Online Absention System As Implementation Of Asn Management In The New Normal Era In Jambi Province

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ABSTRACT

Since the issuance of Presidential Decree (Keppres) No. 11 of 2020 concerning the Establishment of Public Health Emergency COVID-19 and Circular Letter of the National Personnel Agency (BKN) Number 11/SE/IV/2020 concerning the Guidelines for Disciplinary Punishment for State Civil Apparatus (ASN) Conducting Travel Activities Outside the Region and/or Going Home during the Emergency Public Health Period, Jambi Provincial Government implements an online attendance policy through the SiAbOn application installed on a smartphone. The goal is to monitor the location of the presence of the ASN during Eid al-Fitr holidays from 23 to 25 May 2020, as well as concrete efforts to stop the spread of COVID-19. The research problem formulation is to see how the effectiveness and efficiency as well as the impact of the SiAbOn application on the implementation of ASN management in the new normal era. Data sources were obtained from ASN, Department of Communication and Information (Dinas Kominfo), and Jambi Province Regional Personnel Agency (BKD Prov. Jambi). The sample location is Jambi Province. The research method used was quantitative. The results showed that out of 11,214 ASNs, 92.37% (10,351 ASNs) used SiAbOn, while 7.70% (863 ASNs) did not. These results are very satisfying considering the preparation time until the implementation was very short, only 14 days with an ASN area of more than 600 km2, geographical challenges, and limited internet infrastructure. The SiAbOn implementation policy during the Eid holiday then was adopted as a permanent policy in the new normal era replacing the obligation to record attendance using a hand-key machine which could be the source of COVID-19 spread.

Keywords: New Normal, Online Attendance, Jambi Province

INTRODUCTION

World Health Organization (WHO) declared Covid-19 as a Global Pandemic on March 11th 2020, taking into account that non-natural disasters caused by the spread of Corona Virus Disease 2019 (COVID-19) had an impact on increasing the number of victims and property losses (Keputusan Presiden Republik Indonesia, 2020). The President of the Republic of Indonesia issued Presidential Decree Number 11 of 2020 concerning the Determination of the Corona Virus Disease 2019 Public Health Emergency by considering the extent of the area affected by the disaster, as well as causing implications for broad socio- economic aspects for Indonesia (Sekretariat Kabinet Republik Indonesia, 2020). The President of the Republic of Indonesia then also issued Presidential Decree No. 12 of 2020 concerning the Determination of Non-natural Disaster in the Spread of Corona Virus Disease 2019 (COVID-19) as a National Disaster (Keputusan Presiden Republik Indonesia, 2020).

Since the issuance of Presidential Decree No. 11 of 2020 concerning the Establishment of Public Health Emergency COVID-19 by the President of the Republic of Indonesia, the Republic of Indonesia State Personnel Agency issued Circular Letter Number 11/SE/IV/2020 concerning the Guidance to Discipline Punishment for State Civil Apparatuses Performing Traveling Activities Going Outside the Region and/or *Mudik* Activities during the Public Health Emergency Period (BKN, 2020). Then the Governor of Jambi issued Circular Number 921/SE/GUB- ORG-3.1/1/2020 concerning Adjustment of the ASN work system in preventing the Spread of COVID-19 within the Jambi Provincial Government (Pemerintah Provinsi Jambi, 2020). The Jambi Governor Circular was followed up by the Head of the Jambi Province Regional Staffing Agency (BKD) by issuing S-1195/BKD-4.2/V/2020 concerning Monitoring the Existence of ASN in the Framework of National Holidays and Joint Leave (Jambi Independent, 2020).

Pandemic Covid-19 causes ASNs to Work From Home and required to report their position/location through an Online Attendance application System called SiAbOn which can be downloaded using android smartphones through the link: https://bit.ly/SiAbOn. This reporting ASNs location through SiAbOn was conducted 2 (two) times a day by all ASNs in the Jambi Provincial Government environment during national holidays and joint leave of Eid al-Fitr at 07.00 to 09.00 WIB (morning) and at 15.00 to 17.00 WIB (afternoon) by activating Global Positioning System (GPS) / location mode on their android smartphones and sent self-photos through the SiAbOn application. This activity must be done by all of the Jambi Provincial Government ASNs during national holidays and joint leave of Eid al-Fitr which took place from 23 to 25 May 2020. The applications of these new habits or new normal practices have an impact on the operational procedures for government services in Jambi Province. The Jambi Provincial Government adopted a work from home (WFH) system to protect the ASNs and also break the chain of COVID-19 infections; SiAbOn application is also a way to monitor and to discipline the employees.

This research objective is to find out how much is the benefits and impacts of the use of this Online Attendance System (SiAbOn) in the new normal era for ASNs in Jambi Province. The purpose of the SiAbOn application is to adjust the work systems and also an effort to prevent the continuous spread of COVID-19 within government agencies. It is also a way to ensure the implementation of restrictions on traveling outside the area and/or going home and/or on leave for ASNs during national holidays and joint leave. So it is required for each ASN in Jambi Provincial Government to download the SiAbOn application on their smartphone, which is useful for monitoring the presence of ASN during the Eid al-Fitr Day 1441 H / 2020 M.

Based on the problems in the background, the research problem formulation is how much is the effectiveness and efficiency of the SiAbon application for the ASNs in the Jambi Provincial Government during the new normal era and what is the impact of the SiAbon application on the implementation of ASNs management during the new normal era in the Jambi Provincial Government?

Management of State Civil Apparatus according to Law Number 5 of 2014 regarding State Civil Apparatus is the management of ASN to produce ASN employees who are professional, have basic values, professional ethics, are free from political intervention, corrupt practices, collusion, and nepotism (Undang Undang RI, 2014). Performance management is management about creating relationships and ensuring effective communication (Wibowo, 2007). Performance management focuses on what is needed by organizations, managers, and workers to succeed. Based on Government Regulation Number 11 the Year 2017 regarding Management of Civil Servants

(PNS) management includes (Peraturan Pemerintah Republik Indonesia, 2017): (1) Preparation and establishment of needs; (2) Procurement; (3) Grade and Occupation; (4) Career Development; (5) Career Pattern; (6) Promotion; (7) Mutation; (8) Work Assessment:; (9) Payroll and Benefits; (10) Tribute; (11) Discipline; (12) Discharge; (13) Pension Insurance and Old Age Insurance; and (14) Protection.

Three things related to ASN management in the new normal era based on Government Regulation No. 11 of 2017 carried out by the Jambi Provincial Government through SiAbOn which is performance assessment, discipline, and protection.

Performance assessment is the process by which individual performance is measured and evaluated (Peraturan Pemerintah Republik Indonesia, 2017). Performance assessment is a formal method for measuring how well individual workers do their work concerning the given objectives. Performance assessment guarantees the objectivity of a civil servant (PNS) development based on achievement and career systems. Performance assessment is based on performance planning at the individual level and the unit or organization level, taking into account the targets, achievements, results, benefits achieved, and behavior of the civil servants. The assessment is carried out objectively, measured, accountable, participatory, and transparent.

Government Regulation of the Republic of Indonesia Number 53 of 2010 concerning the Discipline of Civil Servants states that Discipline of Civil Servants is the ability of Civil Servants to obey obligations and avoid prohibitions specified in statutory regulations and/or official regulations which if not obeyed or violated will be complied with disciplinary punishment (Peraturan Pemerintah Republik Indonesia, 2010). Disciplinary punishment for civil servants consists of three levels, namely disciplinary punishment mild, moderate, and severe.

Covid-19 pandemic is a test for the government in protecting citizens. ASN as part of a large group of people is entitled to protection from the government so as not to be infected with COVID-19. Law Number 5 of 2014 concerning the ASN paragraph 21 states that civil servants are entitled to get protection.

New lifestyle or new normal is a change in behavior to continue to carry out normal activities but with the addition of implementing health protocols to prevent COVID-19 transmission (Bramasta, 2020). Based on the information held by the Ministry of Health and the Task Force for the Acceleration of Handling COVID- 19, health protocols include: 1) keep hands clean, 2) do not touch the face in conditions of unclean hands, 3) wear masks, 4) keep distance to avoid occurrence virus exposure from person to person, 5) independent isolation for those who feel unwell. The new normal order is a transformation of life behavior in the community to continue to carry out normal activities but by implementing health protocols until the discovery of vaccines that can cure victims infected with COVID-19.

Online absention is an attendance recording using an application on a smartphone that is used by every employee or ASN whose data is collected and sent through the internet network that is processed through the SiAbOn application. This application runs on a cloud system that is connected in real-time with the user's smartphone. The cloud system stores attendance data automatically which then can be accessed anywhere and anytime while connected to the internet (Andini, 2019). The online absention system is built by utilizing computer technology and telecommunications technology to collect, send, and process data. Information technology is a combination of computer technology and telecommunications technology (Kadir & Triwahyuni, 2013). The application that became known as SiAbOn is a software or information technology

development program that was independently created by the employees of the Department of Communication and informatics of the Jambi Province, based on the protocol for implementing the work system according to new normal conditions. This application can assist ASN employees in the Jambi Provincial Government in reporting their location and is also useful to ensure the implementation of restrictions on traveling outside the area and/or going home and/or leave for the Jambi Provincial Government ASN during national holidays and leave together with Eid al-Fitr in 2020.

The SiAbOn application can be downloaded on an android smartphone via the link: https://bit.ly/SiAbOn, this application was not yet available on the Google Play Store at the time of the implementation of the National Holidays and Leave for Eid al-Fitr on 23rd May to 25th May 2020 because it still takes time for Google Play Store to verify the SiAbOn application, therefore employees can only install this application via the link above. This location reporting by ASNs through the SiAbOn was conducted 2 (two) times a day by all ASNs in the Jambi Provincial Government environment during national holidays and joint leave of Eid al-Fitr at 07.00 to 09.00 WIB (morning) and at 15.00 to 17.00 WIB (afternoon) by activating Global Positioning System (GPS) / location mode on their android smartphones and send self-photos through the SiAbOn application. This activity must be done by all of the Jambi Provincial Government ASNs during national holidays and joint leave of Eid al-Fitr which took place from 23rd May to 25th May 2020.

One of the studies that were conducted by Anantassa Fitri Andini and her team from FMIPA UNJ on the development of an android-based online attendance system was developed using the theory of software development in the spiral model (Andini, Irzal, & Arafiyah, 2017). The spiral model has four stages of development that are applied, namely, the stages of communication, the stages of planning, the stages of modeling and design, and the stages of construction and development. College students can do their attendance online to produce time output when they are doing their attendance and lecturers can monitor and control the student's attendance process through an application on Android.

Similar research was also carried out by Fachrival Mustari (2018) to design and build an android application that makes it easy for teachers to make attendance at school. This type of research is qualitative and the results of this study are applications that utilize QRCode as the main component in helping the attendance of every teacher in SMP Negeri 1 Bulukumba with an android device (MUSTARI, 2018).

METHODS

This paper was made using quantitative analysis methods and data calculations using simple statistical analysis. Quantitative research methods are one type of research whose specifications are systematic, planned, and structured from the beginning to the design of the research. Another definition states that quantitative research is research that requires a lot of use of numbers, starting from data collection, interpretation of the data, and the appearance of the results. Likewise, at the conclusion stage of research, it would be better if accompanied by pictures, tables, graphs, or other views. The quantitative analysis method is research containing data and figures to be analyzed. Researchers use attendance tools in the form of applications/software called the Online Attendance System or SiAbOn. The steps undertaken in this study include: First, conducting a literature study. Second, collecting data / online attendance samples to relevant agencies, Third, conducting mathematical calculations for online absences from the absent recap

of each OPD, and Fourth, analyzing data. The research instrument used was the online attendance system software (SIAbOn). Respondents in this study were Jambi Province ASN. Data sources are the Jambi Provincial Government ASN, the Department of Communication and Information, and the Jambi Provincial BKD. By sample, location is Jambi Province.

RESULTS AND DISCUSSION

ASN Management aims to produce ASN employees who are professional, have basic values, professional ethics, free from political intervention, free from corrupt practices, collusion, and nepotism. Referring to article 2 points (h), (k) and (n) of Government Regulation Number 11 of 2017 concerning the Management of Civil Servants, regarding the rights of Civil Servants (PNS) in the form of PNS protection and management including performance appraisal and discipline, the enactment of Work From Home (WFH) during the COVID-19 pandemic in Jambi Province, in particular, is appropriate. This is under the Circular from the Minister of Administrative Reform and Bureaucratic Reform No. 19 of 2020 concerning adjustments to the ASN work system to prevent the spread of COVID-19. This Circular is intended as a guideline for government agencies in carrying out official duties by working at home / their residence (work from home) for ASN in efforts to prevent and minimize the spread of COVID-19. Government agencies are required to carry out discipline enforcement of civil servants and carry out various efforts to improve discipline. This is what underlies the making of the Online Attendance System (SiAbOn) application for ASN in Jambi Province.

The number of ASNs in the Jambi Provincial Government is 11,214 people spread throughout the Regional Apparatus Organization (OPD). Data from the Central Statistics Agency in 2018 states that Jambi Province has an area of 50 160.05 km2 consisting of 9 districts and 2 municipalities (BPS Provinsi Jambi, 2019). The furthest areas from the capital are Kerinci Regency and Sungai Penuh City which are ± 600 km from the capital city of Jambi Province. This illustrates the spread of ASN in Jambi Province. The number of Regional Apparatus Organizations (OPD) in the Provincial Government of Jambi is 35 as shown in the **Table 1.**

From table. 1 obtained an illustration of the effectiveness and efficiency that has been achieved by the presence of an Online attendance application in Jambi Province during joint leave 2020. The impact of the application of the Online Attendance System for ASN in Jambi Province is the SiAbOn application breaking the chain of COVID-19 deployment. With the presence of SiAbOn, the ASN must be obedient and disciplined to stay at home while undergoing activities, not leaving the house that could endanger the ASN but discipline and performance can still be monitored.

Table 1.
Online Attendance System Data (SiAbOn) Jambi Provincial Government

NO	NAMA PERANGKAT DAERAH PEMERINTAH PROVINSI JAMBI	JUMLAH PNS	TANGGAL											
			23 May 2020				24 May 2020				25 May 2020			
			PAGI		SORE		PAGI		SORE		PAGI		SORE	
			JUMLAH ABSEN	JUMLAH TIDAK ABSEN	JUMLAH ABSEN	JUMLAH TIDAK ABSEN	JUMLAH ABSEN	JUMLAH TIDAK ABSEN	JUMLAH ABSEN	JUMLAH TIDAK ABSEN	JUMLAH ABSEN	JUMLAH TIDAK ABSEN	JUMLAH ABSEN	JUMLAH TIDAK ABSEN
1	2	3	4	5	6	7	9	10	11	12	13	14	15	16
1	Sekretariat Daerah	498	418	80	423	75	424	74	423	75	447	51	428	70
2	Sekretariat DPRD	69	62	7	60	9	63	6	65	4	66	3	66	3
3	Inspektorat	96	91	5	93	3	91	5	90	6	92	4	92	4
4	Dinas Pendidikan	5546	5109	437	5036	510	4942	604	5054	492	5105	441	5128	418
5	Dinas Kesehatan	313	289	24	289	24	284	29	296	17	297	16	297	16
6	Dinas Kehutanan	405	369	36	371	34	377	28	381	24	387	18	384	21
7	Dinas Kepemudaan dan Olahraga	99	96	3	95	4	91	8	94	5	96	3	96	3
8	Dinas Komunikasi dan Informatika	52	47	5	47	5	48	4	47	5	48	4	46	6
9	Dinas Kebudayaan dan Pariwisata	121	114	7	113	8	115	6	116	5	117	4	116	5
10	Dinas Tanaman Pangan Hortikultura dan Peternakan	302	280	22	277	25	276	26	282	20	282	20	284	18
11	Dinas Perkebunan	116	100	16	100	16	98	18	100	16	99	17	103	13
12	Dinas Sosial Kependudukan dan Catatan Sipil	129	119	10	117	12	118	11	113	16	122	7	124	5
13	Dinas Pekerjaan Umum dan PR	277	234	43	231	46	239	38	238	39	244	33	246	31
14	Dinas Perpustakaan dan Arsip Daerah	94	72	22	73	21	70	24	73	21	72	22	74	20
15	Dinas Perindustrian dan Perdagangan	117	107	10	105	12	101	16	105	12	106	11	106	11
16	Dinas Koperasi dan UMKM	64	54	10	55	9	52	12	56	8	55	9	58	6
17	Dinas Energi dan Sumber Daya Mineral	81	79	2	80	1	77	4	78	3	80	1	80	1
18	SATPOL PP dan Pemadam Kebakaran	176	145	31	146	30	150	26	149	27	152	24	149	27
19	Dinas Kelautan dan Perikanan	154	148	6	149	5	145	9	151	3	149	5	152	2
20	Dinas Lingkungan Hidup	98	94	4	97	1	92	6	95	3	98	0	96	2
21	Dinas Ketahanan Pangan	75	72	3	72	3	72	3	70	5	72	3	74	1
22	Dinas Penanaman Modal dan PTSP	73	67	6	71	2	70	3	70	3	69	4	69	4
23	Dinas Perhubungan	67	57	10	55	12	60	7	58	9	62	5	63	4
24	Dinas Tenaga Kerja dan Transmigrasi	145	140	5	140	5	135	10	137	8	137	8	140	5
25	Badan Perencanaan dan Pembangunan Daerah	102	89	13	87	15	87	15	87	15	94	8	93	9
26	Badan Kepegawaian Daerah	82	78	4	79	3	79	3	79	3	80	2	80	2
27	Badan Pengembangan Sumber Daya Manusia	94	90	4	88	6	92	2	92	2	92	2	92	2
28	Badan Penelitian dan Pengembangan Daerah	54	51	3	51	3	50	4	51	3	51	3	51	3
29	Badan Keuangan Daerah	300	273	27	268	32	275	25	278	22	279	21	278	22
30	Badan Penanggulangan Bencana Daerah	33	31	2	29	4	28	5	30	3	31	2	31	2
31	Badan Kesatuan Bangsa dan Politik	60	59	1	56	4	57	3	58	2	56	4	60	0
32	Badan Penghubung Daerah	59	56	3	56	3	56	3	56	3	56	3	56	3
33	RSUD Raden Mattaher	907	813	94	789	118	786	121	808	99	831	76	820	87
34	RS jiwa	285	244	41	240	45	246	39	253	32	259	26	256	29
35	Dinas Pemberdayaan Perempuan, Perlindungan Anak dan Pengendalian...	71	69	2	68	3	68	3	66	5	68	3	68	3
	TOTAL PNS	11214	10216	998	10106	1108	10014	1200	10198	1016	10351	863	10356	858
	TOTAL DALAM PERSEN %	100%	91,10%	8,90%	90,11%	9,89%	89,30%	10,70%	90,94%	9,06%	92,30%	7,70%	92,35	7,65%

While **Figure. 1** and **Figure 2** display a graph that explains the fact that the discipline of the Jambi Provincial Government's ASN in attendance is fairly adequate. At the beginning of the application of SiAbon until the second day, as many as 9.8% up to 10.7% ASN did not attend. On the third day of online attendance, 858 ASN Jambi Provincial Government were absent.
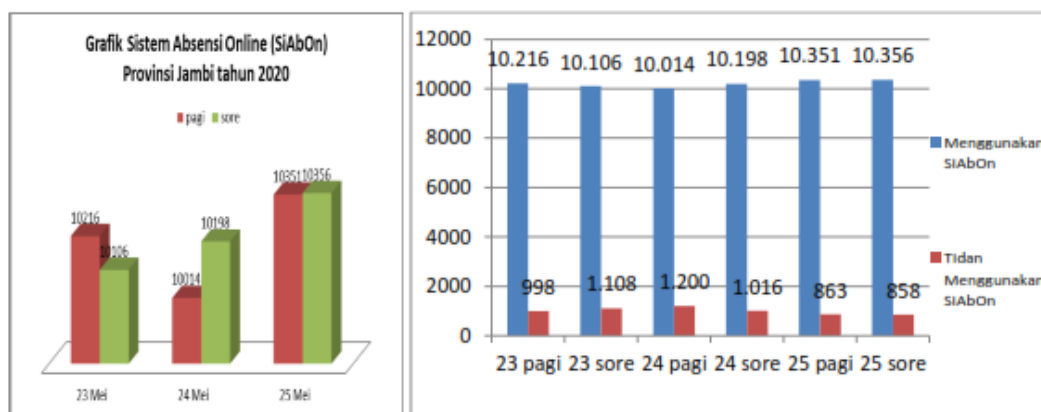

Figure 1. Data Online Attendance System (SiAbOn) Jambi Provincial Government

On the third day of the application of SiAbOn, the number of non-absent ASNs was reduced compared to the previous day. The researcher is part of the Jambi Provincial Government ASN who conducted online attendance with SiAbOn during joint leave and national holidays in 2020 in the framework of Eid al-Fitr. Many factors constrain the absence of ASN in online attendance include: (1) the ignorance in downloading the SiAbOn application. Some ASNs do not have knowledge of information technology alias technology illiteracy; (2) ASN does not have an android mobile/smartphone that supports online attendance; (3) network problems in Jambi Province are also an obstacle. Not all areas in Jambi Province have internet access available through 4G networks, some cellular network areas are still using 3G networks or sometimes only 2G, so not all internet network areas are in good condition. Many factors that constrain the application of online attendance. The SiAbOn Online Attendance System was also recently developed. Minimum preparation and short time, including factors that cause tissue problems during absenteeism; and (4) infrastructure preparation in the Department of Communication and Information is still very limited.

Information about the condition of the internet network in Jambi Province can be seen from the index results of the evaluation of the Electronic Based Government System (SPBE) for Jambi Province. In 2019 (SPBE) evaluated the performance of ministries, institutions, and local governments. The SPBE evaluation results for the Jambi Province namely the Jambi Province SPBE index are 1.61 with a lacking predicate. The predicate is lacking in matters relating to the administration of government which utilizes technology and communication to the public. SPBE is a government organization that utilizes information and communication technology to provide services to Users (SPBE, 2019). The Work from Home (WFH) policy that has been set by the government for ASN employees in this government agency has encouraged the use of SPBE more optimally. The mobile company Opensignal states that network problems in Jambi Province are below the average of other provinces in Indonesia. Data from the Opensignal mobile analytics company in 2019 observed several significant improvements in cellular networks for several regions in Indonesia and obtained data such as **Figure 3** below.
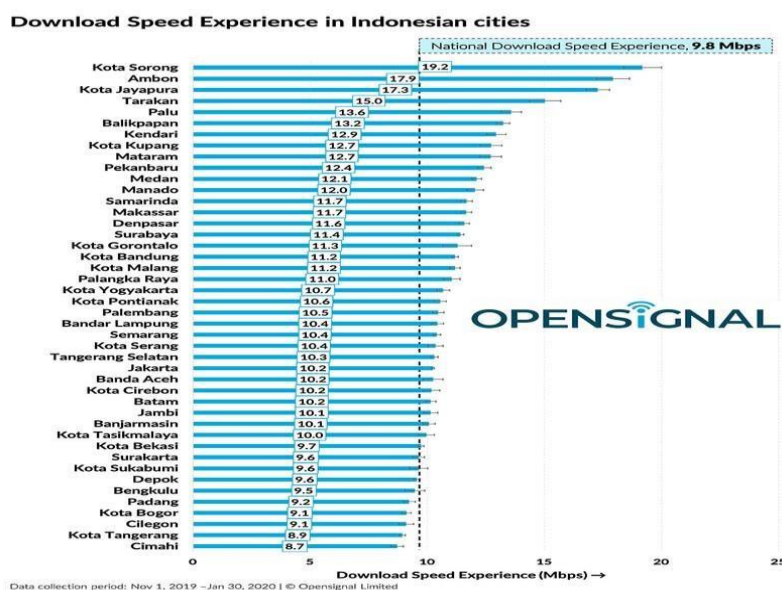

Figure 3.
Results of the Opensignal survey for Jambi Province

According to the results of the Opensignal survey, Jambi Province ranks 13th from the bottom for "Download speed experience in Indonesian cities" (Fatria, 2020). From the results of the analysis of the data above on the presence of the Jambi Provincial Government ASN during national holidays and joint leave for Eid in 2020, the results obtained are quite satisfactory compared to the network problems experienced by the ASN every day. That is due to the preparation of the implementation of SiAbOn which is only 14 working days with the distribution of employees distributed more than 600 km2 but the online attendance system is implemented, of more than 92% ASNs implemented this new system. The success rate of the SiAbOn application is a new setting in recording employee attendance using a smartphone.

The implementation of ASN management in principle adheres to the principle of effective and efficient that fulfills the target or goal on time and following established plans. To ensure the efficiency and effectiveness of ASN, a good attendance system is needed. The online attendance system is a wise choice for implementing ASN management by Government Regulation No. 11 of 2017 concerning the Management of Civil Servants.

COVID-19 became the reality of a disease that changed the social structure of society. Social behavior changes so do social cohesion. Ways (usage), habits (folkways), behavior (mores), and customs (custom) also adapted (Syaifudin, 2020). It is expected that this research can provide new studies for other regions in Indonesia in implementing management for ASN in the new normal era.

Online Attendance System application requires more intensive and massive socialization to all ASN Jambi Province. The enhancement of supporting devices for SiAbOn applications requires attention from the Jambi Provincial Government. The Communication and Information Agency needs to develop the iOS version of SiAbOn because SiAbOn can only be used on an android smartphone.

CONCLUSION

The application of online attendance recording through the SiAbOn app in the Jambi Provincial Government environment that is limited in its internet infrastructure facilities but has been successfully held, hoping this will be an inspiration to other regions in Indonesia that have internet infrastructure equivalent or better than those in Jambi Province. The hard work and technological development that continues to be carried out by the Jambi Province Office of Communication and Information is commendable. Amid the limitations of the Jambi Provincial Communication and Information Office, this agency was able to create an effective and efficient program to prevent ASN from contracting Covid-19.

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