EFFECTIVENESS OF THE USE OF THE K-MOB MOBILE ATTENDANCE APPLICATION AMONG TEACHERS AT SMAN 8 GARUT

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Abstract

Since 2020, Sekolah Menengah Atas Negeri (SMAN) 8 Garut has implemented an online teacher attendance system through a mobile attendance application known as K-Mob. However, in practice, over the past three years, the K-Mob application has not been effective. This study aims to assess the effectiveness of using the K-Mob application for teacher attendance at SMAN 8 Garut. The research employs a qualitative approach with a descriptive method. Data collection techniques include observation, interviews, and documentation. Data analysis is carried out by interpreting data, tables, and images to draw conclusions. This study utilizes Tangkilisan's (2005) effectiveness theory as the analytical framework, which outlines that effectiveness comprises four aspects: target achievement, adaptability, job satisfaction, and responsibility. The results of the study concluded that the use of the K-Mob application at SMAN 8 Garut has not been effective.

Keywords: Effectiveness, Application, Attendance, Mobile Application

1. INTRODUCTION

The rapid development of technology today has dramatically changed the mindset and cultural set of global society (Wali, 2019). This influence has also impacted the fulfillment of public needs. The government, as a public servant, is required to be a civil apparatus with the implementation of technology as the frontline in public service processes (Rohmat, 2021). The integration of public services with technology is an effort to achieve good governance. E-Government, as a means of integrating technology with governance, has been implemented in Indonesia since 2000 (Hadiana & Renaldi, 2019). This initiative is part of broader e-government efforts across the country and reflects global trends where governments utilize technology to enhance transparency, accountability, and efficiency in public service delivery (Saputra et al., 2021). The widespread issues of Corruption, Collusion, and Nepotism (KKN) have underpinned the implementation of e-government in Indonesia, mirroring similar motivations in other regions aiming to combat bureaucratic inefficiencies and improve governance quality.

One of the main challenges in achieving good governance is the management of human resources, particularly civil servants (PNS). According to various media reports, one of the problems faced by civil servants is related to work discipline (Amos, 2020). It is crucial to determine how well an employee performs their duties and responsibilities, as this plays a significant role in the overall performance of the organization (Sinambela, 2021). For the employees themselves, in terms of development in the era of the Industrial Revolution 4.0 and the advancement of information technology, it is necessary to balance this with good work discipline so that the targets set by the organization can be achieved (Lovita et al., 2022).

One form of the government's seriousness in improving civil servant work discipline is the implementation of the K-MOB policy. The West Java Province has issued

West Java Governor Regulation Number 64 of 2020, which amends West Java Governor Regulation Number 75 of 2019 concerning the Civil Servant Performance Management System within the West Java Provincial Government. This policy aligns with broader e-government initiatives and aims to leverage technology to enhance public administration. One of the objectives of this policy is to improve the performance of civil servants and organizations in West Java Province.

Mobile Attendance is a real-time system designed to measure employee attendance at the office or outside the office in real-time. K-MOB is an application that utilizes WIFI and GPS technology. The process is designed to comply with the applicable laws and regulations for civil servants, including Government Regulation Number 11 of 2017 and Government Regulation Number 53 of 2010. Mobile presence uses smartphones to run all applications, covering Android-based or IOS-based phones as the operating system. The K-MOB program was launched in 2020 and is aimed at all SKPDs and civil servants within the West Java Provincial Government.

In response to the policy regarding the use of the K-MOB application in educational institutions within West Java Province, SMA 8 Garut began implementing the K-MOB attendance application specifically for civil servant teachers in 2020. The implementation of this attendance application is expected to increase teachers' discipline in arriving on time at school. However, after three years, various facts have emerged showing that the implementation of the K-MOB attendance application at SMAN 8 Garut has not yet been effective. These issues include server device problems, network stability, human resources, teacher mentality, and work culture.

2. LITERATURE REVIEW
2.1. Public Administration

The term "Public Administration" refers to state or governmental administration (Indradi, 2006). Public Administration, according to Chandler and Indradi (2006), is the process of organizing and directing public resources and employees to create, implement, and supervise policies within the framework of public policy.

According to Chandler and Plano in Keban (2014), Public Administration is the process of organizing and coordinating public resources and staff to formulate, implement, and supervise further public policy choices. Both authors emphasize that Public Administration is a science and art dedicated to managing public affairs and carrying out prescribed tasks. As an academic field, it involves aspects of organization, human resources, and finance, aimed at advancement and improvement in these areas.

According to McCurdy in Keban (2014), Public Administration is perceived as a political process that functions as a means of governing a nation and executing various governmental functions. This perspective suggests that Public Administration is not merely a matter of management but is inherently linked to politics. This perspective might blur the boundaries of Public Administration's definition and scope. However, it highlights the ongoing evolution in public administration, illustrating its complex relationship with the political world, making it difficult to clearly separate the two. From the various interpretations provided, it can be concluded that Public Administration involves cooperative procedures aimed at designing and implementing policies that fulfill governmental objectives and public interests.

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2.2. Public Management

The concept of management is explained by several experts, including George R. Terry in his book *Public Reality Management and Communication Media* and communication media by Ruslan, who defines management as a unique process that consists of actions such as planning, organizing, activating, monitoring, and others, carried out to establish and achieve predetermined objectives through the use of resources. Management is also referred to as a process, meaning that all management activities are carried out or continuously accounted for by the four POAC functions, all of which are directed towards achieving objectives.

According to G.R. Terry (Hasibuan, 2009), management is a specific process that involves organizing, directing, and arranging actions to identify and achieve established goals using human resources and other resources. As explained by George Terry in Rohman (2017), "Management is seen as a specific process that includes planning, organizing, implementing, and supervising actions to determine and achieve the goals of an organization through the utilization of human resources and other resources."

From Oberman's perspective in Keban (2004:85), public management is not "Scientific Management." Although heavily influenced by "Scientific Management," Public Management is neither "Policy Analysis" nor Public Administration. It reflects the tensions between the "rational instrumental" orientation on one side and the political policy orientation on the other. Public Management is an interdisciplinary study of the general aspects of organization and is a combination of management functions, such as Planning, Organizing, and Controlling on one side, and human resources, finance, physical resources, information, and politics on the other. Public Management is an interdisciplinary study of the general aspects of organization, including management functions such as Planning, Organizing, and Controlling on one side, and human resources, finance, physical resources, information, and politics on the other side of management functions.

2.3. E-Government

E-Government (Electronic Government) refers to the use of information technology by government institutions to assist and facilitate the government in its interactions with the public, as well as with businesses and other stakeholders (Fitria, 2020).

E-Government is a system that leverages information technology to conduct governmental activities by providing public facilities to make it easier for citizens to access information (Yefani et al., 2021). Tasyah (2021) states that the aim of e-government is to improve government services, making them more effective, efficient, and adaptive to technological developments. Consequently, many government agencies have begun to innovate by creating websites and applications to implement e-government (Syaputra, 2021).

According to Indrajit (2002) and Pratama (2022), there are four forms of e-government within the concept of interaction among actors:

1. **Government to Citizens**: This refers to the relationship between the government and the public, where the government uses technology to enhance interactive relationships, focusing on the ability of the government and citizens to exchange information using electronic media.
2. **Government to Business**: This refers to the relationship between the government and business entities, both domestically and internationally, with the goal of

facilitating and smoothing business relations, allowing easier access to information and enabling transactions.

3. **Government to Government**: This refers to the relationship between different levels of government, intended to streamline governmental activities, whether between central and local governments or between other governmental bodies.

4. **Government to Employees**: This refers to the relationship between the government and its employees, aimed at improving the welfare and performance of civil servants and government employees who work to provide services to the public.

In practice, accessing e-government requires the internet as the primary resource for conducting governmental affairs, in order to provide better services to the general public and to help the government deliver satisfactory and transparent services (Iswandari, 2022). One way to implement e-government is through the use of electronic media, such as mobile applications.

2.4. Effectiveness of the Use of the K-MOB Mobile Attendance Application

Effectiveness is a measure of success achieved by an individual or organization in a particular way according to the goals that are intended to be achieved. In other words, the more plans that are successfully accomplished, the more effective an activity is considered to be (Admin, 2023). Ratminto and Atik Septi Winarsih (2005:174) define effectiveness as the achievement of predetermined goals, whether in the form of targets, long-term objectives, or the mission of the organization (Winarsih, 2005).

Effectiveness is generally seen as the level of achievement of Functional and Operational goals. Essentially, effectiveness is the degree of achievement of the organization's established objectives. The effectiveness of the implementation of regional autonomy policies is measured by how well local government activities can be carried out, improve public services, and make decisions about community participation (Fiska, n.d.).

The criteria or indicators of effectiveness according to Tangkilisan (2005:140-141) are:

1. **Target Achievement:** This refers to the extent to which the targets set by the organization can be successfully realized. It can be assessed by how well the organization achieves its objectives in line with the predetermined goals.

2. **Adaptability:** This measures the success of the organization in terms of how well it can adjust to changes, both within the organization and externally.

3. **Job Satisfaction:** This refers to the condition experienced by the entire organization that provides comfort and motivation for improving organizational performance, focusing on the work itself and the appropriateness of rewards or incentive systems provided to the organization's members who participate and perform beyond the existing workload.

4. **Responsibility:** This refers to the organization's ability to carry out the mandate given in accordance with the predetermined rules and to handle and resolve problems that arise in the course of its work.

K-MOB is a real-time application designed to measure employee attendance, both in-office and out-of-office, utilizing WIFI and GPS technology. K-MOB represents a digital transformation in the employee attendance process, which was previously conducted manually and non-mobile (Fingerprint, Attendance Lists), by using an Online Attendance application on Mobile Phones, allowing employees to record their attendance

anytime and anywhere in accordance with their respective work schedule schemes (Jabar, 2019).

With K-MOB, the careers of civil servants (ASN) can experience acceleration, in line with the emphasis by the Governor of West Java on evaluating the career achievements of ASNs. The emphasis includes three aspects: the first aspect is work targets, the second is work behavior, and the third is innovation. It is through innovation that ASNs can achieve a promotion.

In this K-MOB system, civil servants (ASN) will enter the details of their main duties and functions into their respective smartphones, in accordance with their respective positions, as aligned with Governor Regulation Number 24 of 2018 concerning the List of Nomenclature of Implementing Civil Service Positions in the West Java Provincial Government.

3. RESEARCH METHODS

The research utilizes a qualitative method to understand human social phenomena that do not require quantification or because these phenomena and problems cannot be accurately measured. This research is descriptive in nature. The study adopts a cross-sectional design, where data collection was conducted during a specific period from March to April 2023. This period was chosen because it coincides with the post-implementation phase of the K-MOB application at SMAN 8 Garut, providing an opportunity to observe its impact on civil servant teachers after the initial adaptation phase. The researcher did not intervene with the data, ensuring that the data remains primary and the results are factual, corresponding to the findings from observations and interviews. The unit of analysis is individual civil servant teachers at SMAN 8 Garut. Primary data was gathered from direct observations and interviews, while secondary data sources include scientific articles, regulations, journals, news, and books.

4. RESULTS AND DISCUSSION

4.1. Research Results

The results of this study reflect the findings obtained through field observations, interviews with informants, and documentation in the form of archives, data, photos, and official documents. The focus of the research is to evaluate the effectiveness of using the K-MOB mobile attendance application among teachers at SMAN 8 Garut. The findings are explained by detailing the effectiveness of the K-MOB mobile attendance application for teachers at SMAN 8 Garut. These findings are related to the four indicators of effectiveness according to Tangkilisan (2005:141) as follows:

4.1.1. Target Achievement

Based on the findings from interviews and data analysis, it can be concluded that in terms of target achievement, the use of the K-MOB application represents a government target that has been realized, aiming to improve teacher/employee discipline without data manipulation. There are two elements in target achievement: the first is the alignment of objectives, where this aspect has not yet been effective. This is due to the fact that the use of the K-MOB mobile attendance application at SMAN 8 Garut has not fully met the objectives set out in West Java Governor Regulation Number 75 of 2019. According to

this regulation, the goal of the K-MOB application is to monitor discipline, employee performance, enhance the accuracy of assessments, and monitor work behavior. Although employee performance, accuracy of assessments, and monitoring of work behavior have improved, discipline has not shown the same improvement. Therefore, the objective alignment aspect has not been fully met due to the mismatch in one of the goals of using the K-MOB application.

The second element is target alignment, where this aspect has been effective. This is because the use of the mobile attendance application at SMAN 8 Garut has successfully achieved the target as set out in Circular Letter of the Minister of Administrative and Bureaucratic Reform Number 19 of 2022, which stipulates that the mobile attendance application is intended for Civil Servant Teachers in the West Java Provincial Government. Accordingly, the target of using the K-MOB application at SMAN 8 Garut has been well realized, with all teachers required to use the K-MOB application. Thus, the target alignment aspect has been fulfilled.

4.1.2. Adaptability

Based on the information provided, an analysis of teachers' adaptability to the use of the K-MOB mobile attendance application at SMAN 8 Garut can be outlined. In line with the concept explained by Tangkilisan (2005:141) regarding an organization's adaptability, this discussion focuses on the extent to which teachers can adapt to changes, particularly related to the use of the K-MOB application.

Adaptability is a condition that employees must experience to adjust to changes. One aspect of adaptability that teachers have encountered is the use of the K-MOB application. There are two elements of adaptability: the first is behavior, where this aspect has not been effective. This is because teachers are required to adapt by using the K-MOB application, where they must record their attendance according to the school's regulations. Although the behavior or habit of teachers at SMAN 8 Garut has been to consistently use the K-MOB application and follow the procedures set by the school, there are still some teachers who are late in recording their attendance through the application. Therefore, the behavioral aspect has not been fully aligned.

The second element is technology, where this aspect has been effective. This is because the use of technology has been implemented at SMAN 8 Garut, such as in the recording of teacher attendance using the application. All teachers are required to have smartphones with large memory capacities to record attendance via the application, as stipulated in the Circular Letter regarding the mobile attendance application. The smartphones must use Android or IOS operating systems. Accordingly, in terms of recording attendance via the application and the smartphone specifications used by the teachers, the average memory capacity used is large, indicating that the adaptability to technology has been met.

4.1.3. Job Satisfaction

Tangkilisan's theory emphasizes that job satisfaction plays a key role in supporting employee morale, discipline, and work performance. In this study, job satisfaction through the use of the mobile attendance application is identified as a factor that provides motivation and encourages employee discipline and performance. In terms of job satisfaction, the implementation of the mobile attendance application has led to an increase in job satisfaction. There are two elements of job satisfaction: the first is

motivation, where motivation is one of the factors influencing job satisfaction in the use of the mobile attendance application. This motivation drives employees to achieve discipline, in accordance with West Java Provincial Governor Regulation Number 12 of 2022 on working hours and work locations, where teachers must record attendance according to the specified times. This also affects the SKP (Employee Performance Target), so the use of the attendance application can influence teachers' motivation to improve discipline in school attendance. However, there are still teachers who are late in recording their attendance through K-MOB. Therefore, the motivation aspect has not been fully met.

The second element is comfort, where the use of the mobile attendance application can support teachers in carrying out activities at school, with the provision of facilities for attendance recording through the application, such as good internet, clean rooms, and comfortable spaces. The comfort aspect has been effective. This is because the facilities provided by the school to teachers at SMAN 8 Garut are adequate, making teachers feel comfortable when recording their attendance through the K-MOB application, which has a positive impact. Therefore, the comfort aspect has been met.

4.1.4. Responsibility

Regarding employee responsibility in the context of the implementation of the mobile attendance system at SMAN 8 Garut, Tangkilisan's theory (2005:141) indicates that the organization can fulfill the responsibilities it has acquired in accordance with the predetermined rules. In terms of responsibility, the use of the K-MOB application at SMAN 8 Garut is considered to have been well implemented. There are two elements of responsibility: the first is responsibility towards duties, which involves being accountable for all assigned duties and obligations, such as teaching, educating, and mentoring. In addition, teachers are also required to record their attendance using the K-MOB application. The responsibility towards duties has been effective. This is because the responsibility for the assigned duties has been fulfilled, where civil servant teachers have adhered to the regulations in conducting their teaching and arriving at school on time. This indicates that the responsibility towards duties has been met.

The second element is responsibility towards work, which is an important factor influencing the tasks assigned. Responsibility towards work refers to the tasks and obligations that teachers must fulfill, such as meeting work targets, maintaining the quality of work, and adhering to school policies. The responsibility towards work aspect has been effective. This is because the work targets, quality of work, and adherence to school policies have been met, indicating that the responsibility towards work has been achieved.

4.2. Discussion

The discussion of this study revolves around the effectiveness of the K-MOB mobile attendance application among teachers at SMAN 8 Garut, as evaluated through four key indicators of effectiveness: target achievement, adaptability, job satisfaction, and responsibility, based on Tangkilisan's framework.

4.2.1. Target Achievement

The findings indicate a mixed outcome in terms of target achievement. While the K-MOB application has successfully met its target alignment, particularly in ensuring all

Civil Servant Teachers at SMAN 8 Garut utilize the system, it has not fully achieved its objectives as outlined in the West Java Governor Regulation Number 75 of 2019. The regulation aims to improve discipline, enhance employee performance, increase assessment accuracy, and monitor work behavior. Although there have been improvements in performance, assessment accuracy, and behavior monitoring, the aspect of discipline has not seen the desired level of improvement. This highlights a gap between the intended objectives and the actual outcomes, suggesting that further efforts are needed to fully realize the goals of the K-MOB application.

4.2.2. Adaptability

Adaptability is another critical factor in evaluating the effectiveness of the K-MOB application. The study reveals that while technological adaptability has been successful—evidenced by the widespread use of smartphones with adequate specifications for recording attendance—behavioral adaptability remains a challenge. Some teachers continue to struggle with consistently recording their attendance on time, despite the procedural guidelines set by the school. This indicates that while the technological infrastructure is in place, there is a need for more focused efforts to ensure that all teachers fully adapt their behavior to align with the expectations of the K-MOB system.

4.2.3. Job Satisfaction

Job satisfaction plays a pivotal role in the overall effectiveness of the K-MOB application. The study identifies motivation and comfort as the two key components influencing job satisfaction. While the application has contributed to a sense of comfort among teachers—thanks to the provision of necessary facilities like good internet and conducive working environments—motivation remains a concern. The motivation to adhere strictly to the attendance requirements has not been fully realized, as evidenced by some teachers' continued tardiness in recording their attendance. This suggests that while the application has succeeded in creating a comfortable environment, additional strategies may be needed to enhance teachers' intrinsic motivation to comply with the attendance system.

4.2.4. Responsibility

The discussion of responsibility focuses on two main aspects: responsibility towards duties and responsibility towards work. The findings suggest that teachers at SMAN 8 Garut have effectively fulfilled their responsibilities towards their duties, such as teaching, educating, and mentoring, in accordance with the K-MOB application's requirements. This is demonstrated by their adherence to regulations regarding timely attendance and the completion of assigned tasks. Similarly, responsibility towards work has also been effectively met, with teachers maintaining the quality of their work and adhering to school policies. These outcomes indicate that the K-MOB application has been successful in fostering a strong sense of responsibility among the teachers, contributing to the overall effectiveness of the system.

Overall, while the K-MOB application has achieved notable success in some areas, such as technological adaptability and fostering responsibility among teachers, challenges remain in fully aligning the system with its intended objectives, particularly in improving discipline and enhancing motivation. These findings suggest that while the application

has made significant strides in modernizing attendance recording, there is still room for improvement in ensuring that all aspects of its implementation are fully effective.

5. CONCLUSION
5.1. Conclusions

Based on the discussion regarding the effectiveness of the Mobile Attendance Application among teachers at SMAN 8 Garut, several conclusions can be drawn. In terms of target achievement, while employee performance aligns with expectations and work behavior monitoring is effective, there remains a need for improvement in discipline. Despite this, the K-MOB application has successfully met its objectives for all civil servant teachers at the school. Regarding adaptability, although some areas of behavior do not fully comply with established procedures, the technological aspect reveals that all teachers are effectively using the application. In terms of job satisfaction, the motivation associated with using the mobile attendance application has not been entirely fulfilled, yet the facilities provided by the school are deemed adequate, contributing to overall comfort. Lastly, in the area of responsibility, civil servant teachers have largely fulfilled their duties according to the provided guidelines, maintaining work quality and adhering to policies. However, full achievement of work targets remains an area needing attention.

5.2. Recommendations

To improve teacher discipline, it is essential that they fully understand the purpose of using the mobile attendance application. Continuous socialization and education on the application should be prioritized to ensure accurate attendance reporting. Regular evaluations of the application's use are also necessary, with particular attention given to those who frequently arrive late or fail to adhere to the expected standards. Encouraging teachers to remind each other of the importance of timely attendance can foster a supportive environment. These efforts aim to maximize the positive impact of the K-MOB application on civil servant teachers.

In terms of behavior improvement, ongoing socialization about the K-MOB program, particularly its usage and attendance recording procedures, is crucial. Providing more intensive assistance to teachers who are less familiar with technology or struggle with using the application will help ensure consistent usage. Regular evaluations of the mobile attendance system should be conducted to optimize its effectiveness, ensuring that it benefits all users.

To increase motivation, it is recommended to introduce rewards that recognize and encourage teachers' consistent use of the application. Ensuring that all necessary facilities are available and functioning will also enhance teachers' comfort and satisfaction with the system. These steps are expected to boost motivation and lead to a more positive experience with the application.

Finally, to enhance teachers' sense of responsibility toward their work, it is important for them to recognize that their duties extend beyond teaching and mentoring to include accurate attendance recording and fulfilling their assigned tasks. Effective time management between work and personal matters, along with timely completion of tasks, is essential. These suggestions aim to support civil servant teachers in fulfilling their professional responsibilities more effectively.

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