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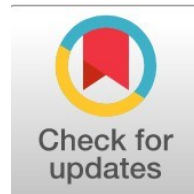
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# Implementation of the Mobsi Mobile Presence System in Improving the Discipline of State Civil Apparatus

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## Abstract

**General Background:** Public sector organizations increasingly adopt e-government solutions to enhance administrative efficiency and employee discipline, particularly in attendance management systems. **Specific Background:** The Gunungkidul Regency Government replaced a manual attendance system—prone to manipulation, errors, and delayed reporting—with the MOBSI mobile presence system to improve discipline among State Civil Apparatus (ASN). **Knowledge Gap:** Despite growing adoption of mobile attendance systems, empirical evidence on their effectiveness in strengthening discipline and supervision in local government institutions remains limited. **Aims:** This study aims to analyze the implementation of the MOBSI mobile presence system and its role in improving ASN discipline in Gunungkidul Regency. **Results:** Using a qualitative case study approach involving key officials of the Pamong Praja Police Unit, the findings indicate that MOBSI enables real-time, GPS-based attendance monitoring, enhances supervisory control, simplifies data recording, and contributes to consistently high attendance rates throughout 2024. **Novelty:** This study provides contextual evidence of how a geolocation-based mobile attendance system functions as both a technological and managerial instrument for discipline enforcement in local government. **Implications:** The findings suggest that integrating mobile attendance systems within e-government frameworks can strengthen accountability, improve work discipline, and ultimately enhance the quality of public services in regional governments.

### Highlights:

- **Digital Attendance Innovation:** MOBSI replaces manual attendance with a GPS-based mobile system to ensure accurate and real-time monitoring.
- **Discipline and Accountability:** The system strengthens ASN discipline by reducing manipulation and improving supervisory control.
- **E-Government Impact:** MOBSI supports administrative efficiency and enhances the quality of public services in local government.

**Keywords:** Mobile Attendance System, ASN Discipline, E-Government, GPS-Based Monitoring, Public Service Performance



## Introduction

Civil Servants have a crucial role in running the wheels of government and providing quality public services. Therefore, the discipline of civil servants is very important to achieve government goals and improve the quality of public services. However, there are still many challenges faced in improving the discipline of ASN, such as the lack of supervision and control over the presence and activities of ASN. [1], [2], [3] By using a manual attendance system, there are many difficulties faced by the Gunungkidul Regency Government in carrying out its command wheel. The shortcomings referred to in this study include that manual attendance can be easily manipulated by dishonest employees, so that it can affect the accuracy of attendance data; Manual attendance can be prone to recording errors, either due to human error or data loss; Manual attendance may cause delays in reporting employee attendance, thus affecting the payroll process and performance evaluation; Manual attendance can take a long time to record and process employee attendance data; Manual attendance can limit access to employee attendance data, so it can affect the decision-making process; Manual attendance may cause inaccurate recording, which may affect employee performance evaluation; Manual attendance can make it difficult to monitor employee attendance in real-time.

Quoted from the news The Regent of Gunungkidul, Sunaryanta, sanctioned the State Civil Apparatus (ASN) who committed disciplinary violations.[4] One ASN was officially fired for not coming to work for no apparent reason for 51 days, while two other ASNs were also given disciplinary sanctions. The Head of the Gunungkidul BKPPD, Iskandar, explained that the dismissed ASN violated the provisions of civil servant discipline as stated in Government Regulation No. 94 of 2021 and was given severe disciplinary sanctions in the form of dismissal with respect not at his own request.

This research is very important because it shows that the implementation of the Mobsi attendance system can increase the control of the Regional Government over employee discipline, so that the results can be used to improve the quality of government and public services.[5] With the mobsi attendance system, from these cases it is possible to quickly take and calculate the accumulated absence so that this matter can also be quickly handled and resolved.

From the weaknesses that occur in the manual attendance system and to overcome the existing challenges, the Gunungkidul Regency Government issued a policy to require all State Civil Apparatus (ASN) to use the Android-based Mobsi attendance system in carrying out their duties and obligations as Employees.[6] This policy aims to increase the discipline and accountability of civil servants in carrying out their duties. The MOBSI mobile attendance system is a system that uses mobile technology to monitor the attendance and activities of ASN in real-time. It is quoted from previous research that the location-based employee attendance administration information system has been tested and functions as expected based on the tested menu. The test results show that this system can run effectively and according to needs.[7] Then other research shows that the implementation of online attendance in Padang City is quite effective in improving employee discipline, especially in the aspects of communication, resources, and disposition. However, there are still obstacles in the bureaucratic structure that need to be overcome.[8] Based on the previous research review, the formulation of this research problem is how the implementation of the MOBSI mobile presence system can improve the discipline of the State Civil Apparatus (ASN) in Gunungkidul Regency.

### 1. Manual Attendance System

The manual attendance system according to experts quoted from: <https://www.kantorkita.co.id/pengertian-absensi-menurut-para-ahli-dan-implementasinya>.

Attendance is an attendance recording system used to measure the effectiveness of individual attendance and as a basis for performance evaluation. Attendance not only records attendance, but also an indicator of one's responsibility and work discipline.[9] Thus, attendance plays an important role in assessing the performance and discipline of employees or members of the organization. S.P. Siagian defines attendance as an indicator to measure the extent to which employees or students are present and carry out tasks according to schedule. Attendance is an important instrument to determine the level of compliance with the rules of working hours or study hours set by the organization. Thus, attendance assists management or educational institutions in monitoring and evaluating individual compliance and performance.[10]

According to Robbin and Judge, absenteeism is a person's absence from work or study at a time when they are supposed to be present. They emphasize the importance of analyzing the reasons behind absenteeism, such as health issues or low motivation, to create an effective attendance system and address the causes of absenteeism.[11] According to Handoko, attendance is part of managerial supervision that aims to ensure that individuals carry out their duties and obligations properly. A good attendance system should provide accurate information about attendance and absences, so that management can improve the effectiveness and efficiency of the organization through proper evaluation and management of human resources. Then according to the author, the manual attendance system is a method of recording employee attendance that is done manually, which usually uses an attendance book or can also use an attendance card.[12]

### 2. E- Government

Quoting from a journal compiled by Muliawati and Hendrawan, in simple terms, Governance is the process of government administration by public institutions that handle public issues, manage resources, and fulfill human rights through effective and efficient management to achieve public goals and interests. Thus, good governance must be able to balance the needs and interests of the community with proper resource management. The essence of Good Governance, according to the journal, is to avoid abuse of authority and corruption, as well as to respect the rights of individuals based on the principles of



government that upholds the rule of law.[13]

Referring to the presentation by Muliawati and Hendrawan in their journal, ideal public services can be achieved by implementing e-government, which aims to reduce government failures in providing public services. This concept has proven effective in the private sector and is considered important to be implemented in electronic-based government. E-government can increase efficiency and transparency in the administration of government.

With the current internet-based government system, almost all systems follow, which then the Gunungkidul Regency Government also issued an employee attendance system policy using android-based attendance. The purpose of implementing the Mobsi attendance system is to improve the discipline of State Civil Apparatus employees in Gunungkidul Regency. Thus, it is hoped that performance and public services can improve

## Method

This research method includes several things, including: The type of research used is a qualitative approach with a case study approach at the Gunungkidul Regency Pamong Praja Police Unit. The location of the research that the author took in this study is a local government agency in Gunungkidul Regency, namely the Pamong Praja Police Unit. The data sources of this research are primary data and secondary data. Primary data is data obtained from interviews with policy makers and employees working in the Gunungkidul Regency Pamong Praja Police Unit as many as 5 (five) people, namely the Head of the Pamong Praja Police Unit as the highest person in the Regional Apparatus Organization, then the Secretary of the Gunungkidul Regency Pamong Praja Police Unit, as the second person in the Regional Apparatus Organization, the next is the Head of the General Sub-Division as an official directly responsible for personnel, the fourth is the official who handles Personnel, then the fifth is one of the employees in the Gunungkidul Regency Pamong Praja Police Unit. After the primary data that the researcher obtained, then the researcher also took data from secondary data, namely in this case data from the Gunungkidul Regency Regional Education and Training Personnel Agency as the owner or creator of the mobsi application. Technique Data analysis is carried out by examining policy documents such as regional regulations, Regent Regulations, Government Regulations, interviews, observations, and documentation. A structured interview is an interview that refers to a situation in which a researcher asks a series of temporal questions to each respondent based on certain and limited categories of answers. These interviews can be used in qualitative research to assist researchers in determining the direction of the interview in relation to the research objectives. So, the series of questions and answer choices prepared by the researcher in this context are intended for two things; first, help direct the interview process to the goals to be achieved and research; Second, to be a guide for researchers in providing the necessary questions. Observation at this stage, when the researcher makes observations, is equipped with a choice of categorization (focus) that will be explored as a research. Therefore, this observation has been referred to as a mini tour observation, which is an observation that has been narrowed to focus on certain categories of aspects in a qualitative research. Documents that are intended as evidence about a data, including records, photographs, video recordings or anything else produced by a researcher as non-data. This form document is more suitable to be referred to as documentation of activities/ mementos.[14]

## Result and Discussion

### A. Result

#### 1. Overview of Mobsi Presence

The implementation of the MOBSI mobile presence system in Gunungkidul Regency is one of the efforts to improve the discipline of the State Civil Apparatus (ASN). This GPS-based attendance system allows for accurate and real-time recording of ASN attendance data. The results of the study show that the MOBSI mobile presence system can improve the discipline of civil servants in Gunungkidul Regency. This system can monitor the presence and activities of ASN in real-time, so that it can reduce the possibility of data manipulation. The GPS-based Presence System in the Gunungkidul Regency Government Environment is an innovation in personnel administration services for recording data on the attendance of Civil Servants (PNS) in the Gunungkidul Regency Environment by utilizing the geolocation feature on android smartphones.[6] With this mobsi, the process of distributing information on Civil Servant attendance data can be monitored and centralized in one data center, so that it can speed up the reporting of civil servant attendance information. Here is the view of the mobsi android application



Figure 1. View of MOBSIS #GK

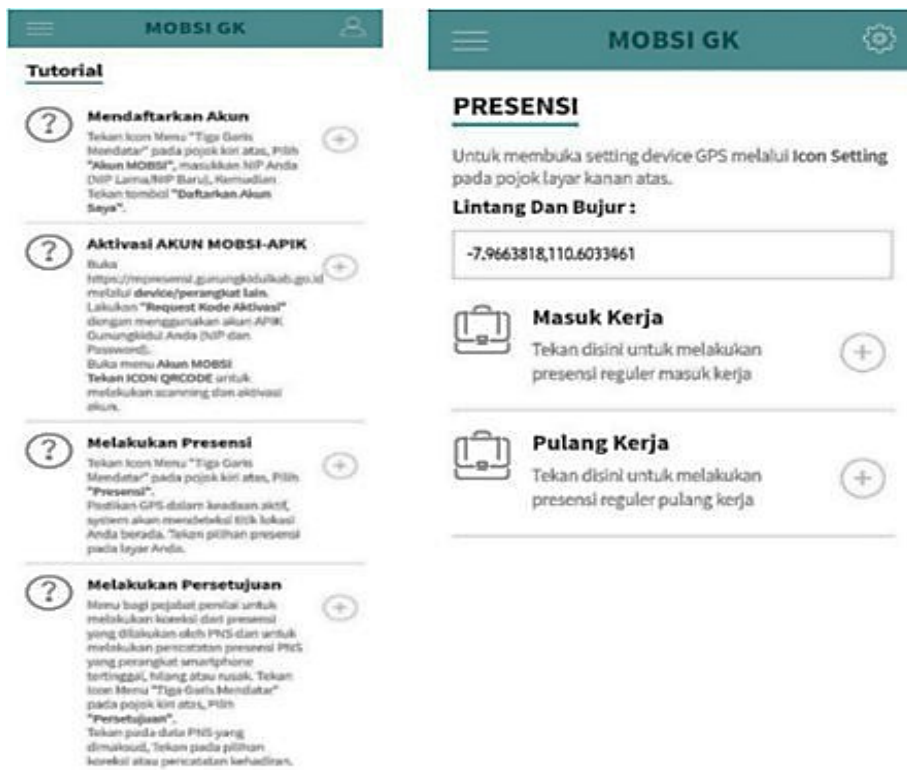


Figure 2. View of MOBSIS

In figure 1. and figure 2. activating this mobsi, using an android device by using an APIK account and by using the Employee Identification Number of each employee, so that one android device can only be used for one employee, thus minimizing the possibility of data manipulation.

**a. Increased Discipline**

Based on the results of the research, the implementation of Mobsi has increased the discipline of Satpol PP employees of Gunungkidul Regency. Employees are more punctual in carrying out their duties and responsibilities. This is in line with the results of an interview that the researcher has conducted with the Head of the Gunungkidul Regency Pamong Praja Police Unit as the highest policy maker in the Regional Apparatus Organization, saying that, "The implementation of Mobsi has brought significant changes in improving the discipline of Gunungkidul Regency Satpol PP employees. By using a geolocation-based attendance system, we can monitor employee attendance in real-time and increase employee accountability."

**b. Ease of Control**

Mobsi Presence can optimize supervision by monitoring employee attendance in real-time and providing accurate information about employee attendance. This is in line with the results of an interview with the secretary of the Gunungkidul

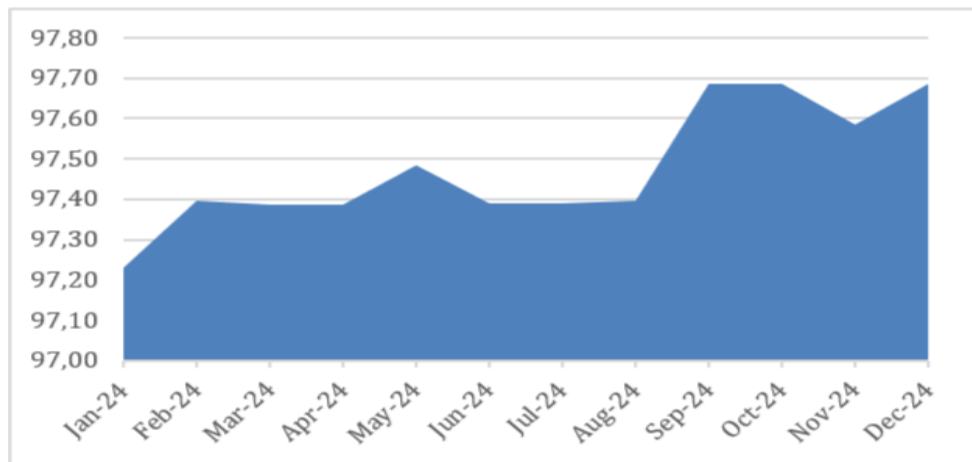
Regency Pamong Praja Police Unit, who in this case is in charge of personnel at the Regional Apparatus Organization, namely, "with the presence of Mobsi, I can monitor the presence of employees in real-time and accurately. I can see the employee's location when making an appearance, so I can make sure that the employee is where they should be. This is very helpful in increasing employee control and accountability". In addition, it is also in line with what was conveyed by the Head of the General Sub-Division who stated that, "With the presence of Mobsi, I can immediately monitor and find out if there are employees who do not perform attendance correctly. I can take immediate action to correct the error and give a warning to the employee concerned". Thus, Mobsi's presence can help increase employee control and accountability by monitoring attendance in real-time and accurately.

### c. Ease of Recording and Displaying Data

Mobsi Presence can help improve the ease of recording and display employee attendance data accurately and efficiently. It is proven by the information from the interview results submitted by the personnel section at the Gunungkidul Regency Pamong Praja Police Unit that, "With the presence of Mobsi, recording attendance data becomes very easy and accurate. Employees only need to be present using the application, and attendance data will be automatically recorded in the system. This is very helpful in reducing recording errors and improving efficiency"

**Table 1.** Percentage of attendance at Satpolpp employees January – December 2024

| Number | Month  | Number of employees | Percentage of attendance at work |
|--------|--------|---------------------|----------------------------------|
| 1      | Jan-24 | 33                  | 97,23                            |
| 2      | Feb-24 | 33                  | 97,40                            |
| 3      | Mar-24 | 33                  | 97,39                            |
| 4      | Apr-24 | 33                  | 97,39                            |
| 5      | May-24 | 33                  | 97,49                            |
| 6      | Jun-24 | 33                  | 97,39                            |
| 7      | Jul-24 | 33                  | 97,39                            |
| 8      | Aug-24 | 33                  | 97,40                            |
| 9      | Sep-24 | 33                  | 97,69                            |
| 10     | Oct-24 | 33                  | 97,69                            |
| 11     | Nov-24 | 33                  | 97,59                            |
| 12     | Dec-24 | 33                  | 97,69                            |



**Figure 3.** Work Attendance Percentage Chart

### d. Ease of Use of the App

The MOBSI application system also provides convenience in using the application. In the application, there is a very simple menu, namely absence from work, absence from work and absence from office. This convenience is in line with what was conveyed by an employee of the Gunungkidul Regency Pamong Praja Police Unit who stated that, "I feel that the Mobsi attendance system is very easy to use. I just had to open the app and perform the presence using GPS, in addition I felt that the Mobsi attendance system was very fast and accurate. My attendance data is directly recorded in the system and can be seen by my superiors. This makes me more confident that my attendance data is accurate." Thus, the Mobsi attendance system can help improve the ease and accuracy of attendance as a user

## B. Discussion

Improving the discipline of the State Civil Apparatus (ASN) still faces several challenges, such as the lack of supervision and control over the presence and activities of ASN. The manual attendance system currently used has several disadvantages, including: data manipulation, namely manual attendance can be easily manipulated by dishonest employees, manual attendance is prone to recording errors and data loss, manual attendance can cause delays in reporting employee attendance, manual attendance takes a long time to record and process employee attendance data, Manual attendance limits access to employee attendance data, Manual attendance can lead to inaccurate recording, Manual attendance makes it difficult to monitor employee attendance in real-time. Thus, it is necessary to improve the attendance system to improve the discipline of ASN and reduce these weaknesses. E-government plays a crucial role in reducing government failures in the delivery of public services in a variety of ways that allow for the automation of administrative processes, reducing the time and costs required. By providing information online, e-government increases the transparency of government operations and allows citizens to access public information easily. Civil servants are required to obey the applicable laws and regulations and carry out the official duties entrusted to them with full responsibility.[15] As government officials, Civil Servants (PNS) are expected to have high discipline and be an example for the community. Government Regulation Number 53 of 2010 concerning Civil Servant Discipline provides guidelines for civil servants to behave inside and outside the service. To achieve compliance in implementation, civil servants must understand and appreciate the applicable laws and regulations.[16]

Civil Servants (PNS) have the obligation to enter work and obey the provisions of working hours, as well as obey official regulations set by authorized officials. If the civil servant does not come to work without a valid reason, then sanctions will be given in the form of: Verbal reprimand if he does not come to work for 5 days, Written reprimand if he does not come to work for 6-10 days, Statement of dissatisfaction in writing if he does not go to work for 11-15 days. From the weaknesses that occur in the manual attendance system and to overcome the existing challenges, the Gunungkidul Regency Government has issued a policy aimed at all State Civil Apparatus in Gunungkidul Regency to implement and use the android-based mobsi presence system in carrying out duties and obligations as Employees. From the data obtained, from month to month and from year to year there has been an increase in discipline. The discipline is sourced from data on the mobsi system that is accurate, so that the process of distributing information on the attendance of Civil Servants can be monitored and centralized in one data center, so that it can accelerate the reporting of the presence of civil servants.

The implementation of the Mobsi Presence System in the Gunungkidul Regency Government is a planned and structured activity to improve the discipline of the State Civil Apparatus (ASN). The Mobsi Attendance System is a geolocation-based attendance application that allows ASN to conduct attendance using android-based smartphones. With the implementation of the Mobsi Attendance System, the Gunungkidul Regency Government can improve the discipline of ASN and give awards to ASN who have maximum attendance in the form of Additional Employee Income (TPP). This implementation can increase the efficiency and effectiveness of ASN work, as well as improve the quality of public services in Gunungkidul Regency. Thus, the implementation of the use of the mobsi presence system is very effective in improving the discipline of the State Civil Apparatus in Gunungkidul Regency.

## Conclusion

Based on the results of research and data analysis, it can be concluded that the implementation of the Mobsi Attendance System in the Gunungkidul Regency Government has several benefits, Improving Discipline: The implementation of Mobsi has improved the discipline of Satpol PP employees of Gunungkidul Regency by monitoring attendance in real-time and accurately. Ease of Control: Mobsi Presence can optimize supervision by monitoring employee attendance in real-time and providing accurate information about employee attendance. Ease of Data Recording and Display: Mobsi Presence can help improve the ease of recording and displaying employee attendance data accurately and efficiently. Ease of Use of Applications: The Mobsi application system also provides convenience in using the application, so that employees can make attendance easily and quickly.

Thus, the implementation of the Mobsi Attendance System can increase the efficiency and effectiveness of employee work, as well as improve the quality of public services in Gunungkidul Regency. The implementation of the Mobsi Presence System in the Gunungkidul Regency Government can improve the discipline of the State Civil Apparatus (ASN) and give awards to ASN who have maximum presence in the form of Additional Employee Income (TPP). The Mobsi Attendance System can also improve the efficiency and effectiveness of ASN work, as well as improve the quality of public services in Gunungkidul Regency. E-government plays an important role in reducing government failures in the delivery of public services by providing information online and increasing transparency of government operations.

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