The Effectiveness of Using the SIMPONI Application in Improving Employee Work Discipline at the Regional Civil Service Agency of Southeast Sulawesi Province, Indonesia

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Article Info	ABSTRACT
	Background: The implementation of the SIMPONI application at the Regional Civil Service Agency (BKD) of Southeast Sulawesi Province faces a gap between the goal of improving work discipline and the actual conditions in the field. Despite the application of various disciplinary measures, there are still indications of employee misconduct, such as formal attendance without actual presence in the office and failure to submit daily performance reports. **Purpose:** This study aims to analyze the effectiveness of the SIMPONI application in enhancing the work discipline of employees at the Regional Civil Service Agency of Southeast Sulawesi Province. **Method:** A qualitative approach was employed, utilizing data collection techniques such as interviews, observations, and documentation. Data analysis was conducted based on the effectiveness theory by Sedarmayanti (2012), focusing on six dimensions: quality, productivity, efficiency, satisfaction, adaptability, and development. **Results:** The findings indicate that the effectiveness of the SIMPONI application is quite good, with four out of six dimensions functioning effectively (quality, efficiency, satisfaction, and development). However, the productivity and adaptability dimensions still face challenges, including technical issues with the application and a lack of understanding among some employees regarding its usage. **Conclusion:** The SIMPONI application has made a positive contribution to improving employee work discipline, but continuous improvements are necessary, particularly in training, technical support, and technology infrastructure development.

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I.   INTRODUCTION

1.1. Background

According to Ntuli et al. (2024), the advancement of smartphone-based remote control technology has created significant opportunities to enhance resource management efficiency through real-time monitoring. Similarly, Katou et al. (2021) emphasize that the development of blockchain technology, as part of the digital revolution, plays a crucial role in strengthening information systems and ensuring secure and transparent data management. In this context, Human Resources (HR) are considered the most valuable asset for organizations, particularly in the administration of government and public services in Indonesia. Effective HR can substantially improve organizational performance, underscoring its strategic role in achieving competitive advantage. In line with increasingly complex global dynamics, the quality and integrity of HR are key to realizing good governance (Craig, 2023). Consequently, Civil Servants (PNS) as policy implementers are required not only to possess competence but also to demonstrate strong discipline in carrying out their duties. Work discipline becomes an essential factor in shaping professional and accountable public servants.

To address this, the government issued Government Regulation No. 94 of 2021, replacing the previous regulation, to enhance civil servant discipline. The regulation seeks to establish law-abiding employees, possess integrity and are free from ethical and legal violations. In line with technological advancement, the Southeast Sulawesi Provincial Government developed the Civil Servant Management Information System (SIMPONI) application as an innovation to strengthen discipline through digital attendance recording and daily performance reporting. This application is implemented across all Regional Apparatus Organizations (OPD), including the Regional Civil Service Agency (BKD) of Southeast Sulawesi Province, which serves as the central HR management institution at the provincial level. The implementation of the Simponi application affects ASN performance across various aspects, faces obstacles in several of those aspects, and is addressed through leadership roles, effective communication, supportive work environments, adequate facilities, employee motivation, and periodic evaluations (Vuryanto et. al., 2024; Zahra, 2024; Satyadharma & Kasim, 2025; Saputra et. al.).

Although the system has been technically implemented, various issues related to employee discipline are still evident. Attendance data and brief interviews with employees reveal that some staff only come to clock in before leaving, fail to attend work without valid reasons, or neglect to submit daily performance reports via the application. This indicates that the digital system has not yet fully transformed employee behavior in a substantive manner. Therefore, it is necessary to evaluate the effectiveness of the SIMPONI application in improving employee work discipline.

1.2. Problem

Although local governments have introduced innovations in managing employee attendance and performance through the SIMPONI application, its implementation has not yet proven fully effective in fostering a strong culture of discipline among employees. A gap exists between the system's primary objective enhancing work discipline and the reality in practice. Phenomena such as attendance being treated as a mere formality, employees clocking in without performing their tasks, and the absence of daily performance reporting demonstrate that the use of SIMPONI remains limited to administrative purposes and has not substantially influenced behavioral change in the workplace.

Moreover, employees' limited awareness of the importance of discipline as an integral part of civil servants' professional integrity, combined with weak supervision and passive enforcement of regulations, has further reinforced recurring disciplinary violations. Therefore, a critical question arises regarding the extent to which the SIMPONI application can effectively instill work discipline among employees within the Southeast

Sulawesi Regional Civil Service Agency. Consequently, conducting an evaluative study on the application's effectiveness is crucial to address these gaps while providing more targeted policy recommendations.

1.3. Previous Studies

This research is inspired by several previous studies that examined the use of applications in employee management. The first study was conducted by Baiq Endah Sekar Indra Widari, M. Firmansyah, and Adhitiya Bagus Singandaru (2023), entitled "The Effectiveness of Implementing GPS-Based Online Attendance in Improving Employee Discipline at the Regional Secretariat of Mataram City." The findings revealed: (a) GPS-based online attendance had a significant effect on employee discipline at the Regional Secretariat of Mataram City; (b) it accounted for 16.6% of employee discipline, while the remaining 83.4% was influenced by other factors not examined in the study.

The second study, conducted by Tsanna Qotrunnada Oktariani, Dian Purwanti, and Andi Mulyadi (2021), entitled "The Effect of the Effectiveness of the Employee Attendance Information System Application on Employee Discipline at the Regional Secretariat of Sukabumi City," demonstrated that the application significantly influenced employee discipline and directly improved employee performance at the Secretariat.

The third study, conducted by Dilla Febri Erlinda, Esa Septian, and Rupiarsieh (2024), entitled "The Innovation of the SiKepo Application in Improving Employee Performance in Bojonegoro Regency," proved that the application had a strong influence on enhancing employee discipline, efficiency, and work effectiveness.

The fourth study was conducted by Nurlia Putri (2021), entitled "The Effectiveness of Using the e-Kinerja Application in Improving Employee Discipline at the Communication and Information Office of Sleman Regency." The findings revealed that the e-Kinerja application accelerated daily performance reporting and improved employee compliance with working hours. However, its implementation was hindered by technical issues and insufficient training.

The fifth study was carried out by Muhammad Fadillah (2020), entitled "Analysis of the Effect of the Android-Based Attendance System on the Work Discipline of Civil Servants at the Regional Secretariat of Bekasi Regency." The study indicated that the Android-based attendance system improved punctuality. However, it often faced network problems and was not yet fully integrated with the performance appraisal system.

1.4. State of the Art

This research presents significant novelty in assessing the effectiveness of the SIMPONI application as a tool to enhance employee discipline at the Regional Personnel Agency of Southeast Sulawesi Province. This novelty arises from several aspects that distinguish it from previous studies. First, this study focuses on the SIMPONI application as a technological innovation in managing employee attendance and performance reporting, which has rarely been examined in the context of local governance in Indonesia. By highlighting an application designed to foster discipline, this research introduces new insights into how technology can be integrated into human resource management in the public sector.

Second, this study employs six dimensions of effectiveness quality, productivity, efficiency, satisfaction, adaptability, and development as a comprehensive evaluation framework. This approach enables the researcher to conduct an in-depth analysis of the factors influencing the application's effectiveness as well as the challenges encountered in its implementation.

Third, this study identifies a gap between the intended goals of implementing the SIMPONI application and the actual conditions in practice. Although the application has been applied, some employees still demonstrate a lack of discipline. This finding provides an important contribution to understanding employee behavioral dynamics and the factors shaping discipline, which are often overlooked in prior research.

Fourth, this study highlights the necessity of employee training and development in using the application, along with the importance of continuous technical support. Thus, the research not only evaluates the application's effectiveness but also provides strategic recommendations for its optimal utilization.

Finally, the novelty of this study is also reflected in its methodology, which employs a qualitative approach that allows for a deeper exploration of employees' experiences and perspectives. By using interviews

and observations, the study provides a more holistic understanding of how the SIMPONI application is implemented and received by employees.

Overall, this study makes a valuable contribution to the development of employee management systems in the public sector. Moreover, it offers practical recommendations that can be implemented to enhance employee discipline and performance through the use of information technology.

1.5. Purpose

The purpose of this study is to examine and understand the effectiveness of the SIMPONI application in improving employee discipline at the Regional Personnel Agency of Southeast Sulawesi Province, while also identifying inhibiting factors and formulating strategies to optimize its use

II.   METHOD

This study employs a qualitative research method. As explained by Pranee Liamputtong in her book Qualitative Research Methods (2020), qualitative research emphasizes a deep understanding of human experiences, perspectives, and interactions within specific social contexts. This method involves various data collection techniques, such as in-depth interviews, observations, and documentation, enabling researchers to explore social phenomena more comprehensively.

The qualitative research method, grounded in post-positivist philosophy, is applied to examine objects in their natural setting, with the researcher serving as the primary instrument. This process involves triangulating data from multiple sources and conducting inductive analysis, emphasizing meaning rather than generalization (Nurdin & Hartati, 2019). Furthermore, Bogdan and Taylor (as cited in Ruskarini, 2017) state that qualitative research produces descriptive data in the form of written or spoken words from individuals and observable behaviors, adopting a holistic approach toward both the setting and the subjects of the study.

The application of the qualitative method in this study aims to analyze the effectiveness of the SIMPONI application in improving employee discipline at the Regional Personnel Agency of Southeast Sulawesi Province. Through this approach, the researcher explores the perspectives of various stakeholders directly involved in using the application. The primary focus of the research is to understand how SIMPONI is implemented to promote employee discipline, the challenges encountered, and the strategies adopted to enhance workplace discipline.

The data collected are narrative and in-depth, aiming to capture meanings and social contexts that cannot be explained quantitatively. Qualitative research in governance may vary in design, reflecting its dynamic nature, as phenomena often emerge unexpectedly in accordance with their natural characteristics (Simangungsong, 2017).

Data collection in this study was carried out through observation, interviews, and documentation. According to Sugiyono (2016), data collection techniques include various methods such as questionnaires, interviews, observations, tests, and documentation. In this research, interviews were conducted with informants who possess in-depth knowledge of the SIMPONI application and employee discipline. As Moleong (2015) explains, an informant is an individual who provides information about the research setting and thoroughly understands the issues under investigation. A total of 11 informants participated in this study, consisting of officials and employees of the Regional Personnel Agency of Southeast Sulawesi Province. The research was conducted over 20 days, from January 6 to February 25, 2025.

III.   RESULTS AND DISCUSSION

To examine and understand the effectiveness of using the Simponi application in improving employee work discipline at the Regional Civil Service Agency of Southeast Sulawesi Province, the researcher employs the Effectiveness Theory (Sedarmayanti, 2012), it consists of six dimensions as follows: the quality dimension indicator is leadership supervision; the productivity dimension indicators include employee performance, employee complaint level, and employee competence; the efficiency dimension indicators comprise the utilization of facilities and infrastructure and program target accuracy; the satisfaction dimension indicator is

employee welfare; the adaptability dimension indicators include employee adaptability and rule implementation; and the development dimension indicator is the provision of education and training program.

3.1. Effectiveness of Simponi Application in Improving Work Discipline of Employees at the Regional Civil Service Agency of Southeast Sulawesi Province

The first dimension examined is the quality aspect, measured through the indicator of leadership supervision. The implementation of the Simponi application enables leaders at the Regional Civil Service Agency of Southeast Sulawesi Province to monitor employee attendance and performance reports directly and in real-time. Integrated digital attendance and daily reports allow for the identification of employees who are undisciplined or negligent in carrying out their duties. Thus, the application has proven to strengthen the supervisory role of leaders in enforcing civil servant discipline.

In the productivity dimension, the study highlights three main indicators: employee performance, employee complaints, and employee competence. According to Fatimah (2022), the quality and quantity of performance significantly affect the effectiveness of task implementation. The findings reveal that Simponi encourages employees to be more disciplined and accountable in reporting their daily activities, thereby improving productivity. Nevertheless, complaints remain regarding technical issues such as application errors, unstable networks, and limited skills among some employees in operating the system. This indicates that productivity has not yet reached its full potential. In terms of competence, some employees have improved their digital skills, while others still require additional training to keep up with technological developments.

The efficiency dimension is assessed through the utilization of facilities and infrastructure as well as the accuracy of program targets. Simponi has effectively optimized the use of technology for attendance and performance reporting without manual procedures, resulting in greater efficiency in terms of time, effort, and operational costs. In terms of target accuracy, the application aligns well with the objectives of bureaucratic reform and enhanced accountability of civil servants. However, overall effectiveness still requires improvement through broader training coverage for employees.

In the satisfaction dimension, the indicator used is employee welfare. The study finds that the implementation of Simponi indirectly enhances discipline, which subsequently influences performance evaluations. These evaluations serve as the basis for performance allowances or other rewards, leading employees to perceive a link between discipline and welfare. However, this perception is not evenly shared, as not all employees fully recognize the direct connection between the application's use and the welfare benefits they receive.

The adaptability dimension is measured through employees' ability to adapt and the enforcement of rules. The implementation of Simponi requires employees to adjust to the use of technology in their daily work routines. Most employees respond positively and adapt quickly, although some still struggle, particularly older staff or those less familiar with digital tools. Rule enforcement has also become stricter, as the application automatically records attendance and performance reports. This creates a more disciplined and measurable work system, though continued guidance is necessary for employees who face difficulties adapting.

The development dimension is evaluated through the indicator of education and training programs. The Regional Civil Service Agency has conducted technical training to introduce and teach the use of Simponi to civil servants. This program is essential to ensure that all employees can utilize the application effectively. However, the training provided remains limited and has not reached all work units, indicating the need for improvement through regular training sessions and direct mentoring.

3.2. Factors Hindering the Effectiveness of Simponi Application in Improving Employees' Work Discipline at the Regional Civil Service Agency of Southeast Sulawesi Province

Several factors hinder the effectiveness of the Simponi application in improving employees' work discipline at the Regional Civil Service Agency of Southeast Sulawesi Province. One of the main obstacles is unstable network connectivity, which disrupts employees when recording attendance and submitting daily performance reports. Employees are often required to wait until the internet connection and electricity

are stable before being able to access the application, causing delays in attendance reporting. Based on interview results, several employees stated that network instability frequently occurs, especially during peak hours, making it difficult to record attendance on time. One informant explained that "when the signal is weak, attendance cannot be recorded, so we have to wait or try again later," which affects work discipline and reporting accuracy.

Another inhibiting factor is that the Simponi application sometimes experiences system or application errors. These errors prevent employees from recording attendance or submitting daily performance reports properly. Problems commonly encountered include system errors during attendance recording and difficulties in detecting accurate GPS locations. Inaccurate GPS positioning often forces employees to repeat the attendance process several times until the correct location is recognized by the system. Interview findings revealed that employees frequently experience frustration due to these technical issues. One employee mentioned that "the application often crashes or fails to detect my location, so I have to redo the attendance process multiple times," which reduces efficiency and disrupts daily work routines.

In addition, the persistence of employees who do not yet fully understand how to use the Simponi application also becomes a significant obstacle. This condition is largely influenced by age, as older employees tend to face greater challenges in adapting to technological developments. At the Regional Civil Service Agency of Southeast Sulawesi Province, several senior employees were found to have not fully mastered the use of the Simponi application, resulting in difficulties in attendance recording and performance reporting. Interview data indicate that some senior employees still rely on assistance from colleagues to operate the application. One informant stated that "I am not very familiar with smartphone-based applications, so I often ask for help," which hampers the smooth and effective implementation of the Simponi system.

3.3. Measures Taken by the Southeast Sulawesi Provincial Civil Service Agency to Ensure Effective Use of the Simponi Application in Improving Employee Work Discipline at the Southeast Sulawesi Provincial Civil Service Agency

The Southeast Sulawesi Provincial Civil Service Agency has implemented several measures to ensure the effective use of the Simponi application in improving employee work discipline. One of the steps taken to address unstable network issues is requiring employees to report such problems to the Head of the General Affairs and Personnel Subdivision. Employees must provide supporting evidence in the form of photographs showing their GPS location and the time the photo was taken. This evidence serves as proof that the employee was present on time, even though attendance could not be recorded through the Simponi application due to technical constraints. Based on interview results, several employees stated that this policy helps prevent misunderstandings and ensures that attendance is not categorized as unexcused. One informant explained that "when the network is down, we report it with photo evidence, and our attendance is still acknowledged manually," which provides a sense of fairness and accountability.

Another measure taken is conducting attendance checks through the Simponi application by allowing employees who encounter technical difficulties during attendance recording to resubmit their presence. This step is intended to ensure that attendance data is accurately recorded despite temporary system or network disruptions. In addition, the Southeast Sulawesi Provincial Civil Service Agency continuously evaluates the performance of the Simponi application and carries out system improvements, including upgrading to higher-quality devices to support attendance recording and the input of daily performance reports. Interview findings indicate that these improvements have reduced the frequency of system errors and improved overall user experience. One employee noted that "after system updates and device upgrades, the application runs more smoothly and attendance recording has become more reliable."

Furthermore, to overcome challenges related to employees' limited understanding of the application, especially among older staff, the agency provides gradual and simple training programs. These training sessions are designed to make the Simponi application easier to understand and use by all employees, regardless of age or technological background. The agency also distributes printed manuals containing illustrations and step-by-step instructions to assist senior employees in learning the application independently. According to interview data, senior employees felt more confident in using the application after participating in the training. One informant stated that "the training and printed guides really help us understand how to use the application step by step," indicating that this initiative has contributed positively to maximizing the effective use of the Simponi application within the Southeast Sulawesi Provincial Civil Service Agency.

3.4. Discussion of Research Findings

This discussion focuses on the effectiveness of the SIMPONI application in improving employee discipline at the Regional Civil Service Agency of Southeast Sulawesi Province. The findings indicate that although SIMPONI has been implemented with the goal of enhancing discipline, several challenges still affect its effectiveness.

In terms of quality, the study found that the SIMPONI application enables supervisors to monitor employees' attendance and performance reports in real time. This aligns with previous studies indicating that digital attendance systems can strengthen managerial control. However, despite providing accurate data, some employees remain undisciplined in carrying out their tasks. This finding supports Baiq Endah's (2023) study, which emphasizes that even with a proper attendance system, employee behavior remains the key determinant of discipline.

Regarding productivity, the findings reveal that the use of SIMPONI has encouraged employees to be more disciplined in reporting their daily activities. Nevertheless, complaints remain about technical disruptions and limited user understanding. This reflects the findings of Tsanna (2021), who also noted that while applications can enhance performance, technical barriers and insufficient training are major obstacles. This study therefore highlights the importance of continuous training to ensure employees can optimize the use of the application.

In terms of efficiency, the SIMPONI application has proven effective in reducing the time and operational costs previously required for manual processes. However, issues related to infrastructure and unstable networks remain a barrier. This finding is consistent with Dilla Febri's (2024) study, which concluded that while applications can improve efficiency, technical challenges must be addressed to achieve optimal results.

With regard to satisfaction, the study found that employees who are satisfied with using SIMPONI tend to demonstrate better discipline. However, this perception has not yet been shared evenly among all employees. This indicates the need for stronger communication and dissemination of information about the application's benefits. These findings support Nurlia Putri's (2021) research, which shows that employee satisfaction with information systems directly impacts their performance.

In terms of adaptability, most employees showed a positive response toward the use of the application, although some experienced difficulties, particularly older staff. The study highlights the need for more intensive training and technical support to help employees adapt to new technology. This is in line with Muhammad Fadillah's (2020) findings, which emphasize the importance of training in enhancing employees' ability to use new systems.

Finally, in terms of development, the study found that despite existing training efforts, many employees still require further support to fully understand the SIMPONI application. This highlights the need for more structured and continuous training programs. The study recommends that training be designed to be more inclusive and accessible to all employees, especially those less familiar with technology.

IV. CONCLUSION

The use of the Simponi application in improving employee work discipline at the Regional Civil Service Agency of Southeast Sulawesi has been considered fairly effective. This is evidenced by four out of six dimensions of effectiveness, based on Sedarmayanti's theory (2012:261), namely quality, efficiency, satisfaction, and development, which have been running well. However, the other two dimensions productivity and adaptability still face certain challenges in several indicators. The main obstacles in using the Simponi application include unstable network connections, occasional system errors, and employees who are not yet familiar with the application. In addition, some senior employees struggle to adapt to technological advancements, which also hinders its implementation. To address these challenges, several measures have been implemented. First, in the case of unstable networks, employees are required to report to the Head of the General Affairs and Personnel Subdivision by providing photo documentation equipped with GPS location and time stamps. As a substitute, attendance is recorded manually so that employees are not considered absent without notice. Second, when the Simponi application experiences errors, attendance and daily performance reports can be resubmitted once the system returns to normal. Efforts are also being made to improve the application's quality to prevent future errors. Third, to assist older employees who are less accustomed to using the application, the Regional Civil Service Agency provides simple and gradual training. This initiative is intended to enhance employee competence and maximize the use of Simponi in supporting work performance.

This study has two main limitations, namely time and financial constraints. In addition, the research was only conducted within one government institution, namely the Regional Civil Service Agency of Southeast Sulawesi Province, which was chosen as the case study. The author realizes that the findings of this study are still in the early stages; therefore, further research is recommended. Subsequent studies on the effectiveness of using the Simponi application in improving employee work discipline at the Regional Civil Service Agency of Southeast Sulawesi Province are expected to provide more comprehensive results.

V. ACKNOWLEDGMENTS

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