RESTful web service usage for online exit-survey at syiah kuala university as data verification method

1.2.3.4 Sayed Muchallil, 1,3 Yudha Nurdin, 1 Ahmadiar, 1 Melinda

1 Electrical Engineering Department, Syiah Kuala University, Banda Aceh 23111, Indonesia;
2 Multimedia Learning Centre, Syiah Kuala University, Banda Aceh 23111, Indonesia;
3 Pusat Komputer dan Sistem Informasi (PUKSI), Syiah Kuala University, Banda Aceh 23111, Indonesia;
4 Career Development Center (CDC), Syiah Kuala University, Banda Aceh 23111, Indonesia;
Corresponding Author: sayed.muchallil@gmail.com

Abstract Many applications are developed and deployed in Syiah Kuala University main server. These applications and information system are built as tools to help the University’ daily activities. Most of these applications have its own database. As a result, data is inconsistent, and the worst is redundant data cannot be avoided. The idea behind of this research is to build one centralized data that can be used as baseline to other applications. Since the main data of Syiah Kuala University are located behind the proxy which is no internet direct access allowed to the data. The proposed method to answer this problem is to use web service as a gateway for data transfer. This technique keeps the database from direct external access but the data itself can be seen without knowing where the real data is. This method has been used for Online Exit-Survey to proof that the system can verify the students’ data. Some student cannot be identified because their data were empty, the other because the data in centralized database server were only prepared for undergraduate students, so that the post graduate and professional students cannot be verified. For undergraduate students this online exit-survey works fine without error on verification phase.

Key words: RESTful, web service, database, Information System, Exit-survey.

Introduction

Exit survey that also known as exit interview is a survey that conducted in order to find out the reason why an employee resigns (Brotherton, 1996). Husain and Ravindra (2013) also mentioned in their paper entitled “Exit Interview – A Vital Tool for managing Departing Employee” about the time when the interview should be conducted and this could help an organization to improve its policies. In addition, this survey can make communication more effective (Flamholtz. 2003). Garretson and Teel (1992) also supported this idea about the exit interview for communication. Husain and Ravindra (2013) discussed about different perspective about the objective of exit survey. From the leaving employee point of view, this survey can be useful for leaving some notes so that can be used to help an organization without destructive feeling. On the other hand, Employers see this exit interview can provide the reason why an employee leave.

Syiah Kuala University as an educational institution also need to carry on an exit interview for its students before their graduation. The first exit survey that conducted in Syiah Kuala University is held in April 2013. In one year, this University has four times graduation ceremonies, so that the exit survey should be conducted four time before graduation ceremony. This survey aims to help Syiah Kuala University improves its educational policies and qualities. Online exit survey is chosen because students can take the survey easily. However, the online survey need some checks to ensure that students fill out their own form and do not ask their friend to fill the survey for them. This problem can be avoided by asking the students to verify their own data before they are allowed to take the survey. Verification can be done using Web Service to check their data on the main database of Syiah Kuala University. This method can avoided redundant data.

Literature Review

Web service

Web Service can been seen as a modular application that accessed via web to provide distributed database. The aims of this application is to use XML as data format to integrate
applications that can be published, located and invoked using web technologies (Van der Aalst, 2003). The current web technologies only provide a collection of information without supporting how to process this information, this is where web service takes place to transform the web from just a collection of information into a distributed computational and data (Fensel, D., & Bussler, C., 2002).

RESTful Web Service
RESTful web service is a web application that uses web URIs in exposing its resources such as data and functionality which is built on REST architecture (Hamad et. Al, 2010). This web service can be used to create, update, retrieve, and delete via HTTP method. Fielding (2000) discussed that the REST architecture is simply a client server based architecture. Both client and server exchange resources using stateless communication protocol (Hamad et. Al, 2010). This idea has made that the REST technology known as simple and lightweight.

JavaScript Object Notation (JSON)
JavaScript already support for JSON format as data exchange format. This made JSON easy for computer to parse and use, this format also readable by human (Nurseitov, 2009). According to json web site (www.json.org), the data in json format is estimated to parse faster about a hundred times compares to its rival XML. Below is an example of JSON syntax which is human readable.

```
{"nim":"120101031002","name":"eri asmara"}
```

Method
Verification data uses three steps:
1. Ensure the student’s ID is registered in graduation list for the current graduation period. If not, the student is not allowed to continue the survey. If so, the student can continue to the next step.
2. Students have to input their personal details such as birth date, birth place, and mother’s name. If the inputs correct they can go to the next step. If not, they will have to find the correct personal detail.
3. The last step is registration, this step use to store their password to the database, because they need this credentials to login to the survey system.

This verification can be seen clearly as shown in the figure 1.

![Verification process of the study](image-url)
Results and Discussion

Statistical Review

Syiah Kuala University graduates 1615 students for May 2013 period graduation. Table 1 shows the details based on gender.

Table 1. Total Syiah Kuala Graduate based on gender

<table>
<thead>
<tr>
<th>No</th>
<th>Gender</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Male</td>
<td>617</td>
</tr>
<tr>
<td>2</td>
<td>Female</td>
<td>858</td>
</tr>
<tr>
<td>3</td>
<td>Unknown</td>
<td>146</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>1621</strong></td>
</tr>
</tbody>
</table>

Meanwhile, the graduates students who fill out the survey is shown is the Table 2.

Table 2. Syiah Kuala Graduate who fill out the survey based on gender

<table>
<thead>
<tr>
<th>No</th>
<th>Gender</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Male</td>
<td>579</td>
</tr>
<tr>
<td>2</td>
<td>Female</td>
<td>713</td>
</tr>
<tr>
<td>3</td>
<td>Unknown</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>1400</strong></td>
</tr>
</tbody>
</table>

Figure 3 shows the comparison between these two tables.

![Graduation Chart](image)

Figure 3. Graduation chart comparison based on gender
The figure 3 shows that about 93.84% male graduates fill out the survey and female graduates are only 83.10% who take the survey. The unknown gender because their data is not recorded in Syiah Kuala main database and only about 73.97% who fill the survey out. The unknown gender usually because they studied in professional or graduates degree. Students from this degree is not recorded in main database server.

**Verification Process**

The verification process takes graduates inputs and compares them to the main database. The process failed to verify graduates data if they studied in some fields of study like professional classes or post graduate degrees. The survey will skipped the verification process for these kind of students using the array variable as shown below

```php
$prodi_skip = array("0110303","0120101","0120201","0130101","0210102","0320101","0520701","0620401","0710103","0710104","0710108","0710117","0710110","0710121","0710122","0710123","0710124","0760101","0760102","0920004","0920001","0920005","0920007","0920006","0920003","0920002","0920008","0920009","0920010","0920011","0920012","0920013","0920014","0920015","0920016","0920017","0920018","0920019","0920021","0920020","0920022","0930001");
```

As a result, about 42 fields of study from 7 faculties skipped the verification process. The number of students from each faculty who skipped the verification process can be seen in table 3.

<table>
<thead>
<tr>
<th>No</th>
<th>Faculty</th>
<th>Total graduates</th>
<th>Graduates fill out the survey</th>
<th>Graduates Skipped verification process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ekonomi</td>
<td>168</td>
<td>150</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Kedokteran Hewan</td>
<td>55</td>
<td>47</td>
<td>21</td>
</tr>
<tr>
<td>3</td>
<td>Hukum</td>
<td>67</td>
<td>65</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>Teknik</td>
<td>94</td>
<td>93</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>Pertanian</td>
<td>112</td>
<td>112</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>KIP</td>
<td>577</td>
<td>409</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>Kedokteran</td>
<td>309</td>
<td>304</td>
<td>83</td>
</tr>
<tr>
<td>8</td>
<td>MIPA</td>
<td>82</td>
<td>80</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>Pasca Sarjana</td>
<td>114</td>
<td>81</td>
<td>81</td>
</tr>
<tr>
<td>10</td>
<td>Ilmu Sosial dan Politik</td>
<td>43</td>
<td>43</td>
<td>0</td>
</tr>
<tr>
<td>11</td>
<td>Koordinator Kelautan dan Perikanan</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>1621</strong></td>
<td><strong>1384</strong></td>
<td><strong>189</strong></td>
</tr>
</tbody>
</table>

Table 3 shows that about 13.65% cannot be verified by the exit survey. Since the graduates who takes the survey is more than 86%, the result statistically accurate. The table also suggests that about 14.62 students did not answer the survey.
Conclusions
The conclusion is that more female graduates who did not answer the survey rather than male students and the system can be used for the next exit survey because its only missed about 13.65% verification process.

Acknowledgements
The authors wish to thanks to Head of Syiah Kuala University research institute who provided support in order this research can be implemented. The authors also express their gratitude to Head of Syiah Kuala information system and computer center who gave access to the data that have been used so that the research can be concluded.

References