Development of External Reviewer Feature for Research and Community Service in the Information System of the Institute for Research and Community Service State University of Surabaya

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Abstract. State University of Surabaya aims to improve the quality and efficiency of the international standard of the three dharmas devotion, which will support the development of World Class University. Therefore, faster information exchange and increased collaboration and innovation in the implementation of research and community service are needed. To ensure the quality of research and community service implementation, the review, monitoring, and evaluation process is urgently needed. However, there are problems related to the implementation of research reviews and community service. This is due to the lack of integration of internal reviewer data with external reviewers at the Information System of the Institute for Research and Community Service State University of Surabaya. Therefore, research was carried out in the context of the Development of External Reviewer Features for Research and Community Service in the Information System of the Research and Community Service Institution of the State University of Surabaya. This research aims to integrate external reviewer data into the application. This feature includes functionality for inputting, managing, and coordinating external reviewers. It also includes mechanisms to provide feedback, track the progress of research proposals and community service and document results. Thus, the implementation of research and community service runs more optimally so that it will have an impact on improving the quality of the implementation of the three dharmas devotion of Higher Education with international standards, which will encourage the achievement of the State University of Surabaya as a World Class University.

Keywords: development, research, community service, reviewer, integration

Introduction

Higher Education is a level of education that can be taken after completing education. According to Indonesian Law Number 12 of 2012, Higher Education has several functions, one of which is the realization of Community Service based on reasoning and research works that are useful in advancing the general welfare and educating the nation's life. State University of Surabaya is one of the Legal Entity State Universities in Surabaya which is based on Government Regulation Number 37 of 2022 concerning Legal Entity State University of Surabaya. Currently, the State University of Surabaya has several levels of education, which include diploma, bachelor's, master's, doctoral, and professional programs. As a higher education provider, State University of Surabaya should implement the three dharmas of devotion to Higher Education, including research and community service.

State University of Surabaya in this case through the Institute for Research and Community Service, provides facilities to the entire academic community, both lecturers, education staff, and students, to carry out

research and community service. In its implementation, several research and community service schemes have been provided that can be chosen by the entire academic community through the Information System of the Institute for Research and Community Service. The scheme offered is not only within the internal scope of the State University of Surabaya but also in the national and even international scope. This aims to improve the quality and efficiency of the international standard of the three dharmas devotion, which will support the development of a World Class University. Therefore, faster information exchange and increased collaboration and innovation in the implementation of research and community service are needed.

To ensure the quality of the implementation of research and community service, the review, monitoring, and evaluation process is urgently needed. In addition to internal reviewers, external reviewers are also needed to provide diverse perspectives, expertise, and insights to enrich the evaluation process. However, there are problems related to the implementation of research reviews and community service. This is due to the lack of integration of internal reviewer data with external reviewers at the Information System of the Institute for Research and Community Service State University of Surabaya. Therefore, research was carried out in the context of the Development of External Reviewer Features for Research and Community Service on the Information System of the Institute for Research and Community Service State University of Surabaya. This study aims to integrate external reviewer data into the Information System of the Institute for Research and Community Service State University of Surabaya. This feature includes functionality for inputting, managing, and coordinating external reviewers. It also includes mechanisms to provide feedback, track the progress of research proposals and community service and document results. So that the review process will be more effective and efficient. Thus, the implementation of research and community service runs more optimally. In addition, the collaboration process is also becoming more optimal. This will have an impact on improving the quality of the implementation of the three dharmas devotion of the State University of Surabaya in Education to international standards, which will encourage the achievement of the State University of Surabaya as a World Class University.

With the integration of external reviewer features, hopefully, it can increase transparency, accountability, and accuracy in the assessment of research projects and community service. By engaging external reviewers, State University of Surabaya is able to maintain high standards of academic integrity and social relevance so that it will encourage greater trust and cooperation in the academic community and the general public.

Methods

A. Data Collection Methods

In the development of the External Reviewer for Research and Community Service feature on the Information System of the Research and Community Service Institute of the State University of Surabaya, the researcher collected research and community service data from the State University of Surabaya to collect data and collect external reviewer data by conducting interviews with the.

B. System Development Methods

The development method used in this study is the R&D (Research and Development) method. For development, it will involve several stages to produce functional and as-needed features. Here are the steps that can be applied:

1. Analysis

Several processes are carried out in the analysis, namely the following:

- Literature Studies: Studying systems and understanding how external reviewer features can improve the research review process and community service.
- Questionnaires and Interviews: Involve relevant parties, such as lecturers, internal reviewers, and Research and Community Service Institute staff, to identify their needs and expectations related to this feature.
- Analyse Existing Processes: Review the current workflow in the process of appointing reviewers to identify any issues or shortcomings that could be addressed with the new features.

2. Design

There are several stages in system design, which are as follows:

• Use Cases and Flowcharts: Create scenarios for how external reviewers will be integrated into the system. This includes the workflow from selecting reviewers assigning review assignments to review results integrated into the system.

- Wireframe and Prototyping: Developed an interface for the external reviewer module, which includes a reviewer registration page, review assignments, and an interface for uploading review reports. Based on the results of literature studies.
- 3. Development

Develop features based on the design that has been created. It involves integration with external reviewer databases, automation of the assignment process, and notification systems. Furthermore, tests will be carried out on each component developed separately to ensure that all features can function properly.

4. Validation and Testing

In the trial stage, tests will be carried out on the developed features. This test can include scenarios of appointing reviewers, uploading review results, and managing data by Research and Community Service Institute admins. Furthermore, feedback will be collected from users involved in the trial to find out if there are any difficulties or features that need to be improved.

5. Implementation

Implementation is carried out on the test results obtained. The analysis aims to provide an overview of the condition of the application and input on the direction of further development. Furthermore, the system will be disseminated to Research and Community Service Institute staff and external reviewers about the use of new features. The final stage of this implementation is to fully integrate the external reviewer module into the Information System of the Institute for Research and Community Service after final testing.

6. Evaluation and Improvement

Post-Implementation Monitoring Continuous system usage to know if there are any issues or adjustments needed. Based on the feedback obtained, update the system to improve existing features.

Result and Discussion

A. System Design

The following are the business processes, use cases, data flow diagram, erd, and database design from the development of external reviewer features at the Information System of the Institute for Research and Community Service State University of Surabaya.

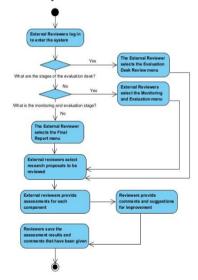


Figure 1 Business process features external reviewer.

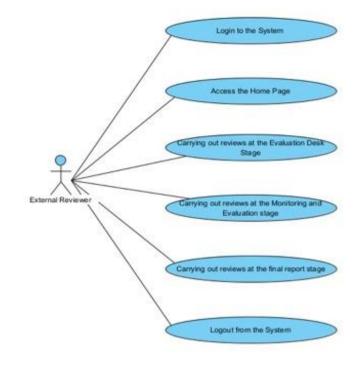


Figure 2 Use case diagram

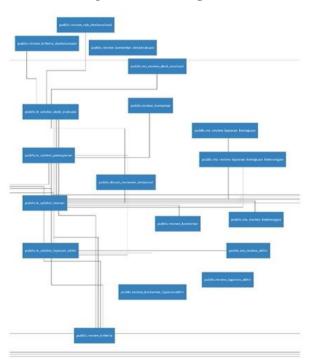


Figure 3 Database design

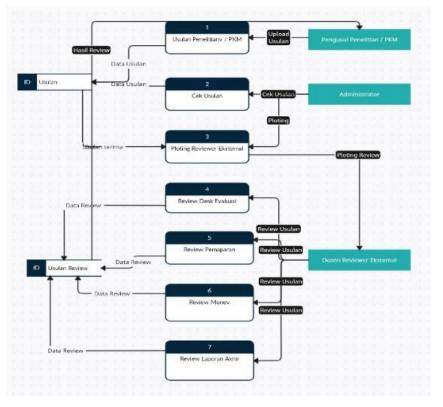


Figure 4 DFD

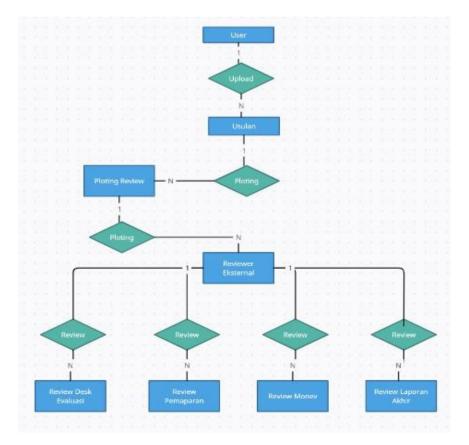


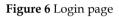
Figure 5 ERD

B. Implementation

1. Login Reviewer External

In addition to being reviewed by Internal Reviewers, there are certain schemes that are also reviewed by External Reviewers. To review the proposed research, the External Reviewer must first log in to the Information System of the Institute for Research and Community Service, as shown in Figure 6:

SIM LPPM UNESA Autentikasi Pengguna	
Email	1
Password	a
Unesa	Masuk



If the username and password entered are correct, the External Reviewer will enter the Home page on the Information System of the Institute for Research and Community Service. To be able to review research proposals and services, External Reviewers can use the features on the External Reviewer Menu, as shown in Figure 7. It can be seen that there are three features provided, namely Review Desk Evaluation, Monitoring and Evaluating, and Final Report.

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🖷 Beranda	IDENTITAS
MENU REVIEWER EKSTERNAL	IDENTITAS
O Review Desk Evaluasi	institusi Eksternal
O Money	Namer HP
O Laporan Akhir	Email ski.zvlaidah.hnipa@vm.ac.id

Figure 7 External User Pages

2. **Review Evaluation Desk**

Review Evaluation Desk is a feature used to review proposals at the Evaluation Desk stage. At this stage, proposals that need to be reviewed will appear, as shown in Figure 8.

SIM LPPM Unesa			
MENU			Mohon mengisi id sinta pada m
# Beranda	Review Desk Evaluasi		2024 🗸
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O Money			
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Figure 8 Evaluation Desk Review Page

On the page, several pieces of information will appear, including the review result file, proposal title, proposal proposal file, proposal type, status, and action button. To conduct a review, the reviewer can select and press the Review Process button located in the action button column, as shown in Figure 9.

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MENU				Mohon mengisi id sinta pada m
🖷 Beranda	Review Desk	Evaluasi		2024 🗸
MENU REVEWER EXSTERNAL				
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Figure 9 Review page

After the reviewer selects and presses the Review Process button, a page will appear that can be used to conduct a review. The page contains several information, including the identity of the proposer, proposal documents, outputs, and RAB. In the review process, reviewers can assess and comment on the proposal. Providing an assessment can be done in the column containing the assessment criteria, such as the following figure 10.

SIM LPPM Unesa	•		Prof. Dr. Ski Zubaidah, S.Pr	d, M.Pd
MENU				
🖷 Beranda	Kriteria Penilalan			
MENU REVIEWER EKSTERNAL		Bobot (%)	Skor Nilai	
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	Komentar			
	Singur			
	Unduh Hasil Review		🚽 Selesai Review	
i i	Copyright © 2018-2024 UNESA, All rights reserved.		Versi	ien 1.0.0

Figure 10 Review Page for Each Proposal

In the assessment column, reviewers can give an assessment of each criterion, by selecting the appropriate points in the score column. This can be seen in Figure 11. When the points have been selected, the Value will appear on each criterion.

SIM LPPM Unesa		
ENU		
	Kriteria Penilaian	
ENU REVIEWER EKSTERNAL	No Kriteria Bobot (%)	Skor Nilai
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		- Pilh -
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	Skor: 3, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik)	3
	Nilai = bobot x skor	5
		6
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	Copyright © 2018-2024 UNESA. All rights reserved.	Version 1.0.0

Figure 11 Assessment Process for Each Criterion

After assigning value points to each criterion, to save the value that has been given can be done by pressing the Save button. If the value has been successfully saved, the total value information for the proposal will appear. This is as shown by the following Figure 12.

SIM LPPM Unesa			
NU		🗸 Data berhasil disimpan	
	Kriteria Penilaian		
NU REVIEWER EKSTERNAL	No Kriteria	Bobot (%) Skor Nilai	
	1 coba	5 6 ~ 30	
		Tersimpan	
		Hasil Skor Review: 30	
	Skor: 3, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik) Nilal = bobet x skor		
	Komentar		
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	Unduh Hasti Raview	📕 Selesai Roview	
	Copyright © 2018-2024 UNESA, All rights reserved.	Version 1.0	

Figure 12 Value Storage Process

Furthermore, reviewers can provide comments on the columns that have been provided. To save the comment given, you can press the Save button. Then the reviewer can press the Finish Review button to end the review process carried out on the proposal. This can be seen in Figure 13 below.

SIM LPPM Unesa				
itinu				
🖷 Beranda	Kriteria Perilaian			
IENU REVIEWER EKSTERNAL	No Kriteria	Bobot (%)	Skor	Nilai
	1 coba	5	6 V	30
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	Skor: 1, 2, 1, 5, 6, 7 (1 = bursh, 2 = sanget kurang, 3 = kurang, 5 = cakup, 6 = baik, 7 = sanget baik) Milai = bebet x islor			
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	Singun			
	Unduh Hast Review		A Sele	esal Review
	Copyright 0 2018-2024 UNESA, All rights reserved.			Version 1.0.0

Figure 13 Comment Saving Process

3. Monitoring and Evaluating

Monev Review is a feature that can be used to review proposals at the Monev stage. At this stage, all the proposals received and funded will appear, as shown in Figure 14.

SIM LPPM Unesa						
MENU						Mohon mengisi id sinta pad
# Beranda	PENELITIAN -	Monev				2024 ~
MENU REVIEWER OKSTERNAL	-					
O Review Desk Evaluasi	Daftar Penelitian da	n Pengabdian				Jumlah : 0 Jumlah Belum Review: 0
O Money	Show 10 v entries		Search			
O Laporan Akhir	File	Judut		Tipe	Status	Aksi
	L	eta penditan (2014: Farth Goldsmann) 2014: Fordina 2014 Bahar: 2014 Genar Bride Puppla Wilawa, S.Kon, M.Kon. Midag Dikesi	Proize 1 Not	PENELITIAN	X Belan dialai	if hour none
	Copyright © 2018-2024 UNES	GA, All rights reserved.				Version 1.0.0

Figure 14 Monev review page

Just like on the Evaluation Desk Review page, on the Monev Review page, several information will also appear, including the review result file, proposal title, proposal proposal file, proposal type, status, and action button. To conduct a review, the reviewer can select and press the Review Process button located in the action button column, as shown in the following Figure 15.

SIM LPPM Unesa						
MENU						Mohon mengisi id sinta pad
n Beranda	PENELITIAN - N	Monev				2024
MENU REVIEWER EKSTERNAL						
O Review Desk Evoluasi	Daftar Penelitian dan	Pengabdian				Jumlah : 0 Jumlah Belum Review: 0
O Money	Show 30 \sim entries		Search	N		
O Laporan Akhir	File	Judu		Tipe	Status	Aksi
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Figure 15 Review Process Menu

After the reviewer selects and presses the Review Process button, a page will appear that can be used to conduct a review. The page contains several information, including the identity of the proposer, the proposal document, the output, and the RAB, as shown by the following Figure 16.

SIM LPPM Unesa	•	Prof. Dr. Siti Zubaidah, S.Pd., M.Pd
MENU		Mohon mengisi id sinta pada men.
	coba penelitian	
MENU REVIEWER EKSTERNAL		
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	Dokumen	
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	Dokumen usulan belum diunggah	
	Dokumen laporan kemajuan	

Figure 16 Review Page

In the review process, reviewers can assess and comment on the proposal. To provide an assessment, it can be done in the column containing the assessment criteria, as shown in the following Figure 17.

SIM LPPM Unesa			
NU U	Komponen Monev		
	No Kriteria	Bobot (%) S	kor Nilai
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			Simpan
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik)		
	Nilai = bobot x skor		
	Komentar		
	Seque .		
	Unduh Laporan kemajuan		📹 Selesai Review Money
	Copyright © 2018-2024 UNESA, All rights reserved.		Version 1.0.0

Figure 17 Review Page Rating Column

In the assessment column, reviewers can give an assessment of each criterion, by selecting the appropriate points in the score column. This can be seen in Figure 18. When the points have been selected, then the Value appears in each criterion.

SIM LPPM Unesa			
MENU	Komponen Monev		
	No Kriteria	Bobot (%)	Skor Nilai
MENU REVIEWER EKSTERNAL	1 Coba	20	3 ~ 60
			- Pilih - asil Skor Review: 0
			1
			2 Simpan
	Skorr 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik) Nilai = bobut x skor		4
	Komentar		
	Singar		
	Unduk Laporan kemajuan		🖪 Selesai Review Money
	Copyright © 2018-2024 UNESA, All rights reserved.		Version 1

Figure 18 Assessment Process for Each Criterion

After assigning value points to each criterion, to save the value that has been given can be done by pressing the Save button. After pressing the Save button, the total value for the proposal will appear. This is as shown by the following Figure 19.

SIM LPPM Unesa				
NJ	Komponen Monev			
	No Kriteria	Bobot (%)	Skor	Nilai
NU REVIEWER EKSTERNAL	1 Coba	20	3 V	60
			Hasil S	kor Review: 60
				_
				Simpan
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik)			
	Nilai = bobot x skor			
	Komentar			
	Singar			
	Unduh Laporan kemajuan		🖪 Selesai R	wiew Money
	Capyright © 2018-2024 UMESA. All rights reserved.			Version 1
	with the second se			wersion 1)

Figure 19 Value Storage Process

Furthermore, reviewers can provide comments on the columns that have been provided. To save a given comment, you can press the Save button, as shown in Figure 20.

Jim LFFm Offesa			
u –	Komponen Monev		
Beranda	No Kriteria	Bobot (%) Skor	Nilai
U REVIEWER DISPERNAL	1 Coba	20 3	U 60
			Hasil Skor Review: 60
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			Selesai Review Money
	Lagoza kenajuan		Selesai Review Monev
	Copyright 0 2018-2024 UNESA, All rights reserved.		Version 1.0

Figure 20 Value Storage Process

After providing assessments and comments, reviewers can complete the review process on the proposal by pressing the Finish button. This can be seen in Figure 20.

SIM LPPM Unesa			Prof. Dr. Siti Zul	baidah, S.Pd., M
MENU	Komponen Monev			
# Beranda	No Kriteria	Bobot (%)	Skor	Nilai
MENU REVIEWER EKSTERNAL	1 Coba	20	3 V	60
			Hasil Sko	r Review: G
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	Skors 1, 2, 3, 5, 6, 7 (1 = boruk, 2 = sanget kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik) Nilai = babet a kar			
	Komentar			
	Sola			
	Singan			
	Unduh Laporan kemajuan		🖪 Selesai Revi	w Money
	Copyright © 2018-2024 UNESA, All rights reserved.			Version

Figure 21 Value Storage Process

When the reviewer has pressed the Finish button, the reviewer will return to the main page of the Review Monev feature. The review status will change to Rated. In addition, the Review Process button will also change color, as shown in Figure 22.

SIM LPPM Unesa						
MENU					Mohon mengisi id sinta pac	la menu biodata dan sināron den
	PENELITIAN	- Monev				2024 ~
MENU REVIEWER ENSTEINAL						
	Daftar Penelitian d	an Pengabdian				Jumlah : 0 Jumlah Belum Review: 0
	Show 10 - entries		Sec. Sec.	sarchi		
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	Copyright © 2018-2024 UN	ESA. All rights renerved.				Version 1.0.0

Figure 22 Results of the Review Process

d. Final Report

Final Report Review is a feature that can be used to review each proposal at the Final Report stage. At this stage, all the proposals received and funded will appear, as shown in Figure 23.

SIM LPPM Unesa						
MENU					Mohon mengisi id sinta pada n	nenu biodata dan sinkron de
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Figure 23 Monev Review Page

Just like on the Review Desk Evaluation and Monitoring and Evaluating page, on the Review Final Report page, several pieces of information will also appear, including the review result file, proposal title, proposal proposal file, proposal type, status, and action button. To conduct a review, the reviewer can select and press the Review Process button located in the action button column, as shown in Figure 24.

SIM LPPM Unesa		
MENU		Mohon mengisi id sinta pada menu biodata d
# Beranda	PENELITIAN - Review Laporan Akhir	2024 - 4
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Figure 24 Review Process Menu

After the reviewer selects and presses the Review Process button, a page will appear that can be used to conduct a review. The page contains several information, including the identity of the proposer, proposal documents, outputs, and RAB, shows in figure 25.

SIM LPPM Unesa		
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# Beranda	coba penelitian	
AENU REVIEWER EKSTERNAL		
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	TKT TKT Saat Isl: 1 Target TKT: 2 Dokumen Usulan	
	Tgl. Unggahe - Ukuran filer -	
	Dokumen usulan belum diunggah	

Figure 25 Review Page

In the review process, the reviewer can assess and comment on the proposal. in the column containing the assessment criteria, as shown in Figure 26.

SIM LPPM Unesa		
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MENU REVIEWER EKSTERNAL	Komponen Laporan Akhir	
	No Kriteria Bobot (%) Skor	Nilai
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	Hasil Skor Review:	0
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	Komentar	
	Grave.	
	- De ande Anal Rever	elesai Review Laporan Akhir

Figure 26 Review Page Rating Column

In the assessment column, reviewers can give an assessment of each criterion, by selecting the appropriate points in the score column. This can be seen in Figure 27. When the points have been selected, the Value will appear on each criterion.

SIM LPPM Unesa				
WENU	Surat Persetujuan Mitra/MoU			
🖷 Beranda				
KENU REVIEWER EKSTERNAL	Komponen Laporan Akhir			
	No Kriteria	Bobot (%)	Skor	Nilai
	1 Coba	20	- Pilh -	
	Hasil Skor Review:		- Pilih -	0
			1	_
			2	Simpan
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik)		5	
	Nilal = bobot x skor		6	
			7	
	Komentar			
	Seyar			
	unduh Kasil Review		🚽 Selesai Re	view Laporan Akhir

Figure 27 Assessment Process for Each Criterion

After assigning the score points to each criterion, please press the Save button. then the total value for the proposal will appear as shown in figure 28.

SIM LPPM Unesa			
MENU			
	Komponen Laporan Akhir		
MENU REVIEWER EKSTERNAL	No Kriteria	Bobot (%)	Skor Nilai
	1 Coba	20	6 ~ ¹²⁰
	Hasil Skor Review:		120
			Simpa
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik) Nilai = bobot x skor		
	Komentar		
	Singun		
	Unduh Hasil Review		🖪 Selesai Review Laporan Akhir
	Copyright © 2018-2024 UNESA, All rights reserved.		Version

Figure 28 Value Storage Process

Furthermore, reviewers can provide comments on the columns that have been provided. To save a given comment, you can press the Save button, as shown in Figure 29.

eranda	Komponen Laporan Akhir			
REVIEWER EXSTERNAL	No Kriteria	Babat (%)	Skor	Nilai
leview Desk Evaluasi	1 Coba	20	6 ×	120
tonev	Hasil Skor Review:			120
nporan Aikhir				Simpen
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sangat kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sangat baik) Wilai = bobot x skor			
	Komentar			
	Singan			
	Unduk Hast Review		🖌 Selesal Revi	w Laporan Akhir
	Copyright © 2018-2024 UNESA, All rights reserved.			Version

Figure 29 Comment Storage

After providing assessments and comments, reviewers can complete the review process on the proposal by pressing the Finish Review Final Report button. This can be seen in Figure 30.

SIM LPPM Unesa			
vu			
	Komponen Laporan Akhir		
NU REVIEWER EKSTERNAL	No Kriteria	Bobot (%)	Skor Nilai
	1 Coba	20	6 v 120
	Hasil Skor Review:		120
			Simpan
	Skor: 1, 2, 3, 5, 6, 7 (1 = buruk, 2 = sanget kurang, 3 = kurang, 5 = cukup, 6 = baik, 7 = sanget baik) Nilai = bobot x skor		
	Komentar		
	Cobe		
	Seque		
	Circleth Mask Review		🖪 Selesai Review Laporan Akhir
	Copyright © 2018-2024 UNESA, All rights reserved.		Version 3

Figure 30 Value Storage Process

When the reviewer has pressed the Finish Review Final Report button, the reviewer will return to the main page of the Final Report Review feature. The Review Process button will change color, as shown in Figure 31.

SIM LPPM Unesa			
MENU	Mohon mengiti ki sinta pada r		
🖷 Beranda	PENELITIAN - Review Laporan Akhir	2024 🗸	
MENU REVIEWER EKSTERNAL			
O Review Desk Evaluasi	Daftar Review Laporan Akhir	Jumlah : 0	
O Monev O Laporan Akhir	cida genetična EN 1/20050 domatan 2014 - Provintina 2014 Tahara 2014 Krata Ricoli Vojača Vibana, S.Kom, M.Kom. Biđang Bibas:	Juriali Bélan Rovier. 0 PENELITIAN (Process Roview)	

Figure 31 Results of the Review Process

C. Testing

From the tests that have been carried out, namely in the form of black box testing, the development of the external reviewer feature on the Information System of the Institute for Research and Community Service was stated to be very good and in accordance with the expected objectives in displaying research data of the State University of Surabaya.

D. Maintenance

In terms of updating data, maintenance is carried out regularly and updated. Research and community service data will be updated every academic period. In terms of infrastructure, maintenance is carried out periodically every month. More instincts are being made to ensure the availability of database space at the time of updating data.

Conclusion

The Development of External Reviewer Features for Research and Community Service at the Information System of the Institute for Research and Community Service State University of Surabaya has been successfully designed and implemented with the hope of increasing efficiency and transparency in the process of appointing and managing external reviewers. This feature allows the integration of reviewers from outside the university to participate in the review process, which has the potential to expand the scope of evaluation and improve the quality of research results and community service carried out by the academic community. The main benefits obtained from the development of this feature are:

- 1. Process Automation: Appointment of reviewers, distribution of research documents, and management of review results become more structured and efficient.
- 2. Transparency and Accountability: This feature helps in clearly recording each stage of the review process so that it is easier to track and account.
- 3. Improving Review Quality: By involving external reviewers, it is hoped that research and community service will get a more diverse and quality evaluation.
- 4. User-Friendly: The system is developed web-based and equipped with an easy-to-use interface so that both reviewers and Research and Community Service Institute admins can carry out their tasks more effectively.

Thus, the development of this feature makes a significant contribution to supporting research management and community service at the State University of Surabaya, as well as providing recommendations for continuous improvement and improvement of the system in accordance with technological developments and user needs.

Acknowledgments

The development of this external reviewer feature is expected to increase transparency, accountability, and accuracy in the assessment of research projects and community service. By engaging external reviewers, Universitas Negeri Surabaya is able to maintain high standards of academic integrity and social relevance so that it will encourage greater trust and cooperation in the academic community and the general public.

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