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IMPLEMENTATION OF A FINGERPRINT ELECTRONIC ATTENDANCE POLICY AS A SUPPORT FOR EMPLOYEE WORK DISCIPLINE AT THE BUSINESS MANAGEMENT AGENCY (BPU) OF GORONTALO STATE UNIVERSITY

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Abstract

This study aims to determine and describe (1) the implementation of the fingerprint electronic attendance policy as a support for employee work discipline at the Business Management Agency (BPU) of Gorontalo State University, which is studied from: 1. planning, 2. implementation, and 3. evaluation. (2) Determining Factors for the Success of the Implementation of the Finger Print Electronic Attendance Policy as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University, which are studied from: 1. Apparatus Compliance; 2. Smooth Absence of Problems; and 3. Satisfactory Performance. The approach used in this study is qualitative with descriptive qualitative methods. Data collection using interviews, observation, and documentation The results of this study show that (1) the implementation of the Fingerprint Electronic Attendance Policy (Fingerprint) as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University has run quite optimally. This is shown by the existence of a) planning, b) implementation, and c) evaluation that has been carried out based on the regulation of the Rector of Gorontalo State University Number 1,786 / UN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness, as well as working hours for civil servants in education and contract personnel within Gorontalo State University. Determining Factors for the Success of the Implementation of the Electronic Attendance Policy Fingerprint (Fingerprint) as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University based on the results of research conducted that has run optimally. This can be seen from a) apparatus compliance; employees at the Business Management Agency have shown compliance with regulations related to the use of electronic attendance to improve employee discipline, b) smoothness factors, the use of electronic attendance systems can increase the effectiveness in managing attendance administration as a guideline for employee benefits, c) satisfactory performance, employee performance, and productivity are increasing with the innovation of changes. The previous attendance method was still manual, despite technology.

Keywords: *Electronic Attendance Fingerprint, Employee Discipline.*

INTRODUCTION

Discipline is very necessary for supporting the smooth running of work in an organization. The goals of an organization must be achieved immediately, so discipline is the key to its success in achieving its goals. Nitisemito (in Haryanti, 2019) discipline is an attitude, behavior, or action that is by the regulations set by the company or agency concerned, both in writing and unwritten.

The government has issued a policy on the discipline of civil servants (PNS) in government regulation (PP) Number 53 of 2010. This policy also refers to the Letter of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number B/2338/M.PANRB/06/2016 dated June 27, 2016, concerning the use of electronic-based attendance in government agency environments. Good employee productivity can be achieved with discipline in employee performance and awareness of existing regulations. Soedjono (in Manguleta, Tahir & Kamuli, 2021: 2) work discipline was when employees arrived regularly and punctually, when they dressed properly at work, when they used materials and equipment cautiously, when they showed work amount and procedure determined by their office or company, and when they could finish on time.

A system that can improve the quality of employee discipline work is fingerprint attendance. Based on the circular letter of the rector of Gorontalo State University Number 1,786/UN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness as well as working hours for civil servants of education and contract personnel within Gorontalo State University, With its use, employees are no longer late for work and cannot leave prematurely. Recording employee absences is one of the most important factors in human resource (HR) management, so by using this system, employees can no longer leave each other absent. In general, the fingerprint attendance system is an effort to regulate employees by the policy on the discipline of civil servants (PNS) in government regulation (PP) Number 53 of 2010.

This study aims to know and describe the implementation of the Fingerprint Electronic Attendance Policy as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University, which is studied from: 1) Planning, 2) Implementation, and 3) Evaluation and To know and describe the determinants of the implementation of the fingerprint electronic attendance policy as a support for employee work discipline at the Business Management Agency (BPU) of State University Gorontalo, which was studied from: 1) compliance perspective; 2) fluency without problems; 3) satisfactory performance.

Good discipline reflects how much responsibility you have. Moenir (Reniati et al., 2019) suggests that discipline is obedience whose attitude is impersonal, does not use feelings, and does not use self-calculation or self-interest. Hasibuan (in Farida & Hartono, 2016) argues that discipline is the awareness and willingness of a person to obey all company regulations and applicable social norms.

Tead (in Sellang 2016:136) Group discipline can run optimally when the leader is wise, sets an example, has high discipline, and establishes procedures with consequences considered. Mangkunegara (in Reniaty et al., 2019) said that work discipline is the implementation of management to strengthen organizational guidelines. Siswanto (in Farida & Hartono, 2016) Work discipline is defined as an attitude of obedience, respect, and obedience to applicable regulations, both written and unwritten, and being able to carry them out and not avoid receiving sanctions if they violate the duties and authorities that have been given.

The application of fingerprint attendance is to increase discipline in the presence of an employee at the Business Management Agency Office. In addition, the main goal is to be able to facilitate system control and automation. The Business Management Agency Office (BPU) has implemented fingerprint attendance for approximately 10 years. In improving employee discipline in the Business Management Agency (BPU) office, the implementation of fingerprint attendance has been running effectively because the implementation of fingerprint attendance has been very helpful in increasing discipline in employee attendance at the BPU office. Although there are still some problems with the system when doing attendance, sometimes employees fail in attendance. These problems include fingerprints that are not readable and are caused by machines that have been stuck because they have too much scan data, so employees who have come to the office feel that they have scanned, but it turns out that the attendance report is considered not to enter alias alpha. The same impact will occur if there is a sudden change in the database so that employee data and work schedules have not had time to be inputted properly, sometimes making employee absences unreadable at PUSTIKOM (Center for Information and Communication Technology). This absenteeism problem is what, according to the leader or supervisor, requires finding the best solution so that employee attendance can run smoothly, considering that employee absenteeism also has an impact on employee salaries and wages.

Based on the context of the study, the author is interested in conducting further research on the implementation of the fingerprint electronic attendance policy as a support for employee work discipline at the Business Management Agency (BPU) of Gorontalo State University.

METHOD

This research method uses a qualitative approach to qualitative descriptive research. The data used in this study is qualitative; it is presented in the form of verbal words, not numbers. Therefore, this study took sources from various data sets related to the implementation of

fingerprint electronic attendance policies as a support for employee work discipline at the business management entity (BPU) of Gorontalo State University. The data collection techniques used are observation, interviews, and documentation. The steps to analyze data in this study are data collection, data reduction, data presentation, and conclusion-making.

RESULTS AND DISCUSSION

1. Implementation of a Fingerprint Electronic Attendance Policy as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University.

Tachjan (2006: 24) Policy implementation is a stage in public policy that is practical and distinguished from policy formulation, which can be viewed as a theoretical stage. Policy implementation is an effort to implement policies and fulfill agreements that have been approved in policy documents and produce outputs through mission implementation that are in line with the policy objectives of Pressman and Wildavsky (in Subianto, 2020: 18). A public policy product that is formed will be meaningless if it is not implemented, so to achieve the expected benefits of a policy, it must be implemented.

Based on the results of observations and interviews in the field related to the focus and sub-focus of the research, it was found that the implementation of the electronic attendance policy at the Business Management Agency of Gorontalo State University has been running following applicable guidelines. Njima (in Rusliandy 2022:128) stated that in carrying out their duties and obligations, every civil servant must discipline himself in the duties and positions carried out following the rules and provisions of the applicable laws and regulations regarding discipline. In addition, to improve discipline, Gorontalo State University has issued a special regulation with the issuance of the Circular Letter of the Rector of Gorontalo State University Number 1,786 / UN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness, as well as working hours for civil servants, education staff, and contract personnel within Gorontalo State University. Where this policy is based on regulations, namely the Letter of the Minister of State Apparatus Empowerment and Bureaucratic Reform (MENPAN-RB) No. B/2338/M.PANRB/06/2016 on June 27, 2016, concerning the use of

a. Planning

The planning stage is quite an important stage in a policy. Planning is important to initiate action. Lakadjo, et al. (2022), and Djibran et al., (2021) stated that immature planning will result in activities carried out not running regularly and systematically. Planning in the Fingerprint

electronic attendance policy at the Business Management Agency of Gorontalo State University refers to the circular letter of the rector of Gorontalo State University Number 1,786/UN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness as well as working hours for civil servants of education and contract personnel within Gorontalo State University. Where this regulation contains working hours for education and labor personnel, provisions for clothing, and the use of electronic fingerprint attendance in their respective work units, The innovation of using fingerprint electronic attendance (fingerprint) was made to increase the effectiveness of attendance activities towards digital, which were previously still manual, namely using paper. So that the use of fingerprint attendance at the Business Management Agency of Gorontalo State University has become a provision that must be obeyed by employees of education and contract staff.

From the description above, researchers can conclude that planning for the fingerprint electronic attendance policy at the Business Management Agency of Gorontalo State University has gone well, where there are policies that contain goals and targets for the use of fingerprint attendance to improve employee discipline. The findings in this study are in line with research conducted by Frinaldi and Annisa (2023) that the implementation of an electronic attendance system in the local government of West Sumatra province is the government's target and goal to increase employee productivity and discipline. This is supported by the willingness and desire of employees to carry out the policies implemented.

b. Implementation

Implementation is an activity that must be based on encouragement and motivation for policy implementers to strive hard and sincerely to achieve goals that are in line with their desired planning and efforts (Djanawali et al., 2021). The implementation of the fingerprint electronic attendance policy at the Business Management Agency of Gorontalo State University is carried out based on regulations, namely the Circular Letter of the Rector of Gorontalo State University No. 1,786/UN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness as well as working hours for civil servants, education staff, and contract personnel within Gorontalo State University.

Based on the results of research and sub-focus analysis on implementation, it was found that the application of fingerprint attendance requires several facilities, such as fingerprint tools, computers, and adequate networks. At Gorontalo State University itself, this tool has been provided in several places in the university environment. This attendance must be carried out by

all employees by paying attention to the provisions as stated in the applicable regulations and registering fingerprints at the Information Communication Technology Technical Implementation Unit (UPT ICT) at Gorontalo State University. The accumulation of attendance carried out during the month is a benchmark for providing benefits to employees. So the existence of this system, based on the results of research conducted, shows significant changes in employee discipline.

From the description above, researchers can conclude that the implementation of the fingerprint electronic attendance policy at the Business Management Agency of Gorontalo State University is running well because it is by the goals and objectives of the policy set. The results of this study are in line with the findings of Ardiyanto, Rahman, and Lampasa's (2022: 89) research that the implementation of the fingerprint attendance system shows a fairly good impact on discipline and optimal employee performance, which is shown by the accuracy of working hours and maintaining the percentage of attendance. For the sake of achieving a better administrative governance system, utilize information technology.

c. Evaluation

Evaluation is a process to measure the results of implementation carried out in line with the expected goals. To determine the achievement of the expected policy objectives, it is necessary to evaluate the implementation of the policy. Sumba, Tui, and Tohopi (2021) evaluation is a measurement of steps towards continuous improvement in policy implementation. Based on the results of research and sub-focus analysis related to monitoring, it show that there is a positive impact before and after the use of electronic attendance, where the impact of implementing fingerprint attendance provides positive benefits for improving employee work discipline. Unlike when still using manual attendance, which tends to be ineffective and efficient because the recap data must be calculated by yourself and wasteful of paper use, Therefore, this digital attendance innovation, based on the results of the observations carried out, can increase the effectiveness of administrative governance at the Business Management Agency of Gorontalo State University. The data on the percentage of attendance of contract workers at the Business Management Agency of Gorontalo State University, namely:

Table 3.1
Data on the Percentage of Contract Labor Attendance (April-June) 2023
at the UNG Business Management Agency

NO	Month	Number of Contract Personnel	Weekdays	Attendance Percentage			
				100%	95%	90%	<90%
1	April	33	14	31			2
2	May	34	21	12	7	3	12
3	June	34	17	31			3

Source: Primary Data, Processed, (2023)

Based on the table above, shows that there was a decrease in the discipline of contract workers at the Business Management Agency of Gorontalo State University in May. In the month after, namely June, the discipline of contract workers increased. The application of electronic attendance is to make employees more orderly. Although the Business Management Agency of Gorontalo State University still has several contract workers with an attendance rate of <90%, on the whole, the data above shows that there is an increase in the use of electronic attendance.

But on the other hand, the use of electronic attendance still causes irregularities. These deviations arise from employees who do not obey the rules, especially in the use of mobile fingerprint absences. This action is done by entrusting their absences to others. Therefore, this action becomes an evaluation material for making safer system improvements.

Based on the description above, researchers can conclude that the evaluation of the fingerprint electronic attendance policy in supporting employee discipline at the Business Management Agency of Gorontalo State University has run quite well and that this fingerprint electronic attendance system has a maximum impact on the effectiveness of employee attendance administration as a basis for providing benefits. However, it is necessary to conduct continuous evaluations to improve the security of using the fingerprint attendance system via mobile and provide a deterrent effect for violators to avoid deviations that occur.

2. Determining Factors for the Success of the Implementation of the Electronic Attendance Policy Fingerprint as a Support for Employee Work Discipline at the Business Management Agency (BPU) of Gorontalo State University.

The fingerprint Electronic attendance policies are one of the innovations in the context of digitizing administration within government agencies, including state universities. Gorontalo State University, in this case, the Business Management Agency, has until now implemented an

attendance system to improve employee discipline. The success of a policy implementation is determined by factors and variables that are interrelated with each other (Idrus, Ilato, & Mozin, 2020).

Ripley and Franklin (in Rupu & Isa, 2021) assert that public policies implemented will be successful when paying attention to three factors, namely: (1) the level of apparatus compliance; (2) smoothness and absence of problems; and (3) satisfactory performance. In the focus of this study, researchers will examine the determinants of policy success using the Ripley and Franklin models by considering the alignment of phenomena that occur in the field with this model.

a. Apparatus Compliance

Waromi (Putra et al., 2023) The success of policy implementation can be assessed by observing the level of compliance and consistency of policy implementers in implementing the objectives contained in the policy. Based on the results of research and observations in the field, employees at the Business Management Agency have complied with orders, which are policies from university leaders, through the Circular Letter of the Rector of Gorontalo State University Number 1,786/UUN47. A2/KP/2022 on July 25, 2022. Compliance was shown by employees in this case by conducting attendance on time by the predetermined time, namely morning absence at 07.30 and absentee at 16.30. This is based on the firmness of the punishment or reward applied when there are employees who do not fill in absences, namely cutting employee benefits.

The following are the sanctions for the confinement of TPP employees at the Business Management Agency of Gorontalo State University:

Where the largest deduction when employees do not make attendance at all is 5%, while the sanctions applied are adjusted to the delay of employees filling in absences. Then, a discount of 0.5% is applied for employees who do not fill in absences for permit or sick reasons, which must be proven by a valid sick certificate. Through the electronic attendance system, all employee benefit deductions will be automatically revealed. So, from the description above, researchers can conclude that employee compliance with the implementation of the fingerprint electronic attendance policy as a support for employee discipline at the Business Management Agency of Gorontalo State University has run optimally.

b. Smooth Absence of Problem

The smooth implementation of a policy is closely related to the level of effectiveness and efficiency of the routine, and there are no errors in it. In a broad sense, smoothness is not stagnant,

which has a positive meaning, especially in terms of optimal public policy implementation. Based on the results of research and observations made regarding the smoothness factor in the implementation of the fingerprint electronic attendance policy as a support for employee discipline at the Business Management Agency of Gorontalo State University, the existence of the use of electronic attendance has been running for approximately 10 years. The use of electronic attendance systems, especially in mobile form, is an innovation that greatly helps employees conduct attendance during a pandemic. Performance results using technological means will certainly provide their convenience and effectiveness compared to manual methods (Andika & Maulida, 2022).

However, it seems that not all digital system utilization runs as desired, especially in the application of fingerprint electronic attendance at the Business Management Agency of Gorontalo State University, where there are still network problems, server errors due to simultaneous use traffic, and damaged physical conditions of finger scan tools. However, this obstacle is not one that often occurs continuously, so it does not have a significant impact on employee absentee filling activities. Over time, the Business Management Agency of Gorontalo State University has continued to try to update and perfect the electronic attendance system to reduce congestion so that employees who fill in absences can run smoothly and comfortably.

From the description above, it can be concluded that the use of fingerprint electronic attendance at the Business Management Agency of Gorontalo State University has run smoothly. Although there are still obstacles, such as network problems and the availability of tools, this does not have a significant effect on employee attendance activities.

c. Satisfactory Performance

Loleh et al. (2023) Performance is one of the benchmarks to see the extent of the quality of work of employees as well as the underlying assessment of employee performance. Performance is the result of the work and effort made by a person in carrying out the tasks that are his responsibility. Performance is an essential aspect of assessing the quality of human resources (Iriyanti & Hayati, 2022: 332). Based on the results of observations and research conducted by researchers related to performance factors in the implementation of electronic attendance policies as a support for work discipline at the Business Management Agency of Gorontalo State University, it shows that the implementation of this fingerprint electronic attendance system requires employees to arrive on time. Of course, the consistency of punctuality in doing work will have an impact on the performance and discipline of the employees themselves. So that more tasks

and obligations can be completed on time in the office. The existence of this system allows employees to be more punctual and carry out work responsibilities, which will then be filled out in the SKP (Employee Performance Target), which is a benchmark for providing employee benefits. Thus, discipline must be in line with maximum performance. In addition, giving appreciation to employees who have good performance is a motivation for employees to continue to add discipline and productivity to themselves.

Therefore, researchers can conclude that the performance factor in the implementation of the fingerprint attendance policy as performance support at the Business Management Agency of Gorontalo State University has run optimally by the purpose of implementing fingerprint electronic attendance, namely increasing the level of discipline and employee performance.

CONCLUSION

The implementation of the fingerprint electronic attendance policy as a support for employee discipline at the Business Management Agency of Gorontalo State University has run quite optimally. This is shown by the planning, implementation, and evaluation carried out based on regulations, namely the Circular Letter of the Rector of Gorontalo State University Number 1,786/UUN47. A2/KP/2022 on July 25, 2022, to increase discipline, productivity, and work effectiveness as well as working hours for civil servants, education staff, and contract personnel within Gorontalo State University. From the factors that determine the implementation of the fingerprint electronic attendance policy as a support for employee discipline at the Business Management Agency of Gorontalo State University based on the results of research conducted that has run optimally Employees at the Business Management Agency have demonstrated compliance with regulations related to the use of electronic attendance to improve employee discipline.

Routine evaluations need to be improved again to optimize the use of fingerprint electronic attendance as support for employee discipline at the Business Management Agency of Gorontalo State University. In this case, repair of the network system and maintenance of fingerprint tools need to be improved.

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