



## ASSISTANCE AND UTILIZATION OF *G-SUITE* WITH *QR-CODE* IN IMPROVING ADMINISTRATIVE SERVICES FOR RT RESIDENTS. 002/027 AT TAMAN GRAHA ASRI HOUSING GRAHA MINIMALIST BLOCK SERANG CITY

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### **Abstract**

*The Neighborhood Association is part of the kelurahan or village, coordinating with the Rukun Warga. In the technical implementation, the RT serves as a bridge or liaison with other agencies or organizations that have legality from the kelurahan or village. Concerning the duties and functions of the RT, the administration is something that residents often do regarding the information on residents' domicile and other matters that are more related to administrative permits for residents and organizations within the RT area. Along with the development of the era of the use of all-digital technology. Citizen services can improve by implementing widely available applications in cyberspace. One of them is the use of Google Suite, which is usually used in online learning education, and the QR-Code system, which is widely used by private organizations, government organizations, and even other organizations. In implementing PKM this time, an analysis was carried out first regarding housing problems, incredibly complex houses. Counseling and introduction of applications, lastly, mentoring and implementation in the RT area. 002 Taman Graha Asri Housing Minimalist Graha Block in Serang City. The results can be a benefit for the RT management. 002 is that services can be carried out anywhere, anytime, without meeting in person because of each other's busyness. This system makes it easier for residents to receive increased administrative services for residents of RT.002.*

**Keywords:** RT Resident Administration, G-Suite, QR Code

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### **PRELIMINARY**

In social life, many problems arise from small to big things. The general to the special. Especially if we are in a housing complex that is housing that middle and upper-class people inhabit. Rukun Tetangga is an organization that exists among citizens and becomes a representative in the community.

Rukun Tetangga is a forum for gathering and gathering residents with guidelines for deliberation and consensus when there are solutions to problems in the neighborhood. The study aims Syawaluddin and Monalisa (2016). The Neighborhood Association is expecting even better in carrying out its duties and functions, especially in increasing community participation in community self-help activities, by encouraging and motivating its citizens to be more active in cooperation activities.

Problems in the RT environment usually include cleanliness, security between neighbors, population administration problems, and other very complex problems. RT area. 002 majority of its citizens work as ASN, private employees, and business actors. The problem is the lack of communication between residents because they rarely talk or chat when they come home from work. Most of them return to their hometowns on weekends, which are not too far from the RT area. 002. Even though the *WhatsApp* RT group has been created, it is still hampered by their respective activities and work.

For this reason, it is related to communication between residents and RT management. 002 if you have administrative needs and criticism and suggestions, there are obstacles. This solution can be done by communicating with the help of technology, although it is still better to communicate face to face. However, this can reduce things that can lead to negative perceptions.

### **Neighborhood Association (RT)**

Regulations regarding the Rukun Tetangga or RT institutions are contained in the Regulation of the Minister of Home Affairs Number 5 of 2007, concerning Guidelines for Structuring Social Institutions. Then it is explained again in article 7 about the types of social institutions, one of which is RT/RW. The explanation of the duties of the Rukun Tetangga in article 14 letter d, that the RT has the task of assisting the Village Government and Lurah in implementing government affairs. As for Article 15 concerning the duties of the RT, which have functions, namely:

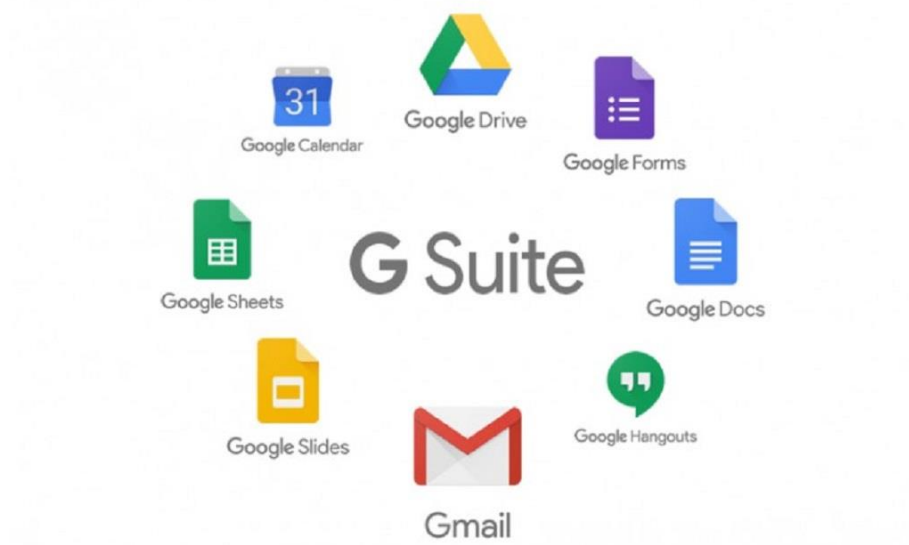
- a. The government collects data on the population and provides other administrative services.
- b. Citizens' security, order, and harmony are maintained.
- c. They are making ideas in the implementation of development by developing the aspirations and pure self-reliance of the community.
- d. You can become a self-motivator in society through mutual assistance and public participation.

The Rukun Tetangga itself is an institution formed through local community deliberations in government and community services determined by the Village government or Lurah.

### **GOOGLE SUITE (G-SUITE)**

Google suite is a service created by Google that prioritizes mobility and collaboration to improve IT needs in the current millennial era (NN, 2018). The types of G-Suite are G-Suite Basic, G-Suite Business, G-Suite Enterprise, and G-Suite Education.

Other applications in the Google Suite can use in administrative services for RT residents. 002, namely: Google Drive, Gmail, Google Forms, Google Sheets, Google Docs, Google Calendar, Google Hangouts, Google Slides.



**Figure 1. G-Suite App**

Source: <https://m.medcom.id/technology/news-technology/GN14GPBN-google-g-suite-reach-2-miliar-user-active-bulan>

## QR-CODE

QR-Code is an abbreviation for Quick Response Code, which is part of a barcode that has been widely used in the current technological era. Several uses of Barcodes in various fields of both government and private organizations. Usually, QR-Codes are used during payments but are widely developed for other functions, such as administration. In general, two types of barcodes can be used, namely:



**Figure 2. Types of Barcodes**

Source: <https://arahtekno.com/cara-buat-barcode/>

The primary of the QR-Code is to make it easy for a user to access information in two simple steps, scanning the QR-Code and taking action either in the form of opening a browser, saving contact information, or calling the number in the QR-Code (Sihaloho et al., 2020).

The benefit of the QR-Code is that it is so easy to access information by activating the scanner feature, then pointing the camera at the QR so that it can access it. Meanwhile, cellphones with no cameras must access a browser and enter the seven-digit ID number printed at the bottom of the QR-Code (Taufan and Santoso, 2021).

**METHODS OF SERVICE TO THE COMMUNITY**

This community service method is carried out in several stages, from problem analysis, introduction or counseling, to mentoring and its performance. The service is one month in November 2021 at the Taman Graha Asri Housing Block Graha Minimalis RT. 002 in Serang City. Photo Documentation Activities:



**Figure 3. Analysis of PKM Activities between RT.002 Management and Team**

**PKM IMPLEMENTATION**

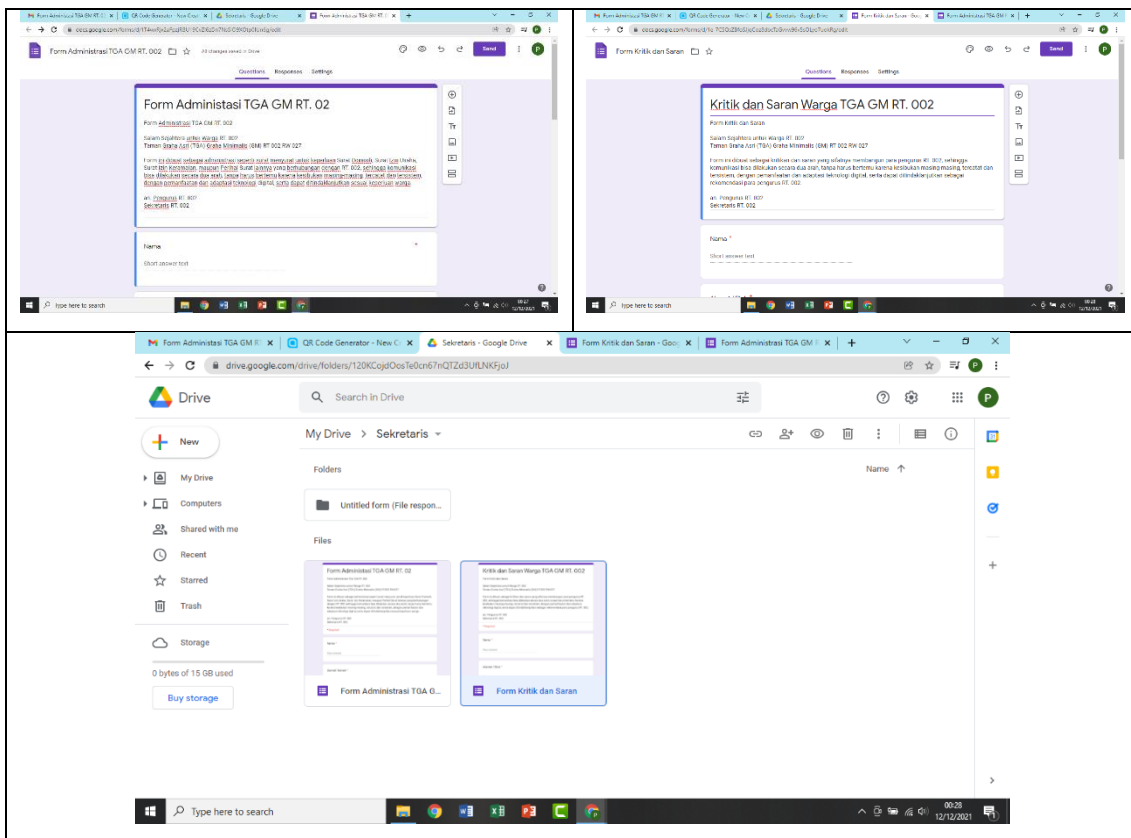
**PKM SCHEME**

**Table 1. PKM Activity Scheme in RT. 002 TGA GM**

Problem analysis	Introduction / Counseling	Implementation
- Lack of communication - Technology Adaptation - Busy each other's work	- Introduction of G-Suite - Introducing QR-Code - G-Suite and QR-Code collaboration	- Gmail creation - Creation of Google Forms - Inserting Google Form link into QR-Code online

		<ul style="list-style-type: none"> <li>- Download QR-Code</li> <li>- Citizen input can enter into Google Sheets and Google Docs</li> <li>- Addition</li> <li>- Internal RT Management can use Google Slides, Google Calendar, and Google Hangouts to schedule meetings</li> </ul>
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The first step is to create Gmail first, enter it into Google Drive, and create Google Forms, as shown below.



**Figure 4. Creating Gmail and Google Forms in Google Drive**

After making the Google Form, it is followed by registering a QR-Code on one of the *free online* sites, by *copying the link* from the Google Form earlier to the <https://id.qr-code-generator.com/> site.

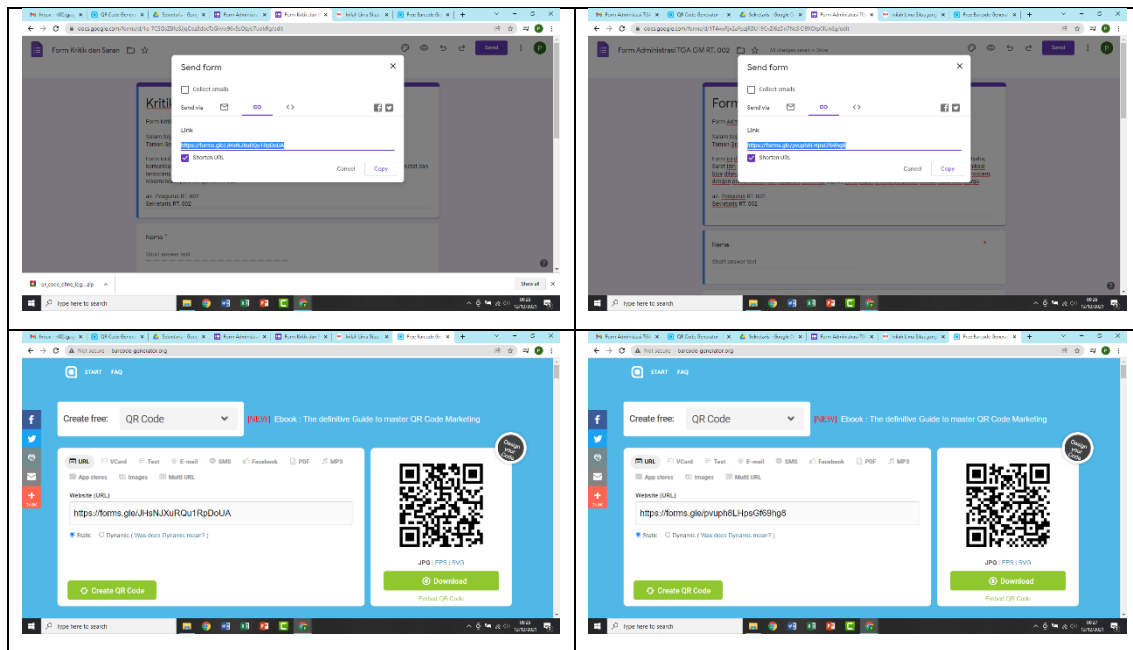


Figure 5. Copy the Google Form link to the QR-Code site online

The results of the QR Code can be seen in the image below.

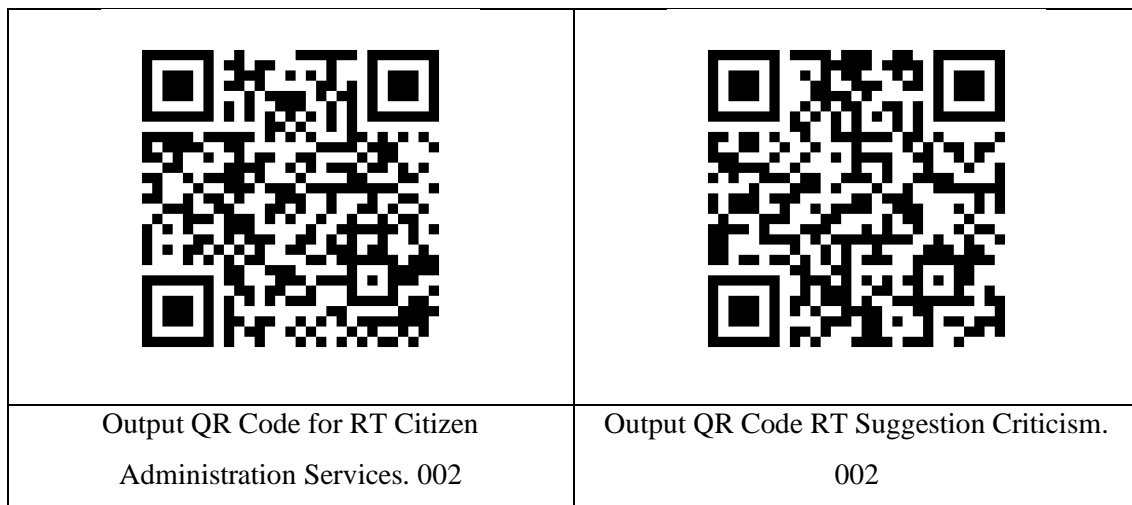


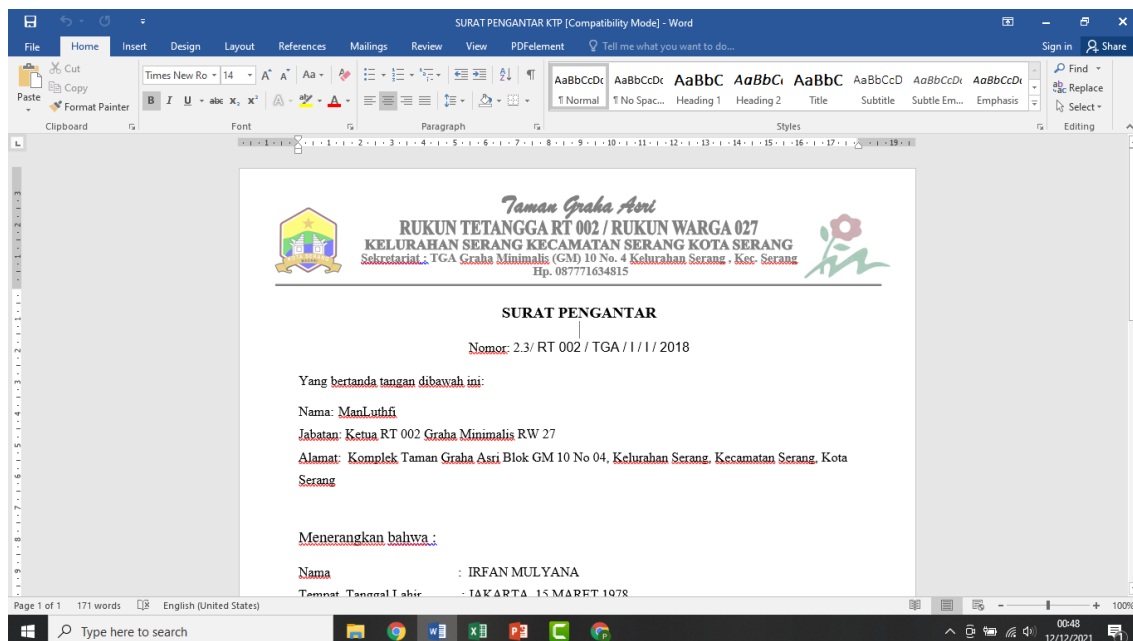
Figure 5. QR Code Output Results

So that the *output* generated for PKM this time is as shown in the image below.



**Figure 6. Results of Assistance, Implementation, and Implementation of G-Suite and QR-Code on RT management. 002 TGA Housing Block GM Serang City**

*Feedback* from administrators for residents can use Google Docs in the form of *softcopy* or *hardcopy* according to the needs of the residents.



**Figure 7. One Use of Google Docs**

## CONCLUSIONS AND SUGGESTIONS

From the Community Service carried out, it can be concluded that:

1. The use of G-Suite and QR-Code can be implemented at the Rukun Tetangga level administration so that it helps and makes it easier for residents and RT administrators. 002 communicates despite their busy work and activities.

2. The collaboration of G-Suite and QR-Code makes it easier for users to adapt to increasingly fast technological developments.
3. Suggestions that should carry out in the future are to develop an Android-based or website-based Pak RT or SIPAK RT Information System so that the services that can make can be maximized.

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## **INTERNET SOURCES**

- <https://arahtekno.com/cara-make-barcode/>
- <https://id.qr-code-generator.com/>
- <https://m.medcom.id/technology/news-technology/GN14GPBN-google-g-suite-achieved-2-miliar-user-active-monthly>