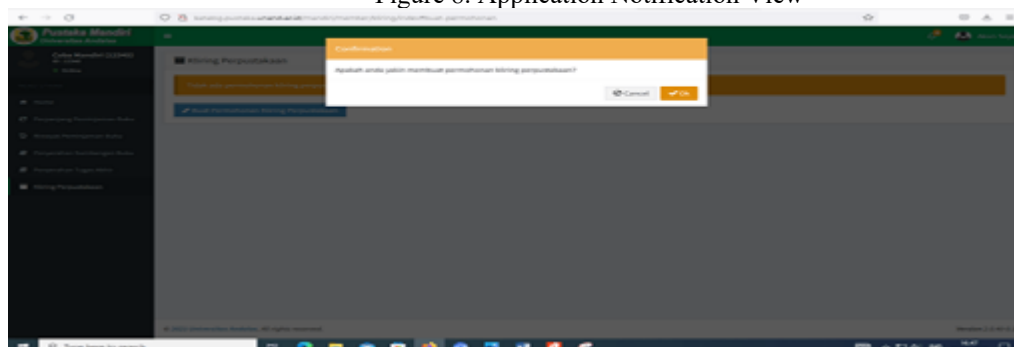Figure 7. Final Assignment Data Filling

Source: Andalas University Library Clearing Guide

Eighth, Submitting Library Clearing
    a. Click the Library Clearing Menu on the bottom left menu display
    b. Click the Create Library Clearing Request Menu
    c. When the following notification appears, select OK.
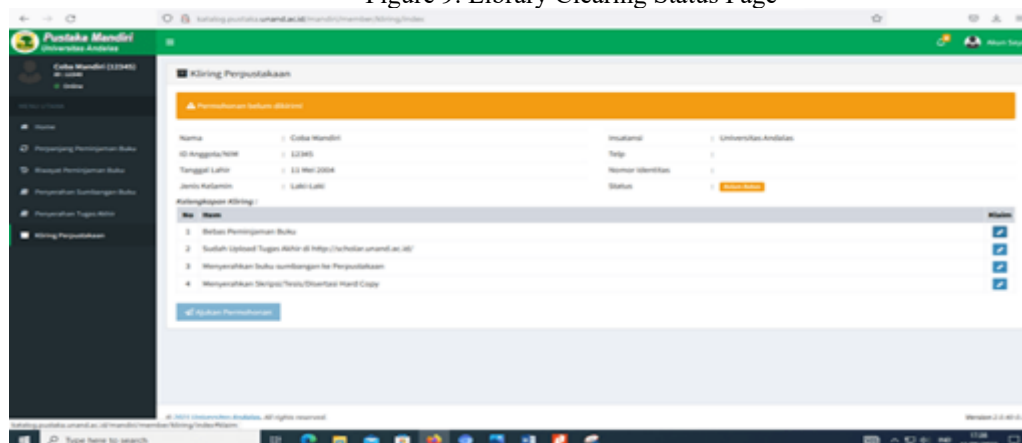
Figure 8. Application Notification View

Source: Andalas University Library Clearing Guide

Claim for Completeness of Clearing

a. In the following image, it can be seen that the library clearing status is still not clear.

Figure 9. Library Clearing Status Page

Source: Andalas University Library Clearing Guide

Next, a claim is made for clearance book lending by checking the specified column, then click and save. The user should also claim to have uploaded the Final Assignment at http://scholar.unand.ac.id by inputting the url/bachelor link along with the Upload ID number, then click save. The next claim is to submit the Donated Book to the Library by clicking the checkbox, then click save. Next, claim to Submit Hardcopy Thesis/Dissertation (click the checkbox in the column, then click save).

After completing the clearing completeness claim, the next step is to click Submit Application.

Figure 10. Submit a Library Clearance Request
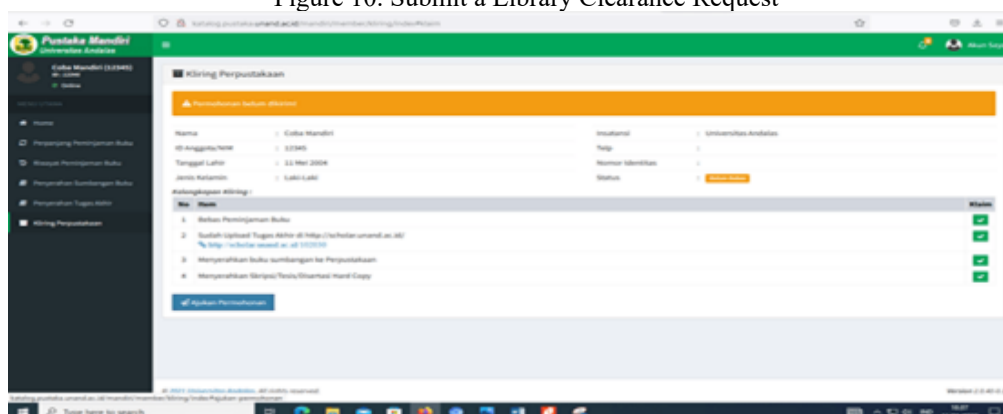
Source: Andalas University Library Clearing Guide

Ninth, Final Verification

a. Submit the Donation Book and Hardcopy of the Final Assignment to the Library Clearing Officer at the Front Office service on the 1st Floor of the Library Building.
Note: Especially for Unand Campus 2 & 3 students, Submit the Donation Book and Hardcopy of the Final Assignment to the Clearing Officer at each Campus

b. After the files are submitted, the officer will validate the clearing files.

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Next, the Front Office service officer checks the status using their respective accounts. The service officer provides instructions that students need to do through the application. If the Library clearance Status is not yet clear, then correct/complete the files according to the notes that appear in the independent library clearance account. If the Library clearance Status is clear, then the library clearing process is COMPLETE. If you need a Library clearance Form, download it from the following link: http://unand.net/eA9Nx.

The task of the Front Office section is to provide good service in increasing the satisfaction of users who come to the library (Rizaldy, 2018). Satisfaction is a person's feeling after comparing something or the results they feel are in accordance with expectations. User satisfaction will be influenced by service performance. The most important thing in fulfilling user satisfaction is that officers must respond quickly to what the user wants. Then, the competence of officers, the quality of collections and service time are elements in fulfilling user satisfaction. In other words, user satisfaction is the match between the needs that they want to fulfill and the reality they receive (Pahlevy & Hasan, 2021). The challenges faced by Front Office service staff are usually the large number of students who will graduate so that the work of verifying is not only carried out at the UNAND Library but also at home.

Based on an interview conducted with Y, Head of the Administrative and Household Services Division regarding the role of the administrative and household division in supporting the operation of Front Office services. Y said, "the administrative and household division provides facilities and infrastructure such as tables and chairs, ensures the smooth running of library clearance activities and coordinates Front Office service activities with other services such as automation services". Provision of facilities and infrastructure to support Front Office services is very important. Mutia (2021) explains that in an effort to support the implementation of excellent (best, satisfying) services, the library as an institution engaged in the service sector needs to pay attention to the facilities and infrastructure (equipment and supplies) needed to create excellent or satisfying conditions.

The author asked about the role of Front Office service staff in managing and implementing library clearance services. Y said, "the role of service staff is very important in library clearance. They are very agile in checking documents and assisting in the clearing process". Y added that the coordination between Front Office services and the administration sector in ensuring the smooth running of the library clearance process is very good. If a problem or obstacle occurs, the Front Office service immediately communicates with the administration sector to find the right solution. This is in accordance with the research findings of Pertamasari et.al (2022) which states that the abilities mastered by librarians related to collaboration include communication skills, problem-solving skills, adaptability, and emotional intelligence.

The next question the author asked about library clearance services in supporting sustainable information access. Y explained, "with library clearance services, the collection will return and other users can use it. The library collection will increase both books and final assignments through student donations". Putri (2017) stated that the procurement of books from donations/gifts is important for building library collections. However, there are several things that must be considered before accepting this book gift. The library needs to analyze it with the previously established collection development policy. It is also necessary to consider the library's ability to manage and utilize the gift books.

The author then conducted interviews with two Front Office service staff of UNAND Library. What is the role of Front Office service staff in the library clearance process? RUPY said, "ensuring the upload of student final assignments and library clearing and providing information services to users." F said "the role of the staff is to verify final assignments with applicable provisions, check donated books and provide library clearance in accordance with the provisions set." The statements of the two informants are in accordance with research conducted by Rizaldy (2018) which explains that the Front Office is part of the user service and can be used

as a benchmark to determine the quality of services provided by the library. As the name implies, this service is located at the front of the library and is a place of information, so that a positive or negative impression will be created here. In this case, the role of the front office is one of the most important factors in increasing user satisfaction.

The next question is about the interaction between the Front Office service staff and students in the library clearance service. RUPY explained, "It's quite good, but there are still students who do not understand the library clearance stages so the officers have to explain it again to the students." F said, "It's going well. Some have not received information about the library clearance terms and conditions. However, all of that can be conveyed with the library clearance information available on the UNAND Library website." The interaction between the Front Office service staff and students in the library clearance service can be built well if the librarian or service staff has effective interpersonal communication. In Raudah's research (2018), it was found that librarians have several components in the effectiveness of interpersonal communication, namely: 1) Verbal and Nonverbal Communication, 2) Openness, 3) Accepting Input, 4) Friendliness, 5) Empathy, 6) Support, 7) Familiarity, 8) Positive Thinking Attitude, 9) Appreciation. The obstacles for a librarian in interpersonal communication are misperception, lack of sensitivity, lack of information instructions available in the library.

The author asked about the challenges and obstacles faced by the Front Office service staff in providing library clearance services? RUPY answered, "The internet network needs to be maximized. Errors often occur when users upload their theses." In line with RUPY, F said, "The internet network needs to be maximized. Errors often occur when uploading theses. As a result, users are asked to re-send the files". The reality expressed by the informant is in accordance with AD's research (2020) which states that support from institutions in the form of providing facilities and means needed in online services in the form of providing electronic information sources, adequate computers, good internet networks, smooth electricity, and HR training is very necessary. All of these elements are very important and interrelated in supporting the success of online services during this pandemic.

The next question is related to the role of library clearance services in supporting sustainable information access for students. RUPY said, "For library clearance services, it is quite good and the library clearance application is very easy to understand". F explained, "For library clearance services, it is very cooperative and the available applications are quite adequate." Sustainable information access in library clearance is to ensure that students as alumni have the right to retrieval of their thesis in the form of e-Thesis. Student responses are usually positive.

This is in accordance with the research findings of Mahardika et.al (2014) which states that the implementation of library clearance online program received a very positive response from users based on the results of the program trial and user responses. This is indicated by 98% of users agreeing to the implementation of online library clearance with indicators of relevance (100%), efficiency (99.33%), accuracy (97%), satisfaction (99%). The online library clearance service program is in accordance with the expectations and needs of users.

Next, asked about the library clearance services currently used, whether they are effective in ensuring students have access to information until they complete their studies? RUPY answered, "Quite effective. Online information will definitely find out errors in uploading theses faster". F explained, "Online information is very detailed so that uploading errors are easy to find out". This is in accordance with the findings of Saputra's research (2024) that one-stop administration services contribute positively to increasing the efficiency and effectiveness of services in libraries, and service innovation is very much needed in libraries in order to increase user satisfaction.

The next question is related to efforts to improve or innovate library clearance services that are being or will be carried out to improve access to information for users? RUPY explained, "More detailed information is needed on the criteria for donated books. The publisher should send the latest book data according to the requested criteria." F argued, "More specific

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information is needed on the criteria for donated books and the stages of improvement when uploading experiences errors for the sake of smooth library clearance." The informant's response was seen facing problems in donated books. Students are expected to choose books recommended by Gramedia, RajaGrafindo Persada and Erlangga. However, there are still students who donate books from other publishers. Until now there has been no firm action from the UNAND Library. The research findings of Ramadhity et.al (2023) stated that the considerations made in determining the collection are not only to meet library needs but also the proposed collection must meet the requirements and criteria, including Having relevance that is in accordance with the scientific field or study program at Ubhara Jaya University.

Another interview was conducted with 2 (two) student informants who carried out library clearance. The author asked the informants' experiences in finding out information related to library clearance. A said, "I found out about the information via the UNAND Library website". B said, "I found out about library clearancefrom a website that a friend told me about". The informant's response is in line with the findings of Sukirno (2013) who explained that the Web as part of information technology has a role in library organizations. The Web can be used by libraries as a means to communicate to users about various things in the library, namely as a library information system.

Asked the informant about the library clearance procedure implemented at the UNAND Library whether it is easy to understand and access by students. A explained, "The instructions are easy to understand". B said, "It's easy because the process is online and not complicated". This is in accordance with the findings of Fitriani (2024) who explained that the independent library clearance upload service involves the use of software offered to upload final project files (softcopy of final projects, theses, and dissertations) independently. As long as there is data and other necessary devices, this activity can be done anywhere. To make it easier for academics to complete the formal campus administration process, an independent upload service is also offered.

The next question is related to the interaction of informants with the Front Office service staff while taking care of the library clearance. A answered, "The service provided by the service staff is good". B explained, "The Front Office service staff are friendly and helpful". This reality is in accordance with Faelan's research (2013) namely that service quality (Assurance) is the attitude and behavior of employees concerning friendliness and politeness in providing services.

The author asked questions related to the impact of library clearance services on access to information. Does the current library clearance service support continuous access to information for students after graduation? A answered, "Yes, as an alumni, I am still allowed to access e-thesis and am free to use e-BKDU." B explained, "Yes, as an alumni, I can still access information in the library, especially e-Thesis." This is in accordance with the findings of Hartono (2017) who stated that in the development of digital libraries, cultural issues, information accessibility are related to the information society. For people who have habits and are accustomed to using technology, it will be easier to get information easily, quickly and accurately. The reliability of information accessibility will gradually build information accessibility.

The next question is whether after completing the library clearance, do you still have access to library information sources? If so, in what form? A said, "I can still access e-Thesis on the Local Content service." In line with A, B answered, "As an alumni, I still have access to information from the library, especially e-Thesis." This reality is in accordance with the findings of Mustar's research (2021) which states that alumni are partners of libraries and librarians. We must be aware that alumni have a very large role in advancing the university when they are no longer studying. This can be seen from the synergy between university programs and alumni who have worked in various regions in Indonesia. The success of alumni also provides added value to the electability and added value of their higher education institution. In other words, alumni

need to be given the right to access electronic information in the library so that their insights and knowledge will continue to expand

SDG 4 promotes inclusive, equitable and quality education and supports lifelong learning. University libraries can play a central role through equitable access, lifelong learning, quality education, innovation and inclusiveness. Equitable access is carried out by UPT. UNAND Library by providing digital collections, open access and inclusive services. The role of User Experience (UX) is enhanced with multilingual interface design, accessibility for the disabled. The expected impact is increased accessibility and participation of students from all social backgrounds. The aspect of lifelong learning is also important to pay close attention to. In this case, the library should carry out information literacy activities, MOOC (Massive Open Online Course) and scientific repositories. The role of UX is enhanced with user-based and interactive services. The expected impact is the emergence of a culture of independent learning. UPT. UNAND Library should guarantee quality education. The contribution of the information services provided is valid scientific curation and exchanged with turnitin. The role of UX can be enhanced by presenting interesting information. The impact in the future is to improve the quality of academic and research processes. UPT.UNAND Library should ensure innovation and inclusivity through collaboration with faculties and academic services. The role of UX is enhanced with Co-design services with users. The implication is that services are more relevant, adaptive, and participatory.

Conclusion

Front Office service staff at the Andalas University (UNAND) Library have a strategic role in supporting the smooth running of the library clearance process, which is an academic requirement for students to complete their studies. This role is not only limited to the administration of borrowing and returning collections, but also includes effective information services to ensure that students obtain continuous access to information.

The results of the study showed that the success of the library clearance process was greatly influenced by the quality of front office staff services, including in terms of punctuality, utilization of information technology, and good communication with users. The implementation of a digital system in this service helps speed up the administration process and improve staff work efficiency. As a recommendation for decision makers, training is needed for front office service staff related to digital training. To overcome internet connection disruptions, internet bandwidth needs to be increased as needed. The online guides that have been provided need to be improved so that they are easy for students to understand. Students who are in their final semester need to be given training so that they can easily complete online library research.

However, there are several challenges in implementing this service, such as technical constraints in the information system, the lack of digital literacy of some students, and the need to improve staff competency in managing technology-based services. Therefore, ongoing efforts are needed to improve the quality of services, such as training for staff, developing a more user-friendly digital-based system, and optimizing coordination with related faculties and academic units.

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