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Web-Based Information System for the Language Unit at Politeknik Penerbangan Surabaya

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Abstract

This study aims to develop a web-based information system for the Language Unit of Politeknik Penerbangan Surabaya to replace the existing manual management processes. The system is designed to improve the efficiency of information delivery, registration, and payment for services such as language training, English proficiency tests, and document translation. The development process adopts the Agile methodology, which enables iterative development and rapid adaptation to user needs. The system implementation utilizes WordPress as the content management system and MySQL as the primary database to ensure data reliability and ease of management. The results show that the developed website provides faster, more flexible, and secure access for users. Furthermore, the system supports a mobile-friendly design, allowing users to access information anytime and anywhere. Thus, the system successfully supports the modernization of language services through efficient and sustainable digitalization.

Keywords: *Web-based information system, WordPress, MySQL, Agile, Digitalization, Language services*

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INTRODUCTION

The rapid development of the internet has led to widespread use of websites as the primary medium for accessing information and supporting decision-making related to various services. A well-designed website functions as a key communication tool that provides complete and easily accessible information without requiring users to visit the institution in person. When a website offers high-quality information and services, it enhances user experience, making interactions and communication more efficient [1].

At Politeknik Penerbangan Surabaya, the Language Unit still manages registration and service information manually. This manual process limits access for participants, particularly those living outside the city or with limited time availability. Moreover, the reliance on face-to-face cash payments further complicates the process. Currently, the Language Unit has no adequate web-based system, resulting in inefficient information management for cadets, staff, and the general public [2].

According to several studies, implementing web-based systems can significantly improve the efficiency of managing language education services, including training information, English proficiency tests, and document translation. Moreover, digital platforms can support adaptive learning methods that prepare users to meet global communication needs [3]. With Indonesia's growing digital economy, digitalization of educational services has become increasingly vital [4]. Therefore, a well-planned and strategic implementation process is essential to ensure that the information system operates effectively, sustainably, and aligns with existing service practices [5].

Previous studies on digital language service management have generally focused on e-learning systems or computerized testing platforms, without addressing the integration of registration, training, and translation services in a unified framework. These limitations have left a gap in the application of adaptive digital systems in specialized institutions such as aviation polytechnics. Therefore, this study aims to design and develop a web-based language service information system that integrates training registration, proficiency testing, and translation management through a user-centered, iterative Agile development process. The novelty of this research lies in combining Agile methodology with an open-source CMS (WordPress) and MySQL database to create a sustainable and

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scalable model for institutional language services [6,7].

The development of the Language Unit Information System at Politeknik Penerbangan Surabaya employs the Agile methodology due to the project's dynamic and complex nature, as well as the need for continuous user feedback. This approach involves iterative cycles of design, implementation, testing, and deployment. Each cycle, lasting two to four weeks, allows the development team to quickly respond to changing requirements and ensure that the final product meets user expectations [8,9,10,11].

WordPress, an open-source and scalable content management system (CMS), is used to build the system. It simplifies website development and management without requiring extensive coding skills. With a wide range of themes and plugins, WordPress allows for easy customization and efficient long-term maintenance [12,13,14]. MySQL serves as the relational database management system (RDBMS) for storing user data and service information, offering large-scale data handling, fast access, and strong data protection

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features [15,16,17].

This system introduces innovation in the modernization of language services through digital transformation. Beyond improving data management efficiency, it enhances the interaction between the Language Unit and its users [18,19,20]. The developed website supports comprehensive language learning services with multilingual features and mobile accessibility, enabling users to access information about language training, English proficiency tests, and translation services for various foreign languages—including English, Japanese, Arabic, and German—flexibly, anytime and anywhere. The contribution of this study is to provide a replicable framework for digitalizing language services in higher education institutions, particularly in technical and aviation contexts, enhancing accessibility, efficiency, and user engagement.

RESEARCH METHODS

Job Description

The web-based information system for the Language Unit at Politeknik Penerbangan Surabaya was designed to replace the manual management process of English test registration that had been used previously. Through this system, access to information related to Language Unit services—including language training, English test registration, payment processes, and document translation in English, Japanese, Arabic, and German—becomes faster and more efficient for cadets, employees, and the general public.

This web-based system development includes user interface (UI) design planning, main feature development, and testing to ensure that the website functions according to user needs. In addition, the system supports flexible information access through mobile

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devices, allowing users to obtain service-related information anytime and anywhere [21 ,22 ,23].

The system design and development process follows a complete cycle, starting from planning, intuitive interface design, functional development, and system testing. This process ensures that all features operate properly and comprehensively meet user requirements.

Agile Method

The Agile methodology used in developing the information system emphasizes flexibility in responding to changing requirements during the development process. This approach encourages incremental development, where each iteration produces functional components that can be implemented early, reducing the risk of misalignment with final requirements [24 ,25 ,26]. The following describes the Agile stages applied in developing the Language Unit Information System.

Requirement

In this stage, stakeholders provide detailed information about the system requirements needed to build the Language Unit information system. These requirements serve as the foundation for designing the system, and a product backlog is created to document and prioritize them.

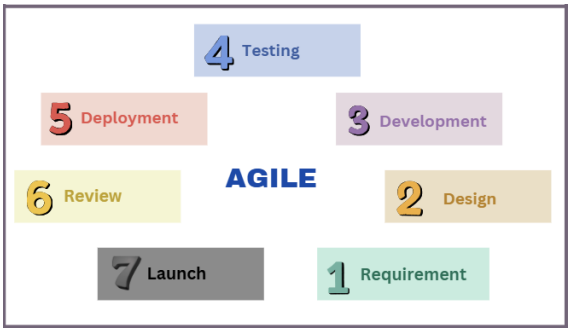


Figure 1. Agile methodology

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Design

Once the requirements are gathered, an initial system design is created and demonstrated to stakeholders. At this stage, the design focuses on flexibility, usability, and an intuitive interface to ensure a user-friendly experience.

Development

System construction begins based on the approved design. Each sprint typically lasts two weeks and delivers a specific feature for stakeholder testing. In this phase, the website is built using WordPress and MySQL according to the established design specifications.

Testing

At the end of each iteration, every developed feature undergoes testing to ensure it functions correctly and aligns with user requirements. Stakeholders evaluate the system and provide feedback on performance and functionality.

Deployment

After development and testing are complete, the website is deployed on the Politeknik Penerbangan Surabaya server to make the system accessible to users through the institutional network.

Review

After each iteration, a review is conducted to assess what worked well and identify areas for improvement. This stage ensures the system remains aligned with stakeholder

expectations and adapts to evolving requirements.

Launch

Once all stages are completed, the website is officially launched. The launch phase includes user training and guidance for system administrators to ensure effective website management and long-term sustainability.

Functional Requirements

The functional requirements of the Language Unit website include several key components related to business processes such as news information, announcements, testimonials, service details, partner information, and event calendars. These elements are illustrated in the Data Flow Diagram (DFD) Level 0, as shown in Figure 2.

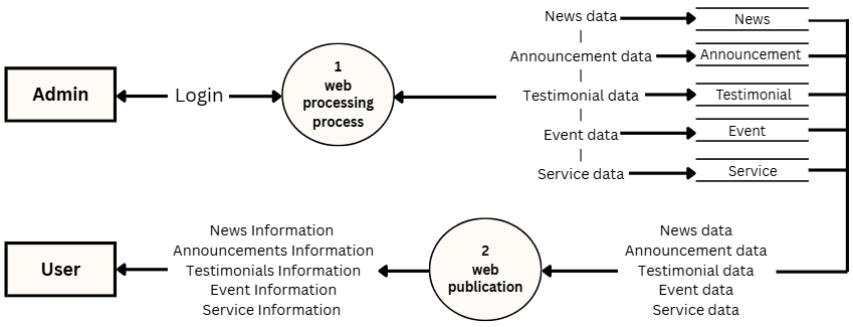


Figure 2. DVD level 0

In the DFD Level 0 process, the workflow begins when the admin logs into the system to access the available modules. After login, the admin can input or update various types of data such as news, announcements, testimonials, services, partners, and events. Each

data entry is then processed and displayed on the Language Unit website, ensuring that users receive accurate and updated information.

Once processed, the system sends confirmation to the admin, forming a continuous loop where the admin regularly manages and updates data to maintain accuracy and relevance. Meanwhile, users can access published information online anytime and anywhere according to their needs.

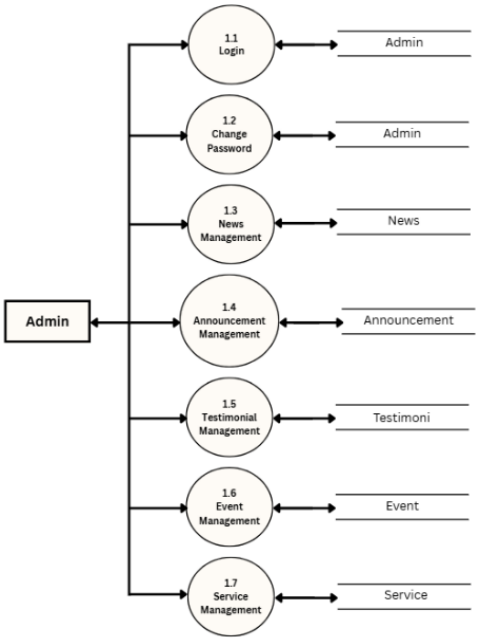


Figure 3. DVD level 1

In Figure 3 of the DVD Level 1, the process begins with the administrator logging into the system to access the various available modules. After logging in, the administrator can manage different types of data to be published on the website, such as news, announcements, testimonials, events, and services. Each type of data is processed and organized carefully to ensure that the information displayed on the website is accurate and aligned with user needs.

Once the data management process is completed, the processed information is forwarded to the website publication module, which is responsible for displaying the relevant information to users. Users can then access news, announcements, testimonials, events, and service information online through the official website of the Language Unit. This process ensures that all data presented on the website remains up to date and can be accessed at any time according to user needs.



Figure 4. DVD level 2

In Figure 4 of the DVD Level 2, the process begins with the administrator logging into the system to access all available features. This login provides the administrator with full access to manage the data and information to be published on the website. After logging in, the administrator has the option to change the password as an essential step to maintain account security and can proceed to manage data through various available modules, such as news management, announcement management, testimonial management, event management, and service management.

Each module allows the administrator to add, edit, or delete data as needed, whether it involves news, announcements, testimonials, events, or services provided by the Language Unit. This process ensures that all managed data is continuously updated and remains relevant. Consequently, the information displayed on the website is always accurate and accessible to users at any time, supporting smooth operations and effective information delivery to users.

Non-Functional Requirements

To ensure smooth website operation, the system requires adequate hardware and computing resources to update information in real time. The necessary hardware includes **a database server** for data processing, **a web server** for data presentation to users, and **a stable internet connection** for fast and reliable accessibility.

The server must have high processing capability to handle user requests quickly and operate continuously without interruption, even under 24/7 usage conditions. Reliability is crucial—the server should be able to handle multiple concurrent requests efficiently with minimal maintenance.

Additionally, the network infrastructure should provide high bandwidth to support fast local and international access. The network must also maintain high reliability to prevent technical disruptions and ensure uninterrupted website operation.

RESULT AND DISCUSSION

The development of the Language Unit Information System resulted in several key web pages that form the main components of the system. The **Dashboard page** (Figure 5) serves as the homepage displayed when users access the website. It functions as an information hub featuring a dynamic image slider that showcases the latest events organized by the Language Unit, such as language training sessions, TOEFL tests, linguistic seminars, and document translation services. The main navigation menu at the top of the dashboard provides access to all website sections.

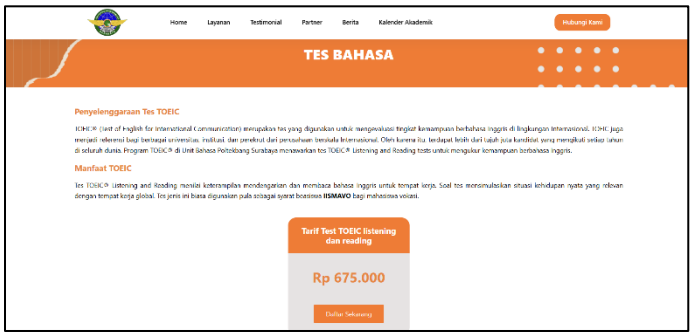


Figure 5. Dashboard page

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The **Home page** directs users back to the main section containing essential announcements and updates. The **Services page** displays all available programs offered by the Language Unit of Politeknik Penerbangan Surabaya. The **Testimonials page** presents feedback from users, providing evidence of service quality and creating a platform for sharing experiences. The **Partners page** lists institutions and organizations that collaborate with the Language Unit in conducting language-related activities. The **News page** provides current information about ongoing and upcoming programs, while the **Calendar section** outlines schedules for training sessions and events, enabling users to plan their participation efficiently. Lastly, the **Gallery** page showcases photographs from past events, visually illustrating user engagement and institutional involvement in various linguistic activities.

The Services page (Figure 6) presents detailed information about the programs offered, divided into three main menus: language training, document translation, and language testing. Each menu provides specific information related to the service and allows users to register and make payments directly through the website using e-money, thereby improving convenience and accessibility.

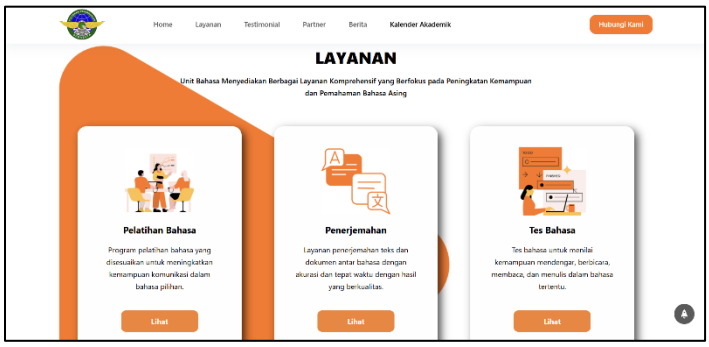


Figure 2. Services page

Figure 7 illustrates the Language Test page, which replaces the previously manual registration process. This page allows users to register for English language tests and complete payment transactions within a single web interface, making the process more efficient and user-friendly.



Figure 7. Language test page

Each component of the information system plays a vital role in supporting the operational functions of the Language Unit's website. Overall, the system successfully establishes an integrated digital platform that simplifies both information management and service accessibility. Users can easily obtain the information they need, while

administrators maintain full control over data management, ensuring that the content displayed remains accurate and up to date.

CONCLUSION

The Language Unit Information System at Politeknik Penerbangan Surabaya successfully replaces the previous manual management process, achieving the intended objectives. The website provides efficient and flexible access to services such as language training, English proficiency testing, and document translation through the integration of WordPress and MySQL, supported by an intuitive and mobile-friendly interface.

The implementation of the Agile methodology enabled continuous adaptation based on user feedback, ensuring that the system meets user expectations effectively. The successful deployment of this system enhances data management efficiency and strengthens interaction between the Language Unit and its users, aligning with the institution's mission to improve accessibility and service performance through digital transformation.

In conclusion, this system modernizes linguistic service delivery by providing a faster, more reliable, and user-oriented digital platform. Future improvements may include the development of multi-language support, integration with other institutional systems within Politeknik Penerbangan Surabaya, and the application of analytical tools to evaluate service quality and user engagement further.

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