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Effectiveness of Technology-Based Attendance in Supporting Civil Servant Work Discipline at the Balangan District Health, Population Control, and Family Planning Office

Nida Urahmah¹, Reno Affrian², Saidah Hasbiyah³

^{1,2,3}Public Administration Study Program, Amuntai Institute of Administrative Sciences, Indonesia.

* Correspondence: ¹nidaurahmah697@gmail.com, ²renoaffrian@gmail.com, ³saidahhasbiah@gmail.com

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Abstract: The application of technology-based attendance is to increase discipline towards the presence of an employee, but based on the results of the author's observations there are still several problems such as: There are still violations, network dependence and no tolerance for absenteeism, so this study aims to find out about the effectiveness of technology-based absences in support the work discipline of civil servants at the Health Office and PPKB Balangan Regency and the factors that influence it. This study uses a qualitative approach with a is collecteddescriptive type. Techniques Data collection used are interviews, observation and documentation. Data source was taken by purposive sampling amounting to 10 people. After data then analyzed using techniques including data reduction, data presentation, and withdrawal conclusion. Testing the credibility of research data through prolongation of observation, increasing perseverance, triangulation, using materials, reference and hold a member check. The results of the study show that the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health Office and PPKB is effective. This can be seen in the following aspects: Discipline and indicators of achieving targets have not been effective, because there are still violations. Second, the clarity of the strategy for achieving goals on decision indicators is quite effective, because the implementation of technology-based absences complies with government regulations. and indicators of action are quite effective. Third, the formulation of a solid policy includes indicators of quite effective activity strategies, and indicators of the implementation of operational activities that are quite effective, because employees are absent during entry and return hours. Fourth, careful planning includes indicators of implementation guidelines that are quite effective, this is in accordance with standard operational procedures (SOP) and indicators of implementation of achieving goals have not been effective because there are still sarver constraints. Fifth, the preparation of proper implementation programs has not been effective because there is no tolerance for absences and performance indicators are quite effective because employees are punctual in attendance. Sixth, indicators of facilities and infrastructure are quite effective because the internet is available, and indicators for utilization of facilities and infrastructure are quite effective because they are used optimally. Seventh, the monitoring and control system including monitoring and evaluation indicators is quite effective because there are monthly activity reports and indicators according to objectives are quite effective because there are many disciplined employees. Influencing factors include driving factors: the existence of a clear legal umbrella in the application of technology-based attendance, inhibiting factors due to the absence of tolerance for absences and the network that sometimes errors. From the results of the presentation above, it is suggested: 1. To the Head of the Balangan District Health Office and PPKB so that they can pay attention to and provide solutions related to network error problems, and be able to provide tolerance for employees who are truly constrained in timely attendance. 2. Employees should be able to always pay attention to attendance according to schedule. 3. The Office of Communication and Informatics, Statistics and

Encryption of Balangan Regency should evaluate and update the system related to technology-based attendance.

Keywords: Technology-Based Attendance, Work Discipline, Civil Servants, Qualitative Descriptive Research, Public Sector Organizational Effectiveness.

1. Introduction

In line with the times, technology is also advancing. Current technological developments have not only ushered in the era of global information but have also given rise to information and telecommunication media that transcend the boundaries of space and time. Global influence can also be felt in the fields of economics and management related to technology. Technology is an advancement in science and knowledge that demands society be more creative and actively follow market developments. One important development in information technology is the need for data processing tools that function to generate the required information, following the emergence of highly advanced electronic devices in society, which also make it easier for employees to access information or process data. There are many sophisticated tools that can be used in an office, one of which is the attendance system, which is a technological tool capable of assisting office employees with attendance. The increasingly sophisticated technological developments can make office work easier, leading to higher productivity in the office. To achieve good employee work productivity, it is by ensure employee performance is disciplined. Discipline is an awareness of a person's willingness to obey all applicable rules. And there is an awareness of obeying the regulations of an institution, which is manifested in high discipline, so that work productivity will also be good. However, based on the author's observations, there are still several issues with the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office, including: Although technology-based attendance has been implemented, there are still violations committed by some employees, such as employees leaving the office during working hours, arriving and leaving outside of working hours, and coming to the office only to check in and then leaving. It is this issue of discipline that requires leaders/superiors to act decisively in making a decision regarding punishment or sanctions for violations committed by employees. Limitations in the tools used for employee positioning are that the technology-based attendance system at the Balangan District Health, Population Control, and Family Planning Office is not designed to accept any reason for employees who are not on time, such as being late due to an accident, sudden illness, or anything else. This impacts the low tolerance and empathy for employees who are indeed experiencing difficulties when checking in [1]. (Source: Balangan Regency Communication and Information Statistics and Encryption Service, 2022) The network server capacity is too small or limited, while there are quite a few users at the same time, such as during work entry and exit hours [1]. This sometimes results in network disruptions or errors, making it impossible to use the attendance system. Source: Employee Attendance, 2022) Based on the background of the above problem, the author is interested in studying and researching more deeply about "THE EFFECTIVENESS OF TECHNOLOGY-BASED ABSENCE IN SUPPORTING THE WORK DISCIPLINE OF CIVIL SERVANTS AT THE BALANGAN DISTRICT HEALTH, POPULATION CONTROL AND FAMILY PLANNING OFFICE."

The research problem in this study is:

1. How effective is technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office?

2. What are the factors that influence the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office?

The objectives of this research are:

1. To determine the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office.
2. To determine the factors influencing the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office.

Theoretical Framework Definition of Effectiveness: When every previously determined goal or target can be achieved, that is when effectiveness has been realized. Because when the target or goal has been achieved as planned, it is effective, and if the target or goal is not achieved and is not in accordance with the set time, it means the work done is not effective. Simply put, effectiveness is what is done to achieve a desired goal. With the target to be reached, the previously determined goals will achieve success according to what is desired. Iga Rosalina (Arpriyanti 2018:19-20) states, "Effectiveness is a key element in achieving the goals or objectives that have been set in every organization, activity, or program [2]. It is considered effective when the goals or targets are achieved as determined. **Definition of Attendance:** Attendance is an activity or routine carried out by employees to prove their presence or absence from work in a company. This attendance is related to the implementation of discipline determined by each company or institution. According to Heriawanto (2016:13), manually filling out attendance lists or taking attendance (using only an attendance book) will hinder the organization's ability to monitor employee discipline in terms of punctuality and daily arrival/departure times [3]. This is concerning because it could reduce employee commitment to their work and the organization. Reduced employee commitment to work will impact employee motivation and performance, leading to a further decline. Attendance is a pattern of habitual absence from duties or obligations. Traditionally, absenteeism has been viewed as an indicator of lazy individual performance, as well as a breach of the implicit contract between employee and employer, rather than being seen as a management issue and framed in economic or quasi-economic terms. Absenteeism is defined as absence from work and serves as an indicator of psychological, medical, or social adjustment. **Work Discipline** Ronquilla (WordPress) says discipline comes from the Latin word *Discere*, which means to learn. From this word comes Discipline, which means teaching or training. Discipline is the state of control over employees and orderly behavior that demonstrates the true level of cooperation within an organization. One aspect of internal employee relationships is disciplinary action. Disciplinary action enforces sanctions when it violates the assigned duties. Discipline is the willingness and readiness of a person to obey and adhere to the norms and rules that apply in their surroundings. Work discipline is a tool used by managers to communicate with their subordinates so that they are willing to increase their awareness of obeying all applicable rules and social norms [4], [5], [6], [7], [8].

2. Materials and Methods

Research Approach

The research approach used in this study is a qualitative approach. Moleong (2017:10) defines qualitative research as research that aims to understand phenomena, specifically what research subjects experience [9]. The research subjects in question are behavior, perception, motivation, information, actions, and so on, holistically, and by describing them in words and language where the researcher attempts to observe, collect, and analyze data, and clearly reveal the effectiveness of technology-based attendance in

supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office.

Data and Data Sources:

1. Primary Data

Primary data is all the research data obtained from interviews and direct observation in the field, sourced from the number of employees, who are referred to as informants in qualitative research.

2. Secondary Data

Secondary data is data obtained from literature or library studies, as well as official data obtained regarding the research object.

3. Data Source

The data source in this study, in accordance with the data source selection technique, is appropriate for the ongoing research, ensuring the representativeness of the population.

Operational Research Design

Operational research design is a definition based on observed characteristics. Operational definitions include important aspects of the research that require explanation, are specific, detailed, firm, and certain.

Data Collection Techniques

For the data collection needed in this study, the author used the following data collection techniques: 1. Observation, 2. Interview, 3. Documentation

Data Analysis Techniques

This analysis technique was also used to obtain clear and relevant information related to the research problem, namely the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office. Miles and Huberman (Sugiyono, 2013:246) state that in processing qualitative data, it is done through the stages of reduction, data presentation, and drawing conclusions [10]. "Data Credibility Test. In order to ensure data validity, a data validity test was conducted. As concluded by Sugiyono (2013:45), one of the credibility tests is the alignment between the researcher's concepts and the informant's concepts, which can be achieved through extended observation, increased observation, triangulation, discussions with peers, negative case analysis, and member checking [10].

3. Results and Discussion

The effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office is quite effective. This can be seen in the following aspects: First, the clarity of the goals to be achieved, including the indicator of clarity, is quite effective. The application of technology-based attendance is to improve discipline regarding an employee's attendance. The indicator of achieving targets is not yet effective because, although technology-based attendance has been implemented, there are still violations committed by some employees. Second, the clarity of the strategy for achieving goals, including the indicator of decisions, is quite effective because the implementation of technology-based attendance is in accordance with central and regional government regulations. The indicator of actions is quite effective because employees have received and implemented attendance according to procedures. Third, the process of analyzing and formulating sound policies, including the indicator of activity strategies, is quite effective, and the indicator of operational activity implementation is quite effective. These activities are when employees take attendance at entry and exit times. Fourth, mature planning includes indicators that the implementer's

guidelines are quite effective, which relates to the instructions from the Balangan district law and regulations, and the indicators for achieving the goals are not yet effective because there are still some obstacles such as dependence on the network. Fifth, proper implementation has not been effective due to the lack of absence tolerance, and performance indicators are quite effective because employees have become more punctual in attendance. Sixth, Facilities and Infrastructure, including indicators that facilities and infrastructure are quite effective because they are already available, and indicators of facilities and infrastructure utilization are quite effective because they are used optimally. Seventh, the monitoring and control system includes monitoring and evaluation indicators that are quite effective, as evidenced by the monthly activity reports, and the indicators are quite effective because many employees adhere to discipline.

Factors influencing the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office include: driving factors such as clear legal frameworks for implementing technology-based attendance, and hindering factors such as limitations in the tools used to determine employee positions during attendance and insufficient or limited network server capacity, which disrupts the attendance process due to a large number of users [11], [12], [13], [14], [15].

4. Conclusion and Suggestions

The results of the study show that the effectiveness of technology-based attendance in supporting the work discipline of civil servants at the Balangan District Health, Population Control, and Family Planning Office is quite effective. This can be seen in the following aspects: First, the clarity of the goals to be achieved, including the indicator of clarity, is quite effective in implementing technology-based attendance, as it aims to improve discipline. However, the indicator of achieving targets is not yet effective because there are still violations. Second, the clarity of the strategy for achieving goals, with the decision indicator being quite effective because the implementation of technology-based attendance complies with government regulations, and the action indicator is quite effective. Third, the formulation of solid policies, including the activity strategy indicator, is quite effective, and the operational activity implementation indicator is also quite effective, as employees clock in and out at the start and end of their shifts. Fourth, mature planning includes indicators that are quite effective for implementer guidance, which are in accordance with standard operating procedures (SOPs), and indicators for achieving goals are not yet effective because there are still severe constraints. Fifth, the development of an appropriate implementation program has not been effective due to the lack of absence tolerance, and the performance indicators are quite effective because employees are punctual in attendance. Sixth, the infrastructure indicators are quite effective because the internet is already available, and the infrastructure utilization indicators are quite effective because they are used optimally. Seventh, the monitoring and control system includes monitoring and evaluation indicators that are quite effective due to the monthly activity reports, and indicators that are in line with the objectives are quite effective because many employees are disciplined. Factors influencing this include driving factors: the existence of clear legal frameworks for implementing technology-based attendance, and hindering factors: limitations in the tools used to determine employee positions during attendance, and insufficient or limited network server capacity. Based on the presentation above, the following recommendations are made:

1. The Head of the Department should pay attention to and provide solutions regarding network issues and be lenient with employees who are genuinely unable to arrive on time.
2. Employees should always pay attention to attendance according to the schedule.

3. The Balangan Regency Communication, Information, Statistics, and Encryption Department should evaluate and update the technology-based attendance system.

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