

## Evaluasi implementasi layanan panggilan darurat di Universitas Indonesia tahun 2018-2019 = Evaluation of the implementation of emergency call services at the University of Indonesia in 2018-2019

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### Abstrak

Penelitian ini mengevaluasi pelaksanaan layanan panggilan darurat di Universitas Indonesia 2018-2019. Penelitian ini menggunakan metode semi kuantitatif desain deskriptif. Penelitian ini mendapatkan hasil 55% dari penilaian siswa komponen penilaian sistem cukup baik tetapi fitur aplikasi UI Panic Button masih kurang. Dalam komponen perencanaan program 40,8% penilaian siswa menunjukkan bahwa komponennya bagus. Pilihan untuk memanggil layanan respon Layanan darurat disediakan untuk menyesuaikan ketersediaan kredit pelajar dan kuota internet namun sebagian masih menganggap penggunaan aplikasi UI Panic Button kurang efisien karena panggilan itu dia pikir akhirnya tersambung ke telepon darurat UI. 52,5% dari penilaian siswa terhadap program implementasi ditemukan baik Namun sosialisasi layanan masih kurang, terutama terkait kegunaan layanan panggilan darurat ini. Selain itu, tidak didistribusikan secara luas ke semua siswa. 38,3% Penilaian program perbaikan sudah baik dan tidak semua siswa tahu caranya penggunaannya. Dalam hal instalasi dan pengaturan perangkat, UI telah merancang prosesnya yang bertujuan untuk mempercepat waktu respons. Selain itu, pelatihan juga telah dilakukan untuk petugas terkait keadaan darurat yang dapat terjadi di kampus UI. Di program sertifikasi, 50% nilai dari siswa yang telah menggunakan layanan ini diklasifikasikan baik. Hasil penelitian menyarankan agar Universitas Indonesia menambah fitur Aplikasi UI Tombol Panik; memperluas sosialisasi layanan; membutuhkan unduhan UI Tombol panik; dan meningkatkan kualitas layanan.

.....This study evaluates the implementation of emergency call services at the University of Indonesia 2018-2019. This study used a semi-quantitative descriptive design. This study gets 55% results from the student assessment component of the system assessment which is quite good but the UI Panic Button application feature is still lacking. In the program planning component, 40.8% of the students' assessments indicated that the components were good. The option to call the response service Emergency services are provided to adjust the availability of student credit and internet quota, but some still consider using the UI Panic Button application to be less efficient because they think the call is finally connected to the UI emergency phone. 52.5% of students' assessments of the implementation program were found to be good. However, the socialization of services was still lacking, especially regarding the usefulness of this emergency call service. In addition, it is not widely distributed to all students. 38.3% The assessment of the improvement program is good and not all students know how to use it. In terms of device installation and setup, the UI has designed its process aimed at speeding up response times. In addition, training has also been conducted for officers related to emergencies that can occur on the UI campus. In the certification program, 50% of the scores of students who have used this service are classified as good. The results suggest that the University of Indonesia adds the Panic Button UI Application feature; expand service socialization; requires panic button UI download; and improve service quality.