Optimizing the Role of Information Technology in Improving the Work Discipline of Language Center Employees

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Abstract: Employee discipline is a very important factor in achieving the desired organizational goals and needs to be evaluated and improved. This study aims to explain the optimization of the role of Information and Communication Technology (ICT) to improve employee work discipline at the Language Center of South Sumatra Province. The survey method was used in this study by taking a random sample of 10 respondents from the population of employees of the Language Center of South Sumatra Province who were selected by purposive sampling technique. The collected data were analyzed using descriptive statistical techniques and simple linear regression. The results of the study show that overall, the work discipline of employees at the South Sumatra Province Language Center is at a good level. However, several factors such as information technology capabilities, especially in optimizing the use of fingerprint attendance machines, work motivation, supervision, and work environment affect employee work discipline. This study recommends increasing work motivation and more effective supervision to improve employee work discipline by optimizing the use of information and communication technology that already exists at the Language Center of South Sumatra Province. Optimizing the use of information technology, especially in the use of fingerprint attendance machines, can significantly increase employee productivity and performance as well as improve the performance of the South Sumatra Province Language Center in providing better services to the community.

Keywords: Information technology; Language hall; Work discipline

Introduction

Balai Bahasa in South Sumatra is a technical implementing unit under the Ministry of Education and Culture that aims to support national development in language and literature in the Province of South Sumatra. As a vertical government agency, Balai Bahasa is vital in facilitating relations between producers and consumers to support economic processes. In the Balai Bahasa work environment, work instructions emphasize the importance of work discipline for employees (Hersona, 2017). Team member discipline is crucial in the work environment, especially in government agencies (Syamsuddin et al., 2021). Therefore, employees at Balai Bahasa must manage work discipline well through the use of existing information technology because a lack of discipline can harm organizational performance (Sudiarditha, 2019). Team member discipline can also impact public trust in the public services provided by these agencies (Lapuente et al., 2020). Good discipline reflects a person's sense of responsibility towards the duties carried out, consistency, adherence to rules, and responsibility for the tasks entrusted (Pawirosumarto & Iriani, 2018). A good field can indicate how much responsibility a person has for the tasks assigned to him (Sitopu et al., 2021). In addition, the area at work also makes a positive contribution to team member performance (Prayogi et

al., 2019). Reviewing team member discipline at the South Sumatra Province Language Center to achieve optimal organizational goals is essential.

Based on previous research studies shows that the role of information technology is closely related to team member discipline factors and plays a vital role in improving organizational performance [9]. However, research needs to explicitly examine the optimal position of the relationship between the use of existing information technology and team member discipline at the South Sumatra Language Center. Therefore, this research will be able to make new contributions to the literature regarding team member discipline in government agencies that specifically examine how to optimize the role of information technology. The results of this study can provide valuable suggestions for the management of the South Sumatra Provincial Language Center in improving team member discipline. They can also be a reference for other agencies experiencing similar problems. Thus, the main objective of this study is to provide an overview of team member discipline at the South Sumatra Language Center.

Work discipline is a person's awareness to comply with the rules and social norms that apply in the company. According to Maryani et al. (2021) work discipline can be said to be a process of constructive development for employees because it is shown through actions not people. Work discipline is also a management action that aims to encourage employees to carry out organizational standards that have been set (Hermina et al., 2019). In addition, work discipline also includes training to improve employee knowledge, attitudes and behavior, thereby encouraging them to have a strong will to achieve better collaboration and performance (Sunarsi et al., 2021). In general, work discipline is a process to motivate and improve employee performance through the development of better skills, attitudes and behavior in achieving organizational goals.

Work discipline shows the level of respect employees have for company rules and regulations (Verburg et al., 2018). If employees often break the rules, then their work discipline is considered bad, whereas if they comply with company regulations, then their work discipline is considered good (Putra et al., 2021). Consistent and objective enforcement of sanctions against work discipline violations can increase employee compliance with company regulations (Burdon et al., 2020). A good level of work discipline can also affect employee morale and help companies achieve their goals more easily and efficiently (Awan et al., 2020). Therefore, employees need to have good discipline, high morale, good work morality, as well as efficiency and

effectiveness in work to improve work discipline (Suwandi et al., 2022).

Optimizing the Utilization of Information Technology in this digital era will certainly have a sizable impact and benefit in improving employee performance. With easy access and existing work tools, employee performance will increase through the right communication media according to the characteristics of the organization. The better the application of information system technology, the resulting employee performance will also increase. Other research also states that the same thing was done by Yogi et al. (2020) that the use of information technology affects employee performance.

Information technology is the result of human engineering in the process of delivering information from sender to receiver so that it is faster, has a wider distribution, and keeps it longer (Mah et al., 2022). According to Kumar et al. (2019) information technology is a technology related to data processing into information and the process of distributing data within the boundaries of space and time. Based on the above definition, information technology, according to the author, is a combination of computing and communication technology in the form of a system of software and hardware used to process, process, obtain, compile, store, manipulate data in various ways to produce quality information, namely information that is relevant, accurate and timely, which is used as an organizational tool to reduce uncertainty and personal, business and government needs, besides that information technology can produce strategic information for decision making.

The technology used in fingerprint machines is biometric technology, there are several biometric technologies used. However, the most widely used is fingerprint technology because fingerprint technology is much cheaper and more accurate. The indicators used for the independent variable Fingerprint attendance according to Janssens et al. (2016) are as follows:

Practical

With the implementation of Fingerprint, making attendance becomes more practical, With the implementation of Fingerprint, it is able to minimize the role of humans and avoid trial error, by using Fingerprint, attendance becomes easy and fast.

Accurate

When the process of reading and verifying the finger, Fingerprint has high accuracy, the fingerprint recognition system has high accuracy in recording data.

High Security

The fingerprint system has the least risk of being manipulated, the security of using Fingerprint from unauthorized parties can be controlled.

Method

This research is a descriptive study with a qualitative approach (Johnson & Christensen, 2017). A qualitative approach was chosen because this research aims to explain the level of optimization of the use of information technology and the actual relationship to team member work discipline at the Language Hall of South Sumatra Province, more specifically based on the view of researchers that has never been done. The population in this study were all employees at the Language Center of South Sumatra Province. A random sample of 10 employees was obtained from the existing population using a purposive sampling technique. The purposive sampling technique was chosen because this research requires respondents with relevant experience and knowledge related to whether the optimal use of information technology is to improve team member work discipline.

Data collection techniques used are observation and interviews. Observation techniques are used to observe behavior related to work discipline directly. Observations were carried out by researchers secretly for several days in the working environment of the Language Center. This is done so that the data obtained truly represents the situation that occurs in the workplace and avoids bias in the assessment. The interview technique is done by conducting a question and answering directly with the selected respondents (Patton, 2002). Interviews were conducted with several employees with relevant experience and knowledge related to the work discipline at Balai Bahasa. In addition, the researcher also recorded and recorded the answers the respondents gave for later analysis and use as data in research (Mertens, 2010).

Figure 1. Framework for optimizing fingerprint machines for work discipline

The data analysis technique is in the form of qualitative thematic analysis. This technique is used to identify themes or patterns in qualitative data and organize the data into interrelated categories or themes (Bogdan & Biklen, 2007). After the data was collected, the researcher conducted interview transcripts and combined observation data. Furthermore, the data that has been collected is identified, classified, and grouped on topics that are relevant to the research objectives. This process is repeated until the themes that represent all the data collected are obtained. After the themes were identified, a qualitative thematic analysis was carried out by interpreting the themes. This interpretation process is carried out by understanding and giving meaning to the emerging themes. Each theme is then explained in depth through qualitative data analysis and linked to relevant theories in the literature.

Descriptive statistical analysis carried out in this study refers to statistical data used to provide an overview or analyze research data. Descriptive statistical data is presented through tables, graphs, diagrams, circles, pictograms, calculations of mode, median, mean, calculation of data by calculating the average and standard deviation and calculating percentages (Sugiyono, 2018).

$$\text{Equation} = \frac{\text{Highest Score} - \text{Lowest Score}}{\text{Number of Classifications}} = \frac{5-1}{5} = \frac{4}{5} = 0.80$$

In this study the authors also used a simple linear regression analysis technique. Simple linear regression analysis was used to determine the effect of optimizing the application of Fingerprint attendance on the work discipline of the State Civil Apparatus at the South Sumatra Language Center. The Equation used is Y = a + bX (Sugiyono, 2018).

Result and Discussion

Work System in the South Sumatra Province Language Center Office

On Monday, all employees at the South Sumatra Language Center are required to be present at the office at 07:30 because that day there will be a morning assembly activity together. Whereas for Tuesday to Thursday, employee entry hours are set at 08.00. On Friday, employee entry hours are set earlier, at 07.00. The employee's departure time at the South Sumatra Province Language Center is set at 16.00 on Monday to Thursday. Meanwhile, on Friday, the time to go home is set later, at 16.30. In addition, there is a break from 11.45 to 13.30 every day. The complete description can be seen in table 1.
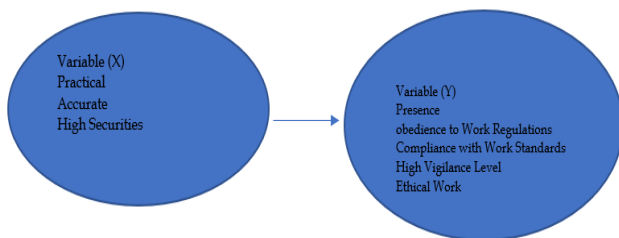
Table 1. Work System at the South Sumatra Province Language Center Office

Day	Hours Enter	Hours Rest Hours	Go Home	Clothes
Monday	07:30	11:45 – 13:30	16:00	White shirt
Tuesday	08:00	11:45 – 13:30	16:00	Collared shirt
Wednesday	08:00	11:45 – 13:30	16:00	Collared shirt
Thursday	08:00	11:45 – 13:30	16:00	Batik
Friday	07:30	11:30 – 14:00	16:30	Sport

In addition to the rules regarding entry and return schedules, table 1 also describes the dress code. The regulations that apply to how to dress at the Language Center are that on Mondays all employees must wear white clothes with black subordinates, on Tuesdays and Wednesdays they wear collared shirts, while on Thursdays they wear batik clothes and every Friday all employees wear sports clothes because there every Friday morning gymnastics and other sports are held. Based on these findings, the South Sumatra Province Language Center has very strict rules and regulations in regulating the work schedules of its employees. This can be seen from the entry hours which are set at 08:00 every day, and if employees arrive late, they will be penalized by their superiors. In addition, it can be seen that the work system at the South Sumatra Province Language Center Office is very strict and discipline in terms of time is strictly maintained.

This can be seen from the provisions on employee entry and return hours that have been clearly defined, where employees are required to be present at the office at a predetermined hour and may not be late or leave early for no apparent reason. In a situation like this, discipline is very important and it is expected of all employees to adhere to a predetermined work schedule (Amri et al., 2021). Discipline is an action to comply with the rules and regulations that apply in the work environment, so as to increase work productivity and effectiveness (Rahmi et al., 2020). Even so, most of the employees at the South Sumatra Provincial Language Center are able to comply with the regulations that have been set properly. This shows that they have understood the importance of discipline in the work environment and absorbed the values upheld by the institution. However, even though there are strict rules, there are still some employees who do not obey the rules that have been set. With a strict work system and emphasized discipline, it is hoped that employees at the South Sumatra Province Language Center can develop positive habits to maintain discipline at work. Maintained discipline will have a positive impact on improving the quality of work and productivity in the office (Esthi et al., 2020). In conclusion, the South Sumatra Provincial Language Center is an institution that places great emphasis on the importance of work discipline for its employees. This can be seen from the strict rules and regulations that are applied, as well as the commitment of most employees to comply with these rules.

Optimizing the Utilization of Information Technology for Work Discipline at the South Sumatra Language Center Office

Each person's fingerprints are different, therefore with this technological machine it is impossible to manipulate it automatically, so that the process carried out is able to produce a report quickly and accurately. The South Sumatra Provincial Language Center applies information technology tools, namely in the form of Employee Attendance with the type of finger print media, this type of information technology in the form of finger print media is in the form of a type of preventive discipline to guarantee discipline and order in work. This is done by requiring employees to discipline themselves and obey the rules set by the office. One example is to optimize the use of information technology in terms of employee attendance using fingerprints, so that employees are required to be present in person and cannot be represented. In making reports to evaluate employee discipline, especially those related to attendance, this finger print attendance software is generally equipped with report timeframe settings, which can be adjusted according to the needs of the report period, with daily, weekly, monthly and even yearly settings.

Figure 1. Employee attendance device

Quite good at implementing preventive discipline. In terms of attendance, regulations and SOPs have been implemented properly, so that employee attendance is more accurate and cannot be manipulated. Thus, it can

be said that the South Sumatra Province Language Center has implemented fairly good discipline in carrying out its duties. Optimizing the use of Finger Print only acts as a monitoring tool to calculate the level of employee attendance at the Language Center of South Sumatra Province. But more than that, discipline must be carried out consciously by employees as direct figures, both towards colleagues and other staff. If you already have moral responsibility, then this sense of awareness will become a preventive discipline so that employees can be role models for others.

Table 2. Results of the Attendance List of Language Center Employees of South Sumatra Province

Month	Late Home	Not According to Alpha	Schedule
January	5	8	2
February	7	9	4
March	5	12	3
April	10	10	2
May	6	11	4
June	7	9	6
July	5	7	3
August	4	6	6
September	10	8	3
October	8	7	5

There is a weakness in the human error factor in optimizing the use of information technology, especially in doing finger print when you come to go home, is a phenomenon that occurs at the Language Center of South Sumatra Province. This phenomenon of human error is partly due to demands on employees to have the ability to complete tasks on time, then there is a phenomenon of demands from the public for a civil servant to always improve his performance on duty but in reality these demands tend not to be carried out optimally due to several factors such as the level of discipline of employees who are still low in optimizing the use of information technology, especially in this finger print attendance machine.

Based on the results of a survey conducted by researchers, namely that there are still employees where they lack discipline in work such as someone who does not come on time when entering the office, delays office tasks that should be done on time, cannot use office facilities effectively and efficiently and there is still some employees who leave work during working hours without valid information, this can be seen in the data table 2 from the table it can be seen that there are still many employees who arrive late, go home not on time and do not come to the office without permission.

The results of optimizing the application of the application of the fingerprint attendance machine which is associated with employee discipline, a questionnaire was created for employees of the South Sumatra Province Language Center with predetermined statements and the results of the descriptive analysis were processed and presented through table 3. From the statements submitted through the questionnaire, the following results were obtained:

Table 3. Results of the Questionnaire on Optimizing the Application of the Fingerprint Attendance Machine to the Language Center Employees of South Sumatra Province

Question	The results of the tabulation of respondents' answers
Is the use of information technology through fingerprint attendance in accordance with applicable procedures?	95% of employees think that the procedure for carrying out attendance through the attendance machine in accordance with the applicable procedures.
Is the use of information technology through fingerprint attendance running properly according to its function?	95% of employees think that the attendance machine is running properly right for its function.
Does the use of information technology through fingerprint attendance through data recording and employee attendance recapitulation run quickly or efficiently?	98% of employees think that by using a fingerprint attendance machine, recording data and making reports at the end of the month in order to recapitulate employee attendance can run quickly or efficiently.
Is the use of information technology through fingerprint attendance easy to use?	95% of employees think that this fingerprint attendance machine is easy to use
Can the use of information technology through fingerprint attendance, security and validity of data be accounted for and its security and validity guaranteed?	100% of employees are of the opinion that by using a fingerprint attendance machine the security and validity of data can be accounted for and guaranteed for security and legitimacy.

Factors for Optimizing the Utilization of Information Technology (Finger Print Attendance) Work Discipline at the Language Center Office of South Sumatra Province

The Language Center office has implemented several important factors to improve the work discipline of its employees, such as exemplary leaders, leader courage in taking action, leadership supervision, and attention given to employees. Exemplary leaders who comply with regulations can set a positive example for employees, while strict action taken by leaders against undisciplined employees is also important for fostering work discipline. In addition, effective leadership supervision can prevent disciplinary action and improve employee performance, while the attention given to employees can create a comfortable and supportive work environment. Based on the factors that have been carried out, it can be concluded that work discipline at the Language Center Office has reached a fairly good level.

Table 4. Results of Analysis of the Coefficient of Determination of optimizing the use of ICT at the Language Center of South Sumatra Province.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.67	0.44	0.42	3.06

Related to the results of processed data and calculations of descriptive analysis and simple linear regression that the writer has done, the researchers analyzed the implementation of applying fingerprint attendance to the work discipline of the Language Center Office of South Sumatra Province which has a positive relationship of 66.7% and the magnitude of the effect is 42.6 % which has a strong significant effect on the work discipline of the State Civil Apparatus, and it can also be seen from the determinant value or R Square which is equal to 44.5%. The results of this study indicate that a positive and significant number in the variable applying fingerprint attendance indicates that by fulfilling the dimensions of applying fingerprint attendance which consist of practical, accurate and high security, it can improve US work discipline at the Language Center Office of South Sumatra Province.

Obstacles to Work Discipline in the Language Center Office of South Sumatra Province

Discipline at work is very important, especially in a work environment such as the Palembang City Language Center Office. Even though it is good enough, there are still obstacles, namely the lack of awareness of some employees in fulfilling working hours. However, employees have tried to fulfill the factors and indicators of work discipline which is an obligation at work by utilizing information technology facilities and infrastructure. They even try to continue to provide services to the community even though there must be employees who accompany activities outside the office. Work discipline provides great benefits for the organization and for its employees (Juliati, 2021). Work discipline applied to organizational employees can improve order and smoothness in carrying out tasks, so that optimal results can be achieved. In addition, for employees, work discipline can also create a pleasant working atmosphere and increase morale (Suwuh, 2015). With awareness in carrying out tasks and developing as much energy and mind as possible, organizational goals can be achieved (Turang et al., 2015). Although the discipline of working hours still needs to be improved, the discipline of employees at the Palembang Language Center is good enough in carrying out their duties which are oriented towards excellent service, especially in terms of employee performance absenteeism.

In a more specific context, the obstacles that directly affect the improvement of fingerprint attendance machine technology are better, especially in terms of the accuracy of the device, namely the scanner in reading fingerprints. This is intended to overcome the problem of detecting the finger placed on the Fingerprint machine sensor.

Conclusion

From the results of the efforts made by the South Sumatra Province Language Center Office in improving team member work discipline, it can be concluded that optimizing the use of information technology using fingerprint attendance media is related to exemplary leaders, courage in taking action, adequate supervision, and attention to employees very effective form a better work discipline. Giving a disciplinary warning is also one of the factors in increasing work discipline. Even though there were one or two employees who were late because of the long distance where they lived, Overall the work discipline of the employees, there was quite good. The efforts that have been made should be maintained and improved so that the office's performance is improving. There are some limitations to the research conducted, although the findings are well described. First, the study only focuses on the Office of the South Sumatra Province Language Center, so it cannot be applied to other offices or institutions. Second, research only considers several factors that affect work discipline, so further research is needed to examine other

factors that influence team member discipline. Therefore, it is suggested to conduct further research to complement the results of previous studies. Recommendations for further research are: First, conduct research in several offices or institutions in the same area to determine whether the factors influencing team member work discipline are similar or different. Second, it involves factors that affect team member work discipline more, such as motivation, work environment, and organizational culture.

Author Contributions

Conceptualization, T. T, Z.A, S. H, D. P.; methodology, T. T.; validation, Z.A. and S. H.; formal analysis, D. P.; investigation, T. T and Z.A.; formal analysis, S. H..; investigation, D. P and T. T.; resources, Z.A and S. H.; data curation, D. P.: writing—original draft preparation, T. T and Z.A.; writing—review and editing, S. H.: visualization, D. P. M and T. T.; supervision, Z.A.; project administration, S. H.; funding acquisition, D. P and S. H. All authors have read and agreed to the published version of the manuscript.

Funding

Conflicts of Interests

No conflicts of interest.

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