

Work Discipline of Staff in Information Technology and Data Base Units

Ahmad Yani^{1*}, Muhammad Munawir Pohan², Yogi Ahmad Yani³, Ade Putra Hayat⁴ 

^{1,2,3,4} Institut Agama Islam Negeri Kerinci, Jambi, Indonesia

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ABSTRAK

Staf bertanggung jawab untuk memastikan bahwa semua peraturan di lembaga dipatuhi. Akibat ketidaksiplinan, produktivitas kerja seringkali gagal mencapai target pencapaian kerja. Penelitian ini bertujuan untuk mengungkap bagaimana disiplin kerja staf pada unit teknologi informasi dan pangkalan data berbasis output pekerjaan. Penelitian ini dilakukan dengan menggunakan metode kualitatif dengan pendekatan studi kasus. Informan pada penelitian ini adalah staf unit teknologi informasi dan pangkalan data yang berjumlah tiga orang. Peneliti merupakan instrumen kunci dalam mengumpulkan dan menginterpretasikan data dalam penelitian ini. Teknik pengumpulan data yang digunakan terdiri dari observasi, wawancara, dan studi dokumen. Teknik analisis data dalam penelitian ini menggunakan bantuan software Nvivo Plus versi 11 meliputi input data, coding, eksplorasi, visualisasi dan penyajian. Penelitian ini menemukan bahwa disiplin kerja staf sangat baik dibuktikan dengan presensi online jam masuk dan jam pulang tepat waktu. Ketepatan waktu dalam penyelesaian pelaporan data bisa dilaksanakan tepat waktu bila seluruh data yang tersedia di aplikasi Siakad sudah fix dan lengkap. Target pencapaian output kerja berupa pelaporan data pddikti masih berada pada persentase 80 %. Masih banyak hambatan dan permasalahan yang terjadi dalam pelaporan data. Upaya perbaikan dan evaluasi pada output pekerjaan berupa pelaporan data Pddikti sudah dilakukan oleh semua pihak.

ABSTRACT

Staff is responsible for ensuring that all regulations in an agency are followed. Due to indiscipline, work productivity frequently fails to reach work achievement targets. This study aims to reveal the work discipline of staff in the information technology unit and a database based on work output. This research was conducted using a qualitative method with a case study approach. The informants in this study were staff of the information technology unit and database, totalling three people. The researcher is the key instrument in collecting and interpreting the data in this study. The data collection techniques used were observation, interviews, and document studies. Data analysis techniques in this study using Nvivo Plus version 11 software include data input, coding, exploration, visualization, and presentation. This study found that staff work discipline was perfect, as evidenced by the online presence of incoming and outgoing hours on time. Timeliness in data reporting can be completed on time if all the data available in the Siakad application is fixed and complete. The target of achieving work output from Pddikti data reporting is still at 80%. There are still many obstacles and problems that occur in data reporting. Efforts to improve and evaluate work output in the form of Pddikti data reporting have been carried out by all parties.

1. INTRODUCTION

Everyone must possess the attitude of discipline to accomplish their goals. Disciplined people have completed internalizing the rules in a specific organization and have accepted these rules to determine the organization's aims. Self-respect and dignity are prerequisites for discipline. A high level of dignity is associated with satisfaction in an organization. Staff in an organization must exercise rigorous work discipline to provide satisfactory results. Administrative support must be pleasant and effective for staff performance. Administrative support includes organizing and delivering employee stationery, coordinating meetings, and other related duties. Every firm has a culture and work discipline intended to

*Corresponding author.

E-mail: ay0946404@gmail.com (Ahmad Yani)

contribute to improving employee performance (Fernando & Surjandari, 2021; Nururly, S. et al., 2022). Workplace discipline is one of the keys to success. Workplace discipline is a prerequisite for achievement. Discipline maintains order in the universe. Establishing a work pattern is simple if everything is in order. Discipline is essential for everyone. Everyone from students to employees to entrepreneurs, managers to homemakers must be disciplined to reach their goals. Notably, discipline in the workplace If we are disciplined at work, all our work outputs will agree with our expectations or even exceed them. Therefore, total discipline is crucial to every type of organization, whether large or small (Ichsan et al., 2020; Levine & Modica, 2016).

Discipline is primarily the capacity to exercise self-control by refraining from acting up and opposed to what has been determined and acting in a manner that supports and defends what has been selected. It is known as self-discipline, learning discipline, and job discipline in everyday life. Work discipline is the capacity of an individual to be consistently and persistently diligent and to work following applicable regulations without infringing those norms (Arjunaita, A. et al., 2020; Mayamin & Usuluddin, 2023). A person's discipline will enable them to comply with applicable rules and regulations. The enforcement of this discipline is crucial for achieving effective and efficient work (Goedurov, 2020; Utama et al., 2020). Good work discipline will expedite agency goals, whereas deteriorating discipline will hinder and slow the achievement of agency goals (Juliani & Windu, 2017; Maswani et al., 2021). Leaders use work discipline to communicate with employees, so they are willing to adjust their conduct to follow the game's rules (Iptian et al., 2020; Iskamto, 2019). Work discipline is an employee's conscious and helpful attitude to willingly comply with a company's written and unwritten laws and social standards (Faradina & Sojanah, 2018; Siswadi & Lestari, 2021). Work discipline must be enhanced so that employee expectations are met and job happiness is produced (Burhan et al., 2022; Rizky et al., 2020). An employee's discipline reflects their sense of responsibility for the tasks allocated to them; this fosters work passion, work enthusiasm, and the achievement of corporate goals, employees, and society as a whole (Alwi & Suhendra, 2019; Riwukore, 2022). Organizational growth requires discipline to push employees to be self-disciplined in their individual and group work. In addition, discipline is essential for teaching employees to comply with and appreciate current regulations, procedures, and policies so that they can create quality work. In the initial observation, the researcher observed the recapitulation of the higher education database (Pddikti), reporting that for each study program, the data had yet to reach 100% from 2017 to 2020. Based on the data, the researcher will apply time discipline based on work output to anticipate an increase in the percentage and completeness of reporting in the higher education database (Pddikti), which only reaches 100%. The results of previous empirical research explain that work discipline, competence, empowerment, job satisfaction and performance of civil servants are in a good category, although not optimal (Sekartini, 2016; Yuliandi, 2019). The results of subsequent studies found that employment status positively and significantly affects discipline (Frimayasa et al., 2021; Pranitasari & Khotimah, 2021). Further empirical research findings explain that work discipline positively and significantly affects employee performance (Arijanto & Wulandari, 2019; Sabirin, S. & Ilham, 2020). The five researchers have not linked work discipline with the work output.

The research problem formulation is as follows: How is the time discipline applied by the information technology and database unit staff? What is the target for the completion of data reporting? What are the job outputs for the information technology and database units? What improvements were made to increase the percentage and completeness of data reporting? This study aims to reveal how work discipline is based on work output in the information technology unit and database at one of the state Islamic religious universities in Kerinci district, Jambi province.

2. METHODS

This form of research is categorized as qualitative with a case study methodology because it prioritizes the analysis of events or processes, as well as the state of natural objects, to derive profound meaning from the essence of the process, where the researcher is the central instrument (Creswell, 2016). So that it may be determined in detail what challenges the staff of the information technology unit and databases, particularly those focusing on work output, face. This study was conducted in the information technology unit and base of one of the state Islamic religious colleges in Sungai Penuh, Jambi Province. Data and information were collected from information technology staff and databases, which consisted of three staff. The three staff consist of the chief of staff, deputy, and ordinary staff, who are the most fully responsible for reporting on the higher education database (Pddikti) at the Kerinci State Islamic Institute for each semester. Purposive sampling was utilized in the selection of informants. Purposive sampling is a method of sampling for specific purposes (Mahdiyah, 2014). With the use of purposive sampling in this study, it is hoped that the informants will be able to provide accurate information following the facts on

the ground and have a thorough understanding of the research issue, making it easier for researchers to collect the required data. The gathering of data occurred in August 2022. Observation and interviews were employed for data gathering in this study. Observations are carried out by directly involving researchers in the daily lives of informants to collect data for research. Structured interviews were conducted by asking questions related to the target of the work output and efforts to increase the percentage of data reporting. Input, coding, exploration, visualization, and presentation are the data analysis strategies utilized in this study utilizing Nvivo Plus 11 software. Nvivo Plus 11 software can evaluate the vast quantity of qualitative data collected from various sources using diverse data-gathering methods. Previous research suggests that researchers utilize a digital recorder so that data can be readily evaluated using Nvivo Plus version 11 software (Bandur, 2016).

3. RESULTS AND DISCUSSIONS

Results

Based on the analysis conducted using version 11 of the Nvivo Plus program, it is evident that the nodes have been constructed so that the pattern of relationships between each generated theme or concept can be observed. This study's nodes technique was developed deductively and inductively, as depicted in the Table 1.

Table 1. Nodes on Nvivo Plus Version 11

Work Discipline	Nodes
Out Put Of Work	<ul style="list-style-type: none"> • Achievement Target • Improvement • Obstacles and Problems • Output Type
Time Discipline	<ul style="list-style-type: none"> • Check-in Time • Completion of Reporting Accuracy • Home Time

Based on Table 2, the researcher makes work discipline nodes, the issues to be studied. Then the researcher divides the sub-nodes into time discipline and works output. From the time discipline sub-nodes, the researcher divides them into three sub-nodes: the time of admission, the time of leaving, and the accuracy of the report's completion. Then, from the output sub-nodes, the researcher divides the work into four sub-nodes: the type of output, obstacles and problems, target achievement, and improvement. Then, after the nodes and sub-nodes have been compiled, the researcher inputs the results of interviews from all informants into all these nodes. After the node has been created, the researcher presents the data through the project map. The project map was made referring to the coding results that can be used to explore and give data connections, as shown in the following Figure 1.

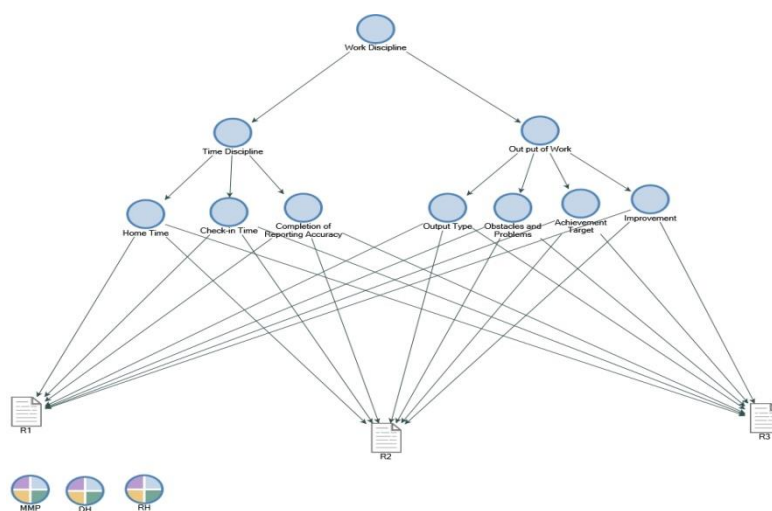


Figure 1. Work Discipline Project Map

From the Figure 1, it can be seen that each informant highlights all nodes with the same portion. This shows that the time discipline variable supports the work output and reporting data, including Pddikti data and PIN reservation. The project map can be visualized in the form of a hierarchical diagram. The hierarchical chart is best scaled according to the available space so that the rectangles' size is considered concerning each other. The most expansive area is shown at the top left of the graph, as shown in the following Figure 2.

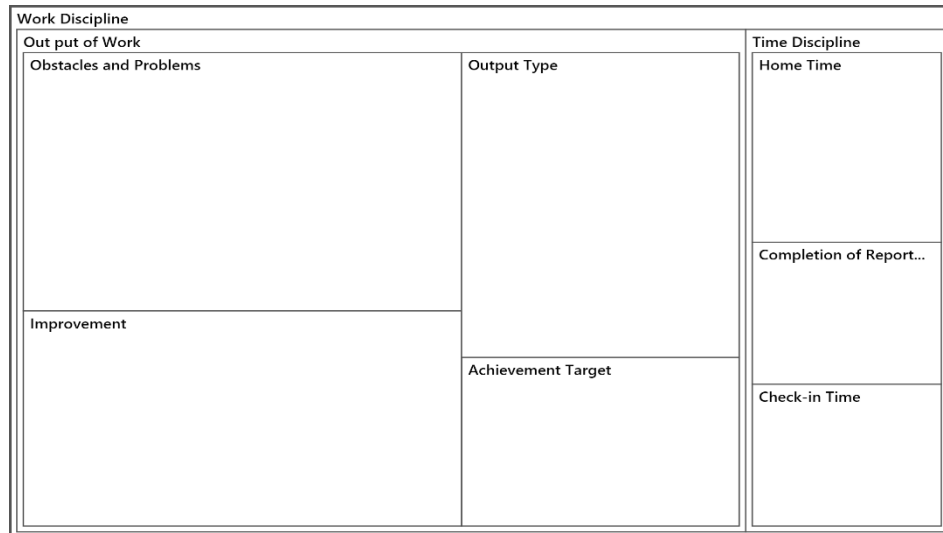


Figure 2. Work Discipline Hierarchy Diagram

The hierarchical diagram shows two dominant nodes: obstacles, problems, and improvements. This indicates that the informants perceive many challenges and difficulties in reporting Pddikti data and PIN reservations. In addition, improvement efforts are needed to reduce delays and the low percentage of (Pddikti) data reporting every semester. Then, in Figure 3, the word cloud shows several piles of thirty words. Two words indicate dominance which is the core of the problem in this study related to the output of work in the information technology and database units. The two words are data and reporting, as shown in the following Figure 3.



Figure 3. Word Cloud Work Discipline

To understand the use of the words above from the results of interviewing informants, researchers need to look at the word tree features of the data, which are the most dominant words. The results of the word tree analysis are presented in the Figure 4.

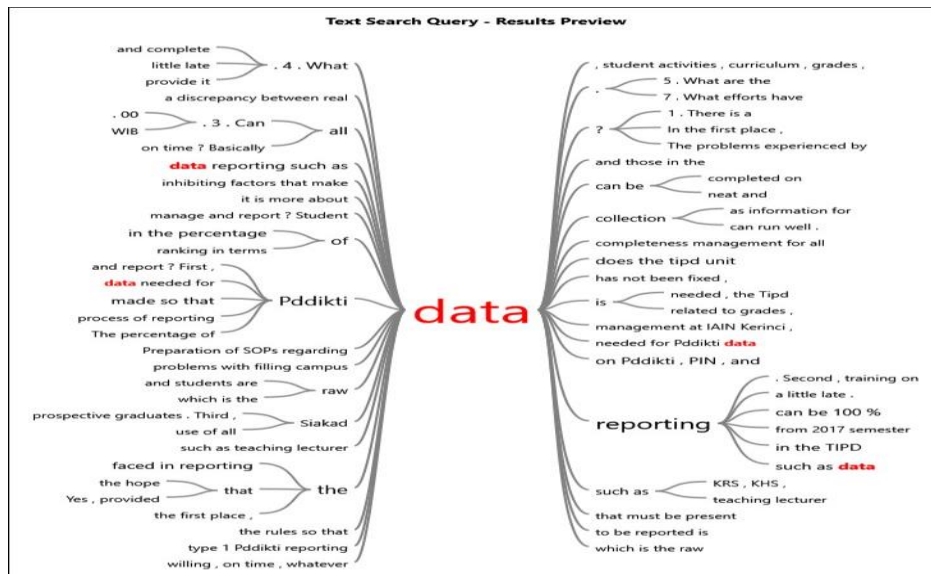


Figure 4. Word Tree About Data

Based on the Figure 4, information is obtained that the word "data" is the most dominant in the word tree, so it becomes a gap that results in work results in the data not being 100% reported to (Pddikti) because there are several inhibiting factors. Such as student delays in paying tuition fees, KRS contracts, and KHS printing. In addition, another factor that hinders (Pddikti) data reporting is that the curriculum used is different every year, making it difficult for information technology staff and databases to report (Pddikti) data. Then, some lecturers are still late in inputting grades into the Siakad application. All these inhibiting factors undoubtedly affect the achievement target of Pddikti data reporting, which cannot reach 100%. Therefore, there needs to be a binding rule from the campus leadership to control all delays made by several students and lecturers so that data reporting can reach 100% every semester. In addition, the researcher also looked at the word tree about reporting, which is the second most dominant word. The results of the word tree analysis on reporting can be presented in the following figure:

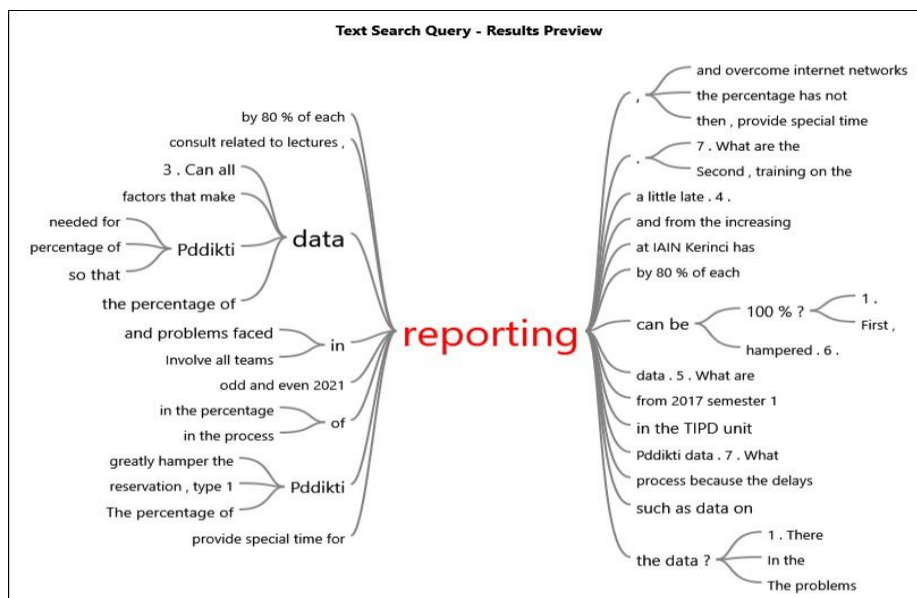


Figure 5. Word Tree About Reporting

Based on the Figure 5, it can be seen that several informants said that currently, campus (Pddikti) data reporting has only reached the target of 80%. Of course, this is a concern for campus leaders because reporting has not been able to get the 100% reporting target per semester. Of course, the campus

instructed that the information technology unit and database should provide a lot of training to new lecturers and students who have problems using the campus Siakad application.

Time Discipline

From the interviews with several informants, the time discipline of information technology staff and databases is excellent, starting from the hours of entry and hours of work for employees. Furthermore, the accuracy of reporting completion can be achieved if the raw data is good and complete and there are no delays from lecturers and students. The working days of all lecturers and staff on campus are five days per week. For Monday to Friday, the maximum entry time is 08.00 am. For hours of return from Monday to Thursday, lecturers and staff start returning from work after 16.30 WIB. Then specifically on Friday, all lecturers and staff began to go home from work after 17.00 WIB. Time discipline requires dedication, which is viewed as a motivational notion that adds to the behaviour of frontline employees since it indicates their willingness to spend the actual effort to achieve the organization's goals or achievements (Sadeghi & Terum, 2022).

Work Output

The output of the work here is complete (Pddikti) data reporting, e-SMS, PIN reservation, and others. Many data want to be reported, but the raw data are fixed and complete from Siakad. Then, obstacles and problems in reporting can undoubtedly reduce the percentage of recapitulation of campus Pddikti data reporting. In addition, the disrupted internet network also significantly affects data reporting. The delay, initially caused by several students using Siakad, certainly made the information technology unit room and a database full of services to students, so the focus of information technology staff and databases became divided between service and data reporting.

Next, the target for achieving campus Pddikti data reporting is an increase in reporting percentage. Due to several inhibiting factors and problems, the campus Pddikti data reporting cannot be 100% every semester. Various improvement efforts have been made by the campus leadership and all information technology staff and databases as well as related elements so that Pddikti data reporting can be smooth and the percentage of data reporting can reach 100%. Of course, the various problems in data reporting should not be an obstacle to the smooth reporting of Pddikti data.

Efforts to Improve Data Reporting

Various improvement efforts have been made by the campus leadership and all staff of information technology and databases as well as related elements so that data reporting (Pddikti) can run smoothly and the percentage of data reporting can reach 100%. Efforts to improve Pddikti data reporting so that it can get 100% include: (a) orderly system, every system provided by information technology and databases is used optimally by students and lecturers; (b) socialization of the system is carried out at the beginning of each semester to both lecturers and students in the hope that the data can be neat and complete; (c) issued regulations by the leadership regarding the rules so that data collection can run well; (d) the preparation of standard operating procedures regarding data collection as information for both lecturers and students so that the system is orderly; and (e) always provide services to students and lecturers who experience problems with filling campus data.

Discussion

Based on the results of this study, it was found that the work discipline of the staff was very good, the timeliness in completing data reporting could be carried out on time if all the data available in the Siakad application was fixed and complete, the target for achieving work output in the form of reporting data on Pddikti was still at a percentage of 80%, and campus leaders and all information technology and database staff and related elements have made various improvement efforts. The novelty of this research that is not seen in previous studies lies in the potential output of the work of reporting data on higher education databases at IAIN Kerinci, which can reach the target 100%. This is evidenced by the readiness of all personnel in the information technology unit and database. However, because there are several other technical factors outside the information technology and database unit, such as undisciplined students, undisciplined lecturers, and undisciplined academic advisors, this can result in Pddikti data reporting that does not reach the target. This research contributes to all elements related to Pddikti data reporting to always be ready regarding discipline, equipment, and other supporting facilities so that the pddikti data reporting target can reach 100 percent. The first study's results show that the work discipline of information technology unit staff and databases is very good, as evidenced by online presence when they enter and when they leave on time. The working days of all lecturers and staff on campus are five days a week. The maximum entry time is 08.00 WIB. As for the time to go home after 16.30 WIB. This is in

line with research that explains that the discipline of civil servants at UIN Antasari Banjarmasin is already running and well-communicated through outreach (Raimah & Irawanto, 2020). The results of the second study stated that the target for completing Pddikti data reporting could be achieved if all the data available in the Siakad application were fixed and complete. This is marked by the timeliness of students in paying tuition fees, contracting courses in the Siakad application, seeking approval from academic advisors, and lecturers inputting end-of-semester exam scores on time. This is in line with research that found that curricula and course coding were perfected which could support the smooth running of academic activities, as well as for reporting data needed for various purposes such as national accreditation bodies, Pddikti, lecturer certification, available positions and so on, can be accessed and issued quickly, precisely and the results are accurate and complete (Ali, 2015; Dioputra et al., 2022).

The results of the third study show that the work output in the form of reporting data on Pddikti is still at a percentage of 80%. This can be seen from the recapitulation of the above data reporting, which still shows that some study programs have not reached 100% percentage. This is in line with research that reveals that the higher education Siakad application and the Pddikti feeder application have been integrated. This can help the Pddikti data reporting manager achieve the maximum percentage, make it easier for faculties and study programs, and support student mobility (Febrianti et al., 2022; Usman, 2020). The results of the fourth study show efforts to increase Pddikti data reporting so that it reaches 100%, including (a) an orderly system; (b) socialization of the Siakad application system; (c) a regulation issued by the leadership regarding data regulations; (d) SOP preparation; and (e) always provide services to students and lecturers. This is in line with research results which state that web service tools consist of three main modules that can accommodate academic data reporting needs to Pddikti that are already running. These tools have been used for reporting purposes in the last two years (Perwira & Santosa, 2017).

To maximize work discipline, staff has an important role in upholding the targets of a task or job (Sulaeman & Barima, 2022; Yani & Wirawan, 2022). The impact of discipline is more significant on employees who work under stricter supervision. The cost-free nature of discipline is offset by increased work transparency. Staff performance is typically the dependent variable in empirical studies because organizational behavior or human resource policies are considered as having an impact on it rather than as a cause or determinant. Further described, there are two performance standards for measuring staff: one is based on results, and the other is based on conduct (Mangkunegara & Waris, 2015; Sulaefi, 2017). Separately and collectively within the network, aspects of discipline and motivation influence cooperative interactions (Mercier, 2017; Molleman et al., 2019). Disciplinary hearings are held in instances of indiscipline brought on by workplace wrongdoing by the appropriate authorities. Anyone may bring up any issues in such circumstances to the personnel department. The university then forms an investigation committee to carry out a disciplinary probe (Singh & Singh, 2018; Sitopu et al., 2021). It is argued that since discipline is only one type of control, it cannot be considered in isolation from other classes. To increase their influence over the workforce, management prefers to address it as a separate topic since it enables them to personalize conflicts and arguments over matters of job control (Oliveira et al., 2014; Thompson, 2017).

4. CONCLUSION

This study shows that the time discipline of all information technology and database staff units is excellent regarding the attendance of incoming and outgoing hours on time. On-time according to the timely completion of data when the data available in the Siakad application is fixed and complete. The work output from the information technology unit and database in the form of Pddikti reporting data is still at 80%. Then, there are still many obstacles in reporting data in the form of incomplete raw data, internet networks that often have problems, different course codes, and yearly curriculum types. When reporting runs, the information technology unit staff and databases concentration is split between reporting and service. Finally, improvement and evaluation efforts have been made by all parties so that there are no more delays in reporting Pddikti data and all problems that occur when reporting can be resolved. This study recommends that the campus seriously handle and prepare everything needed to report Pddikti data. So that the goal of 100% Pddikti reporting data can be realized, this research has limited research time, which is relatively short. Thus, suggestions for further researchers are to study and dig deeper into the disciplined research of technology unit staff and databases so that further research can complement the results and findings that have not been obtained in this study.

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