

**THE INFLUENCE OF THE EFFECTIVENESS THE IMPLEMENTATION OF THE
PRESENCE ADMINISTRATIVE INFORMATION SYSTEM ON WORK DISCIPLINE
AND ITS IMPACT ON THE QUALITY EMPLOYEE SERVICE AT SDN 160
SUKALAKSANA BANDUNG CITY**

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Abstract: This research aims to find out whether the attendance administration information system has an effect on employee work discipline and its impact on the quality of employee service at SDN 160 Sukalaksana, Bandung City. The independent variable is the presence administration information system, the intervening (mediation) variable, namely employee work discipline, and the dependent variable, namely employee service quality. This type of research is included in quantitative research, while the research methods used are descriptive and verification methods. The population in this study were civil servants (PNS) and parents of students at SDN 160 Sukalaksana, Bandung City, totaling 47 respondents. The sampling technique is non-probability sampling using saturated samples, so the total sample is 47 respondents. The data analysis used in this research is path analysis using SPSS software. The results of the research show that the effectiveness of implementing the attendance administration information system has a direct effect on employee work discipline, the effectiveness of implementing the attendance administration information system has no direct effect on the quality of employee service, employee work discipline has a direct effect on the quality of employee service, and the effectiveness of implementing the administration information system Presence has an indirect effect on the quality of employee service through employee work discipline.

Keywords: Presence Administration Information System, Employee Work Discipline, Quality Employee Service.

INTRODUCTION

Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services states that public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for the goods, services and/or administrative services provided by public service providers. Public services are classified into two, namely basic needs services and general services. Basic needs services that must be provided by the government include health services, basic education services, services for basic community needs. Meanwhile, public services, namely the government as a public service provider agency, must also provide public services to the community (Hardiyansyah, 2018:26).

The issuance of Law Number 25 of 2009 shows the government's commitment to improving the quality and ensuring the provision of public services in accordance with the general principles of good governance and corporations and to provide protection for

every citizen and resident from abuse of authority in the delivery of public services. The principles in providing public services are transparency, accountability, conditionality, participatory, equal rights, and balance of rights and obligations (Hardiyansyah, 2018:32). One form of public service is educational services provided by schools from elementary schools to high school/vocational schools. Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System states that education is a conscious and planned effort to create a learning atmosphere and learning process so that students actively develop their potential to have religious spiritual strength, self-control, personality, intelligence, morals. noble, as well as the skills needed by himself, society, nation and state.

Improving the quality of education is sought in various ways, one of which is by increasing student learning achievement (Kesuma & Usman, 2020). In reality, the quality of education in Indonesia is still not satisfactory. Indonesia still needs to improve and increase the quality of national education, this can be seen from the results of the Program for International Student Assessment (PISA) survey. This assessment is carried out every three years and is divided into three main points, namely literacy, mathematics and science. The Director of Professional Education and Development of Teachers and Education Personnel at the Ministry of Education and Culture, Santi Ambarrukmi, said that based on the results of the 2018 Program for International Student Assessment (PISA) survey, it showed that Indonesia in 2018 was in a very worrying position, apart from that, Indonesia also never reached the average score. Organization for Economic Co-operation and Development (OECD) countries. The results of the 2018 PISA survey placed Indonesia in 74th place, namely sixth from the bottom. These results consist of Indonesian students' reading ability with an average score of 371, Mathematics ability with an average score of 379, and science ability with an average score of 396 (Dian, 2022).

Improving the quality of education in Indonesia, which is not yet optimal, cannot be separated from the role of a teacher in providing education. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 15 of 2018 states that teachers are professional educators with the main task of educating, teaching, guiding, directing, training, assessing and evaluating students in early childhood education, formal education, basic education and education. intermediate. Teachers are an important factor in improving the quality of education in schools, therefore it is important for schools to pay attention to and improve the quality of teacher services in teaching students at school. Law Number 25 of 2009 states that one of the community's rights is to receive quality services in accordance with the principles and objectives of service. Service quality is the expected level of excellence and control over this level of excellence to fulfill people's desires (Tjiptono & Chandra, 2016:59).

In reality, the quality of employee service at schools has not been carried out optimally as shown by SDN 160 Sukalaksana, Bandung City. From the results of observations in the field, it shows that there are still many services at SDN 160 Sukalaksana, Bandung City that have not been completed or are not on time. This is because the officers are not in place and in terms of the number of employees there is not enough, as is the case with TU employees because the service responsibilities are too many, causing a TU employee to be able to carry out many services, unlike in junior high schools where one person can carry out each field. Apart from that, based on the results of observations made in the field, it shows that 1) There are still employees such

as teachers who provide teaching which tends to be difficult for students to understand; 2) There are still many employees who do not arrive on time, which has an impact on inaccurate teaching in class and services in other areas; 3) There are still employees, such as teachers, who are less attentive and responsive in responding to students when someone asks questions, behaves naughtily, or is noisy during study hours; 4) There are still employees who lack adequate competence in teaching and other activities. This description shows that the quality of service shown by teachers at SDN 160 Sukalaksana, Bandung City is still not optimal.

One factor that is thought to influence the suboptimal quality of employee service is work discipline. Work discipline is a person's willingness and readiness to obey and comply with the regulatory norms that apply around him. Discipline is very necessary for both the individual concerned and the organization (Sutrisno, 2019:89). Types of work discipline are preventive discipline and corrective discipline. Preventive discipline is an effort to direct employees to follow and comply with all work guidelines and rules outlined by the organization. Corrective discipline is an effort to direct employees in unifying regulations and directing employees to always comply with regulations in accordance with the guidelines applicable in the organization (Mangkunegara, 2020: 129).

From the results of observations in the field, it shows that the level of work discipline of ASN employees at SDN 160 Sukalaksana, Bandung City is still not optimal, as can be seen from the large number of employees who do not take attendance through the attendance administration information system. Apart from that, based on the results of observations made in the field, it shows that 1) there are still employees who come to work late, and leave work before the time set by the school; 2) There are still teachers who should be giving lessons in class but instead are outside the classroom; 3) There are still teachers who lack responsibility for their work according to their position and job description, such as rarely reprimanding students who violate school regulations. This description shows that the quality of service shown by teachers at SDN 160 Sukalaksana, Bandung City is still not optimal.

One way to improve employee work discipline, especially State Civil Apparatus (ASN) carried out by the Bandung City Government, is by implementing a presence administration information system (SIAP). The attendance administration information system is also used to assess the performance of ASN employees as regulated in Bandung Mayor Regulation Number 39 of 2022 concerning Guidelines for Employee Performance Assessment. The attendance administration information system, hereinafter referred to as SIAP, is a attendance administration information system which functions to manage and present work attendance data for civil servants in the regional government environment which can be accessed online and integrated with all regional apparatus, so that it can present information to support policy making in the field of personnel. (Sumiati et al., 2019). Based on the results of observations made in the field, it shows that 1) Employees find it difficult to take attendance when the attendance administration information system experiences problems (errors); 2) Employees find it difficult to take attendance when there is no internet access or internet access at the school is problematic; 3) There are still employees who do not understand the use of the Presence Administration Information System; 4) There are still employees who manipulate attendance and attendance. This description shows that the effectiveness of the implementation of the Presence Administration Information System at SDN 160 Sukalaksana, Bandung City is still not optimal.

Based on the description of the background above, the aim of this research is to find out whether the attendance administration information system has an effect on employee work discipline and its impact on the quality of employee service at SDN 160 Sukalaksana, Bandung City. It is hoped that the results of this research can provide additional information and input for the Bandung City Regional Government and SDN 160 Sukalaksana Bandung City as a basis for decision making in the context of evaluation and improvement, and it is hoped that this research can become a reference for further research related to the topics discussed in this research.

The online attendance system is an electronic-based service system that is integrated and produces data and information management in the form of recording and managing employee attendance discipline (Purnakaryanto & Baehaki, 2022). Meanwhile, Sumiati et al (2019) stated that the attendance administration information system, hereinafter referred to as SIAP, is a attendance administration information system which functions to manage and present work attendance data for civil servants in the local government environment which can be accessed online and integrated with all regional apparatus, so that it can present information to support policy making in the field of personnel. The attendance administration information system which is included in the information system is measured based on indicators, namely data security, speed and timeliness, accuracy, variety of reports or output, and system relevance (Lestari & Hastuti, 2020).

Government Regulation Number 94 of 2021 concerning Civil Servant Discipline. Civil servant discipline is the ability of civil servants to comply with obligations and avoid prohibitions specified in statutory regulations. Work discipline is a person's willingness and readiness to obey and comply with the regulatory norms that apply around him. Discipline is very necessary for both individuals and organizations (Sutrisno, 2019: 89). Meanwhile, Mangkunegara (2020:129) states that work discipline is a management implementation to strengthen organizational guidelines. Indicators of work discipline include obeying time rules, obeying agency regulations, obeying behavioral rules at work, obeying other regulations in the organization (Sutrisno, 2019:94).

Law Number 25 of 2009 concerning Public Services states that public services are activities or a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by the organizer. public service. Hardiyansyah (2018:20) states that public service can be defined as providing services (serving) the needs of people or society who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Service quality is the expected level of excellence and control over this level of excellence to fulfill people's desires (Tjiptono & Chandra, 2016:59). Meanwhile, Sinambela (2019: 5) states that service quality is an activity or sequence that occurs in direct interaction between a person and another person or physical machine, and provides community satisfaction. Service quality indicators using the SERVQUAL (service quality) method include physical evidence (tangibles), reliability, responsiveness, assurance and empathy (Tjiptono & Chandra, 2016: 282).

The online attendance system is a program that is implemented as a form of inherent supervision of employees. The online attendance system itself functions as direct monitoring of employee attendance discipline (Syahputri, 2017). The implementation of online attendance is applied to employees as a form of utilizing

developments in the field of technology which has an impact on increasing employee discipline (Nafisah & Soemitra, 2022). One of the aims of an electronic-based government system is to improve discipline, employee efficiency, and governance and government management nationally. Employee attendance information system which aims to create an electronic-based government system (SPBE) in the regions and improve the discipline of the State Civil Apparatus (ASN) (Oktariani et al., 2021).

Through the implementation of an employee attendance information system, employee work discipline can be improved, which will have an impact on improving the quality of employee service. Work discipline is something that is very important for an organization. This is because only with high discipline can an organization achieve high performance. Discipline is also defined as a person's awareness and willingness to obey all applicable rules and norms. Regulations are very necessary to provide guidance and counseling for employees in creating good rules and regulations in service (Agho & Hardianto, 2019). Work discipline is not only obeying and adhering to rules but also involves commitment to oneself or commitment to the organization. Employee work discipline is something that is desired by all parties, namely service providers and service recipients, in order to improve service quality. Work discipline is a factor that determines the level of success in providing services. Good employee work discipline is seen from punctuality, consistency, and compliance with all applicable regulations in the company or agency. For this reason, employees are required to have high discipline in order to fulfill and provide quality services to the community (Nurjannah & Syamsir, 2022).

Below, a diagram of the framework for thinking in this research will be presented, namely as follows:

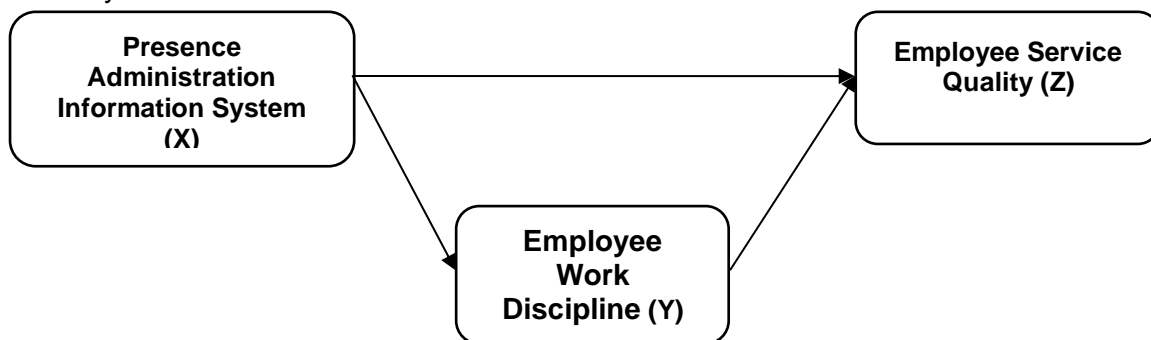


Figure 1. Framework

Source: Processed Data (2023)

Based on the description of the thinking framework above, the hypothesis formed in this research is as follows:

- H1: The effectiveness of implementing the attendance administration information system influences employee work discipline.
- H2: The effectiveness of implementing the attendance administration information system influences the quality of employee service.
- H3: Employee work discipline influences the quality of employee service.
- H4: The effectiveness of implementing the attendance administration information system influences the quality of employee service through employee work discipline.

METHODS

This type of research is included in quantitative research. The research methods used are descriptive and verification methods. The population in this study were civil servants (PNS) and parents of students at SDN 160 Sukalaksana, Bandung City, totaling 47 respondents. The sampling technique is non-probability sampling using saturated samples, so the total sample is 47 respondents. Respondents in this research included school principals, teachers, administrative staff, and parents. The independent variable is the attendance administration information system, the intervening (mediation) variable is employee work discipline, and the dependent variable is employee service quality. The data collection technique used in this research was a research questionnaire with a Likert scale type. The data analysis used in this research is path analysis using SPSS software.

RESULTS AND DISCUSSION

Table 1. Characteristics of Respondents Based on Gender

| Gender | Frequency | Percentage |
|--------------|-----------|-------------|
| Man | 13 | 27,66% |
| Woman | 34 | 72,34% |
| Total | 47 | 100% |

Source: Processed Data (2023)

Based on Table 1 above, it shows that the majority of employees at SDN 160 Sukalaksana, Bandung City are female, 72.34% (34 people), while male gender is 27.66% (13 people).

Table 2. Characteristics of Respondents Based on Age

| Age | Frequency | Percentage |
|--------------|-----------|-------------|
| 20-30 Years | 8 | 17,02% |
| 31-40 Years | 12 | 25,53% |
| 41-50 Years | 10 | 21,27% |
| >50 Years | 17 | 36,17% |
| Total | 47 | 100% |

Source: Processed Data (2023)

Based on Table 2. above, it shows that the most employees at SDN 160 Sukalaksana, Bandung City, are >50 years old, 36.17% (17 people), while the least are between 20-30 years old, 17.02% (8 people).

Table 3. Characteristics of Respondents Based on Education

| Education | Frequency | Percentage |
|-----------------|-----------|-------------|
| High School | 7 | 14,89% |
| Diploma | 4 | 8,51% |
| Bachelor degree | 34 | 72,34% |
| Stratum 2 | 2 | 4,26% |
| Total | 47 | 100% |

Source: Processed Data (2023)

Based on Table 3. above, it shows that the majority of employees at SDN 160 Sukalaksana, Bandung City have the highest level of education, namely Strata 1 at 72.34% (34 people), while the lowest level of education is Strata 2 at 4.26% (2 people).

Table 4. Characteristics of Respondents Based on Position

| Position | Frequency | Percentage |
|----------------------|-----------|-------------|
| Headmaster | 1 | 2,13% |
| Teacher | 32 | 68,09% |
| Administrative Staff | 3 | 6,38% |
| Student Parents | 11 | 23,40% |
| Total | 47 | 100% |

Source: Processed Data (2023)

Based on Table 4. above, it shows that the majority of employees at SDN 160 Sukalaksana, Bandung City, have the most positions, namely Teacher, at 68.09% (32 people), while the fewest positions are Principal at 2.13% (1 people).

Table 5. Recapitulation of Respondents' Responses Regarding Presence Administration Information System Variables, Work Discipline, and Employee Service Quality

| No | Variable | Actual Score | Ideal Score | % | Mean Score | Category |
|----|--|--------------|-------------|-------|------------|----------|
| 1 | Presence Administration Information System | 1796 | 2350 | 76,43 | 3,82 | Good |
| 2 | Work Discipline | 1686 | 2115 | 79,72 | 3,99 | Good |
| 3 | Employee Service Quality | 1820 | 2350 | 77,45 | 3,87 | Good |

Source: Processed Data (2023)

Based on Table 5. Above, it shows that the attendance administration information system, work discipline and employee service quality at SDN 160 Sukalaksana, Bandung City as a whole are included in the good category.

Table 6. Validity Test Results for Presence Administration Information System Variables, Work Discipline, and Employee Service Quality

| No | Variable | Results | Information |
|----|--|---------------------------------------|-------------|
| 1 | Presence Administration Information System | $r_{\text{count}} > r_{\text{table}}$ | Valid |
| 2 | Work Discipline | $r_{\text{count}} > r_{\text{table}}$ | Valid |
| 3 | Employee Service Quality | $r_{\text{count}} > r_{\text{table}}$ | Valid |

Source: SPSS Output Results (2023)

Based on Table 6. above, it shows that the calculated r value is greater than the table r value (calculated $r > 0.287$). This means that the attendance administration information system variables, work discipline and employee service quality have met the

validity criteria.

Table 7. Reliability Test Results for Presence Administration Information System Variables, Work Discipline, and Employee Service Quality

| No | Variable | Cronbach's Alpha | Criteria | Information |
|----|--|------------------|----------|-------------|
| 1 | Presence Administration Information System | 0,972 | 0,70 | Reliabel |
| 2 | Work Discipline | 0,973 | 0,70 | Reliabel |
| 3 | Employee Service Quality | 0,985 | 0,70 | Reliabel |

Source: SPSS Output Results (2023)

Based on Table 7. above, it shows that the Cronbach's Alpha value is greater than 0.70. This means that the attendance administration information system variables, work discipline and employee service quality have met the reliable criteria.

Table 8. Normality Test Results (Kolmogorov-Smirnov Test)

| Information | Sig.Value | Criteria | Results |
|-----------------------|-----------|----------|---------|
| standardized Residual | 0,172 | 0,05 | Normal |

Source: SPSS Output Results (2023)

Based on Table 8 above, it shows that the significance value is $0.172 > 0.05$, meaning that the model meets the assumption of normality or that the data is normally distributed.

Below we will present a path analysis image of the research results, namely as follows:

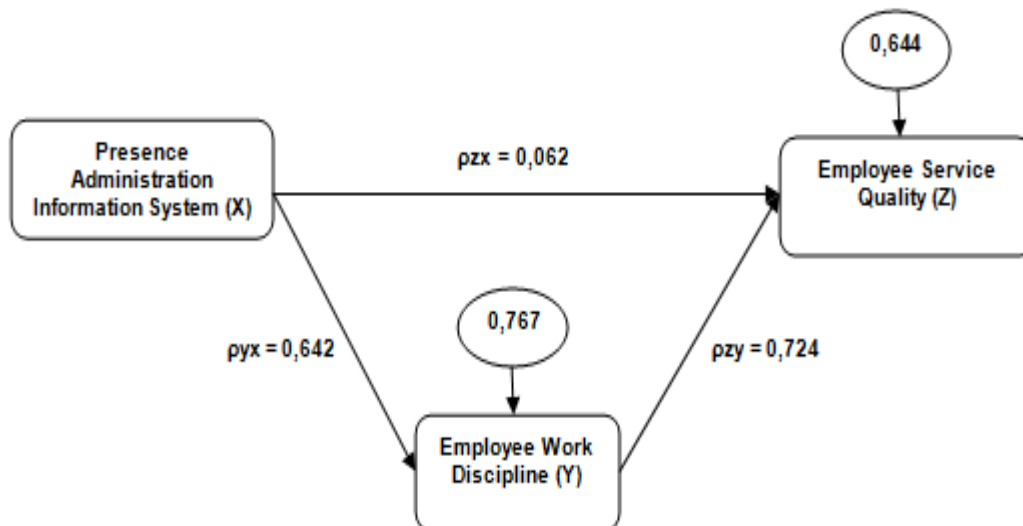


Figure 2. Path Analysis Results

Source: SPSS Output Results (2023)

**Table 9. 1st Path Analysis Test
(The Influence of Presence Administration Information System on Work Discipline)**

| Variable | Coefficient |
|--|-------------|
| Constant | 0,773 |
| Presence Administration Information System | 0,643 |

Source: SPSS Output Results (2023)

Based on Table 9. above, it shows that the 1st path analysis equation model is as follows:

$$Y = 0,773 + 0,643X$$

Based on the regression equation above, it shows that the constant value is 0.773. The path coefficient value for the effectiveness variable in implementing the attendance administration information system is 0.643. A positive sign on the path coefficient value indicates that the effectiveness of implementing the attendance administration information system has a positive effect on employee work discipline. The higher the effectiveness of the implementation of the attendance administration information system, the higher the employee work discipline.

**Table 10. 2nd Path Analysis Test
(The Influence of Attendance Administration Information System and Work Discipline on Service Quality)**

| Variable | Coefficient |
|--|-------------|
| Constant | 0,332 |
| Presence Administration Information System | 0,065 |
| Work Discipline | 0,758 |

Source: SPSS Output Results (2023)

Based on Table 10. above, it shows that the 2nd path analysis equation model is as follows:

$$Z = 0,332 + 0,065X + 0,758Y$$

Based on the regression equation above, it shows that the constant value is 0.332. The path coefficient value of the effectiveness variable implementing the attendance administration information system is 0.065. Meanwhile, the path coefficient value for the work discipline variable is 0.758. A positive sign on the path coefficient value indicates that the effectiveness of implementing the attendance administration information system and work discipline has a positive effect on the quality of employee service. The higher the effectiveness of the implementation of the attendance administration information system and work discipline, the higher the quality of employee service.

Table 11. Direct Effect Hypothesis Testing

| Variable | t Value | Sig. Value | Results |
|--|---------------|--------------|-------------------------|
| Presence Administration Information System – Work Discipline | 5,614 > 2,014 | 0,000 < 0,05 | H ₁ Accepted |
| Presence Administration Information System – Service Quality | 0,487 > 2,015 | 0,628 < 0,05 | H ₂ Rejected |
| Work Discipline–Service Quality | 5,718 > 2,015 | 0,000 < 0,05 | H ₃ Accepted |

Source: SPSS Output Results (2023)

Based on Table 11. above, it shows that the effectiveness of implementing the attendance administration information system has a direct effect on employee work discipline, employee work discipline has a direct effect on the quality of employee service, while the effectiveness of implementing the attendance administration information system has no direct effect on the quality of employee service.

Table 12. Indirect Effect Hypothesis Testing

| Variable | t Value | Results |
|---|---------------|-------------------------|
| Presence Administration Information System-Work Discipline -Service quality | 4,025 > 2,015 | H ₄ Diterima |

Source: SPSS Output Results (2023)

Based on Table 12. above, it shows that the effectiveness of implementing the attendance administration information system has an indirect effect on the quality of employee service through employee work discipline.

**Table 13. 1st Path Analysis Determination Coefficient Testing
(The Influence of Presence Administration Information Systems on Work Discipline)**

| Information | Value | Percentage |
|-------------|-------|------------|
| R-squared | 0,412 | 41,2% |

Source: SPSS Output Results (2023)

Based on Table 13. above, it shows that the magnitude of the influence of the effectiveness of implementing the attendance administration information system on employee work discipline is 41.2%, while the remaining 58.8% is influenced by other variables outside the research model.

**Table 14. 2nd Path Analysis Determination Coefficient Testing
(The Influence of Attendance Administration Information System and Work Discipline on Service Quality)**

| Information | Value | Percentage |
|-------------|-------|------------|
| R-squared | 0,585 | 58,5% |

Source: SPSS Output Results (2023)

Based on Table 14. above, it shows that the magnitude of the influence of the effectiveness of implementing the attendance administration information system and work discipline on the quality of employee service is 58.5%, while the remaining 41.5% is influenced by other variables outside the research model.

The Influence of Effectiveness of Implementing the Presence Administration Information System on Employee Work Discipline

The research results show that the effectiveness of implementing the attendance administration information system has a direct effect on employee work discipline. The results of this research are supported by discussion which states that the online attendance system is a program implemented as a form of inherent supervision of employees where the online attendance system itself functions as direct monitoring of employee attendance discipline (Syahputri, 2017). The implementation of online attendance is applied to employees as a form of utilizing developments in the field of technology which has an impact on increasing employee discipline (Nafisah & Soemitra, 2022). One of the aims of an electronic-based government system is to improve discipline, employee efficiency, and governance and government management nationally. Employee attendance information system which aims to create an electronic-based government system in the regions and improve ASN discipline (Oktariani et al., 2021). Attendance using the method of using a smartphone application by locking the devices so they cannot be used together and at the same time locking the position of the ASN where they are using GPS (Global Positioning System) location. By using this application, attendance that is recapitulated once a month will be discovered by employees who violate discipline in employee attendance, because with electronic attendance this application makes it difficult to manipulate data (Purnakaryanto & Baehaki, 2022). The results of this research are in line with the results of previous research conducted by Syahputri (2017), Sumiati et al (2019), Oktariani et al (2021), Purnakaryanto & Baehaki (2022), Nafisah & Soemitra (2022). The results of the research show that the effectiveness of implementing the attendance administration information system has an effect on employee work discipline.

The Influence of Effectiveness of Implementing Presence Administration Information Systems on Employee Service Quality

The research results show that the effectiveness of implementing the attendance administration information system does not have a direct effect on the quality of employee service. The results of this research are in contrast to the discussion which states that the use of information systems will make agency services better and faster, because information systems have the function of assisting management, planning, supervision, direction and delegation of work to all work units that have coordination relationships. , then the use of information systems will improve and speed up agency services (Basir, 2021). The attendance administration information system, hereinafter referred to as SIAP, is a attendance administration information system which functions to manage and present work attendance data for civil servants in the regional government environment which can be accessed online and integrated with all regional apparatus, so that it can present information to support policy making in the field of personnel. (Sumiati et al., 2019). Implementation of a presence administration information system as a form of monitoring attendance, attendance and assessing employee performance in carrying out their work responsibilities, one of which is providing public services. Through the implementation of a presence administration information system, it will have an impact on improving the quality of employee service (Sumiati et al., 2019). The attendance administration information system is a attendance administration information system which functions to manage and present work

attendance data for civil servants in the regional government environment which can be accessed online and integrated with all regional apparatus, so that it can provide information to support policy making in the field of personnel. The attendance administration information system aims to manage employee attendance data so that the existence of this system will actually have an impact on the level of employee work discipline. Therefore, the effectiveness of implementing the attendance administration information system does not have a direct effect on the quality of employee service.

The Influence of Employee Work Discipline on Employee Service Quality

The research results show that employee work discipline has a direct effect on the quality of employee service. The results of this research are supported by discussion which states that work discipline is very important for an organization. This is because only with high discipline can an organization achieve high performance. Discipline is also defined as a person's awareness and willingness to obey all applicable rules and norms. Regulations are very necessary to provide guidance and counseling for employees in creating good rules and regulations in service (Agho & Hardianto, 2019). Work discipline is the employee's awareness and willingness to comply with all organizational regulations and applicable social norms. Thus, work discipline is a tool that leaders use to communicate with employees so that they are willing to change their behavior to follow the established rules of the game. Discipline must be enforced in an organization, meaning that without the support of employee work discipline it will be difficult for the organization to realize its goals. So discipline is the key to the success of an organization in achieving its goal of providing quality public services (Jamaludin, 2022). Work discipline is not only obeying and adhering to rules but also involves commitment to oneself or commitment to the organization. Employee work discipline is something that is desired by all parties, namely service providers and service recipients, in order to improve service quality. Work discipline is a factor that determines the level of success in providing services. Good employee work discipline is seen from punctuality, consistency and compliance with all applicable regulations in the company or agency. For this reason, employees are required to have high discipline in order to fulfill and provide quality services to the community (Nurjannah & Syamsir, 2022). The results of this research are in line with the results of previous research conducted by Nyangun (2017), Agho & Hardianto (2019), Deviana & Samosir (2020), Muliani (2020), Nurjannah & Syamsir (2022), Jamaludin (2022). The results of the research show that employee work discipline influences the quality of employee service.

The Influence of the Effectiveness of Implementing a Presence Administration Information System on Employee Work Discipline and Its Impact on Employee Service Quality

The research results show that the effectiveness of implementing the attendance administration information system has an indirect effect on the quality of employee service through employee work discipline. The results of this research are supported by discussion which states that the Online Attendance system is a program implemented as a form of inherent supervision of employees. The Online Attendance System itself functions as direct monitoring of employee attendance discipline (Syahputri, 2017). The implementation of online attendance is applied to employees as a form of utilizing developments in the field of technology which has an impact on increasing employee

discipline (Nafisah & Soemitra, 2022). One of the aims of an Electronic-Based Government System is to improve discipline, employee efficiency, and governance and government management nationally. Employee Attendance Information System which aims to create an Electronic-Based Government System (SPBE) in the regions and improve the discipline of State Civil Apparatus (ASN) (Oktariani et al., 2021). Through the implementation of the Employee Attendance Information System, employee work discipline can be improved, which will have an impact on improving the quality of employee service. Work discipline is something that is very important for an organization. This is because only with high discipline can an organization achieve high performance. Discipline is also defined as a person's awareness and willingness to obey all applicable rules and norms. Regulations are very necessary to provide guidance and counseling for employees in creating good rules and regulations in service (Agho & Hardianto, 2019). Work discipline is not only obeying and adhering to rules but also involves commitment to oneself or commitment to the organization. Employee work discipline is something that is desired by all parties, namely service providers and service recipients, in order to improve service quality. Work discipline is a factor that determines the level of success in providing services. Good employee work discipline is seen from punctuality, consistency and compliance with all applicable regulations in the company or agency. For this reason, employees are required to have high discipline in order to fulfill and provide quality services to the community (Nurjannah & Syamsir, 2022).

CONCLUSION

The results of the research show that the effectiveness of implementing the attendance administration information system has a direct effect on employee work discipline, the effectiveness of implementing the attendance administration information system has no direct effect on the quality of employee service, employee work discipline has a direct effect on the quality of employee service, and the effectiveness of implementing the administration information system Presence has an indirect effect on the quality of employee service through employee work discipline. The research results also show that there are still several things that must be addressed by the Regional Government and SDN 160 Sukalaksana Bandung City related to the implementation of attendance administration information systems, work discipline and employee service quality. In relation to the implementation of the attendance administration information system, namely increasing system maintenance activities to reduce disruptions or disruptions to the system, local governments must always improve or update the reliability of the system to reduce fraud by employees in manipulating attendance data, as well as increase evaluation activities. on employee absenteeism reports as a basis for evaluating employee performance. Related to employee work discipline, namely increasing the firmness of leadership in giving warnings or strict sanctions to employees who often arrive late when coming to work and leave early before work leave time, as well as the need to provide motivation from leadership to employees so that employees feel more enthusiastic about working. . Regarding the quality of employee services, namely improving educational and non-educational service facilities to support school activities, giving strict warnings or sanctions to employees who provide services that do not comply with the standards set by the school, improving the provision of educational and non-educational services in a timely manner, the need for employees to be more

responsive in providing educational and non-educational services in schools, as well as improving employee training which is carried out comprehensively and continuously to increase employee competency at work.

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