

Examining the Effects of Technology and Discipline on Productivity in the Workplace

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ABSTRACT

The DPRD secretariat is a government organisation whose job it is to manage the DPRD's finances and secretarial tasks, help the Provincial DPRD carry out its duties and functions, and provide and coordinate the experts the DPRD needs to carry out its rights and duties, such as running the DPRD secretariat, managing the DPRD's finances, setting up meeting rooms, and providing and coordinating the experts. The digital world, lack of employee discipline, and the idea that work discipline hurts employee performance are some of the problems that show up in the West Sulawesi Provincial DPRD office. The researcher wants to look into the factors that affect how well employees do their jobs in the DPRD office in West Sulawesi Province based on their digital work setting. A qualitative study method was used, and direct interviews were used to get the first-hand information. The people who answered are workers. The Proportional Random sampling method was used to pick samples, and 4 employees were interviewed for each group. A method of analysing the interview data that involved asking direct questions was used. From the interviews, we learned that the variables in the digital environment, work discipline, and employee performance all had some impact on how well the DPRD Office of West Sulawesi Province workers did their jobs.

ABSTRAK

Sekretariat DPRD adalah organisasi pemerintahan yang bertugas mengelola keuangan dan tugas kesekretariatan DPRD, membantu DPRD Provinsi dalam melaksanakan tugas dan fungsinya, serta menyediakan dan mengoordinasikan tenaga ahli yang diperlukan DPRD dalam melaksanakan hak dan kewajibannya, seperti: menjalankan sekretariat DPRD, mengatur keuangan DPRD, mendirikan ruang rapat, serta menyediakan dan mengoordinasikan tenaga ahli. Dunia digital, rendahnya kedisiplinan pegawai, hingga anggapan bahwa disiplin kerja akan merugikan kinerja pegawai merupakan beberapa permasalahan yang muncul di kantor DPRD Provinsi Sulawesi Barat. Peneliti ingin melihat faktor-faktor yang mempengaruhi seberapa baik pegawai melakukan pekerjaannya di kantor DPRD Provinsi Sulawesi Barat berdasarkan lingkungan kerja digital mereka. Metode penelitian kualitatif digunakan, dan wawancara langsung digunakan untuk mendapatkan informasi langsung. Orang yang menjawab adalah pekerja. Metode Proportional Random sampling digunakan untuk mengambil sampel, dan 4 karyawan diwawancarai untuk setiap kelompok. Metode analisis data wawancara yang melibatkan pengajuan pertanyaan langsung digunakan. Dari wawancara yang kami lakukan, kami mengetahui bahwa variabel-variabel lingkungan digital, disiplin kerja, dan kinerja pegawai mempunyai pengaruh terhadap kinerja pegawai Kantor DPRD Provinsi Sulawesi Barat dalam menjalankan tugasnya..



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INTRODUCTION

Changes in progress have occurred in various aspects of life, the use of technology is growing rapidly, and will facilitate work with technology, including digitalization technology. According to (2023), the phenomena of digitalization is inevitable in the world of work, the industrial world, countless human work activities that depend on digitalization technology, and

more and more companies, institutions realize the importance of shifting mindsets and cultures towards digitalization. In addition, information technology has become the main weapon to compete, and by utilizing information technology, this world feels small, because everything is no longer limited by space and time.

Human resources cannot be separated from the factors of employees who are expected to perform as well as possible in order to achieve organizational goals. Employees have a strategic role in the organization and are the main asset, namely as thinkers, planners, and controllers of organizational activities. Organizations need potential human resource factors for both leaders and employees in the pattern of supervisory tasks that are determinants of achieving organizational goals. Hambali (2016: 2)," human resources are one of the resources contained in organizations covering everyone carrying out organizational activities.

In an organization or company, human resources are the central figure, in order for all management activities to run well, of course, the organization must have employees who have knowledge, skills, are productive, and strive to manage the company as optimally as possible so that employee performance increases. The success of the organization can be seen from the good or not of the human resources owned by the organization, for that it is important for every employee to be directed to improve their performance, so as to have behaviors and attitudes that reflect their responsibilities as employees who have high dedication to their responsibilities.

The DPRD Secretariat is a government institution that has the task of organizing secretarial and financial administration, supporting the implementation of the duties and functions of the Provincial DPRD and providing and coordinating experts needed by the DPRD in carrying out the rights and functions of the DPRD secretariat administration, organizing DPRD financial administration, facilities for holding DPRD meetings, providing and coordinating experts needed by the DPRD and implementation Other functions assigned by the leadership related to their duties and functions: (1) Implementation of financial administration of the Regional People's Representative Council. (2) Facilities for holding meetings of the Regional People's Representative Council. (3) Provision and coordination of experts required by the Regional People's Representative Council. (4) Coaching, coordinating, controlling, and supervising the duties of the section head.

In carrying out its duties, the Secretariat of the West Sulawesi Provincial DPRD is assisted by 3 section heads: the Head of the General and Finance Section, the Head of the Trial and Legislation Section, and the Head of the Budgeting and Supervision Facility Section. Each section head is assisted by 2 Sub Section Heads each. The Head of General Affairs and Finance is assisted by the Planning and Finance Subdivision and the General and Personnel Sub-Section led by a Head of the Sub-Section. The Head of the Trial and Legislation Section is assisted by the Sub-Division of Trials, Minutes and Publications led by a Head of the Sub-Section. The Head of the Budgeting and Supervision Facilities Section is assisted by the Budgeting Facilities Sub-Section and the Supervision Facilities Sub-Section led by a Sub-Section Head. Based on initial observations that the digital work environment, employee performance and digital digital work environment at the West Sulawesi Provincial DPRD Secretariat Office have not been optimal, resulting in a lack of work discipline for employees.

The digital work environment is a key part that can improve the quality of productivity. Digital work environment which is the social and physical life of an agency that can affect employee performance. The Secretariat of the West Sulawesi Provincial DPRD also needs to be supported by employees who have high performance and work discipline. The existence of employees who are disciplined at the DPRD office will be better. Besides this, what is done

effectively and efficiently can get satisfactory results as well. Employees are required to develop skills, skills, and responsibilities that have so that they can complete tasks appropriately and in accordance with the results of the work they are responsible for. Performance is an indicator of the success or failure of an organization in achieving predetermined goals. Employee performance is an important thing that must be achieved by every agency, including the West Sulawesi Provincial DPRD office.

The digital work environment at the West Sulawesi Provincial DPRD Secretariat office is less than optimal because some administrative services at the DPRD office are still manual, then there are still some employees who do not understand about digitalization, there is no special application for sending letters accompanied by electronic signatures, resulting in some employees not being able to complete their work quickly. Administratively, employees must be disciplined to attend the office, but in reality these employees are not fixed on time. Another problem faced by the West Sulawesi Provincial DPRD Secretariat office is related to employee work discipline, among which there are still employees who are not checked, employees who arrive late, and there are still employees who leave early.

Non-optimal implementation of work discipline at the West Sulawesi Provincial DPRD Secretariat Office can result in decreased employee performance. In order to realize better organizational goals, the West Sulawesi Provincial DPRD Secretariat office must enforce employee work discipline so that employee performance increases and can achieve the desired goals. In addition, based on observations made about employee performance, less attention, so that the work of one employee is done by another employee, and the responsibility of employees in this office still needs to be improved and the problem of the digital work environment is a digital work environment that is less conducive, resulting in employees being less disciplined and not meeting existing regulations in the office. So the focus of the study in this study is that researchers will discuss the influence of the digital work environment on the performance of employees of the West Sulawesi Provincial DPRD office, the influence of work discipline on employee performance at the West Sulawesi Provincial DPRD office, and the influence of the digital work environment and work discipline on employee performance at the West Sulawesi Provincial DPRD office. The importance of this research was carried out by revealing the focus of the study above is to obtain the results of an analysis related to the digital work environment and work discipline on employee performance at the West Sulawesi Provincial Parliament Office.

RESEARCH METHODS

In this study, researchers used a type of qualitative research. Qualitative research. According to Moleong (2011) Qualitative research is a type of research that aims to understand the phenomena experienced by the object of research as a whole, such as behavior, perception, motivation, action, etc., and describe them through text and language in a specific context. The location of this research was carried out at the West Sulawesi Provincial DPRD office which is located at Jalan Abdul Malik Pattana Endeng, Rangas Village, Simboro District. The techniques used to obtain this research data are (1) Observation, According to Hardani (2020: 124), "Observation is a systematic data collection method on research objects that can be carried out directly or indirectly." The observation made was that the researcher made initial observations at the West Sulawesi Provincial DPRD office regarding how the work environment and discipline on employee performance. This observation is carried out to complete the data needed as information material for research data. (2) Literature Study, according to Sugiyono (2017:

291), reveals that "Literature study is related to theoretical studies and other references related to values, culture, and norms that develop in the social situation under study." (3) Interview, According to Banister (in Rea & Hadi, 2012), a qualitative interview is a discussion conducted if the researcher intends to gain knowledge about the subjective meaning understood by individuals related to the topic under study, and also intends to explore the problem. In addition, rachmawati (2014) also explained that interviews in qualitative research are talks that have goals to be achieved first by rolling formal questions. The data analysis used in this study is descriptive data analysis, where the purpose of the analysis is carried out after the required data is collected. The study also used several methods to collect data. The methods are: Research Literature, Tools and Materials in the Form (Interviews and Documentation), Implementation of Experiments, and Test the Validity of Research Results.

RESULTS AND DISCUSSION

This research was carried out at the West Sulawesi Provincial DPRD office. This study used informants as many as 4 employees. The study was conducted for two months starting from July to August. The data collection technique in this study used interviews with 4 informants. The Secretariat of the Regional People's Representative Council of West Sulawesi Province was established in 2005, one year after the establishment of West Sulawesi Province, is an element of administrative services and provides support to the duties and functions of the Regional People's Representative Council of West Sulawesi Province. Located on Jalan H. Abdul Malik Pattana Endeng, Kelurahan Rangas Kecamatan Simboror, and Islands, Mamuju Regency, West Sulawesi Province.

The Influence Of The Digital Work Environment on The Performance of Employees of The West Sulawesi Provincial DPRD Office

A digital environment is an integrated environment in which electronic, digital and wireless devices represent as tools that communicate, integrate, and manage content and activities within themselves. By looking at the digital work environment in this DPRD office, there are still obstacles because there are still employees who do not really understand about performance through digital, especially now that many applications are required to be used to work such as e-performance. One of the staff at the West Sulawesi Provincial DPRD office stated that the number one digital environmental barrier is the network. This prevents employees from inputting and processing data. Overall, regarding the barriers to the digital environment, it can be understood that this digital work environment is very important and affects employee performance, but there are certain obstacles that make employees somewhat difficult in carrying out their duties. One of the routines carried out every day is online attendance. The use of online attendance using finger print can be understood that the system used in the application of attendance is to determine the level of employee attendance. Online attendance that is carried out every working day aims to analyze how the level of employee attendance is seen from the application, namely *fingerprint*.

Communication systems are a combination of information technology and the activities of people who use it to support operations and management. The components of this information system consist of software, telecommunications, databases and data warehouses, as well as human resources and procedures. Based on the explanation above about the information system at the West Sulawesi Provincial DPRD office. regarding the information system that where this information uses the Srikandi application, of course, employees are greatly helped by the

application, especially now that internet media is very sophisticated. Software is for data that is formatted and stored digitally, including computer programs, documentation, and various information that can be read, and written by computers. From all the results of interviews related to the digital work environment, it can be concluded that the most frequent obstacles in the digital work environment are in the network. Not infrequently there are also problems with the network in the office, thus affecting employee performance to be less optimal in the digital work environment.

Meanwhile, from employee attendance, most of them have used a *fingerprint system* to make it easier for employees during attendance and checking absences. To access data to other agencies or places, employees have used an application called *srikandi*. The application is very helpful and makes it easy to send and access data from employees or other agencies. The results of interviews about software can also be concluded that most employees need help with video tutorials on YouTube or ask for help from operators if they find a problematic device or system. This is because most employees still do not understand to fix problematic systems.

The Influence of Work Discipline on Employee Performance at The West Sulawesi Provincial DPRD Office

Employee work discipline is when employees always come and go home on time, do their jobs well, obey all the rules in the agency and all applicable social norms. Discipline is very important because it affects employee performance and good facilities and infrastructure in the West Sulawesi DPRD office can also improve employee performance.

Regarding the improvement of work discipline, it can be understood that problems regarding work discipline still exist because there are still those who have not complied with the rules of working hours. Improved means of discipline can be seen that there are still some employees who arrive late to the office and then do not give a reason why they are late.

Furthermore, working hours, namely as implementation time that is not used in accordance with the activity plan, cause one or several following activities to be delayed or not completed exactly according to the planned schedule. Based on the explanation above regarding work hours, it can be understood that time discipline is very important in an agency. Regarding employee working hours, it can be understood that time discipline is a condition formed from processes and a series of behaviors that show the value of obedience, obedience and order. Working hours applied in the West Sulawesi Provincial DPRD office are in accordance with the rules that have been set, therefore employees still obey these rules.

Next is the observance of the tauran. Regulation is a guideline that serves to limit one's behavior in a certain environment and has sanctions for those who violate these rules. Based on the explanation of employees who do not obey the regulations that have been set, they will be given a warning letter first, first from the head of each section, then the second from the head of the section, then BKD if they still violate or are not disciplined.

The Influence of The Digital Work Environment and Work Discipline on Employee Performance at The West Sulawesi Provincial DPRD Office

There are several indicators to describe employee performance, including: quality of work. Quality of work is neatness, accuracy, and interrelation of work results by not neglecting the volume of work. Work quality is related to the results achieved by an employee when carrying out his duties. Quality is how well the process or results are achieved in carrying out their duties.

The quality of how smart an employee is to do his assigned task so that he can complete it

on time. In the West Sulawesi Provincial DPRD office, employees have carried out their duties, but they are not always completed on time, but this is reasonable and not fataksa that it does not have a bad impact on employees.

Furthermore, Quantity and that can affect employee performance. Quantity relates to the amount produced, how many activities have been completed. The quantity of work indicates efficiency and effectiveness can be carried out in accordance with organizational goals. Next is the implementation of duties, which is how far employees are able to carry out their work accurately without errors. The responsibility of an employee is how he can complete his duties given to him. The last is Performance improvement, which is a process or way to improve one's work ability, work appearance or work performance that can be done in various ways or certain strategies used by the company. With regard to performance, it can be understood that at the West Sulawesi Provincial DPRD Office the performance has been more, employees still obey these rules.

DISCUSSION

Of the four respondents, one person said that the obstacle when using a digital work system was due to just learning to operate digital work devices. And three others said that the main obstacle was a problem with the network. Of the four respondents above, all answered that attendance at the West Sulawesi DPRD office already uses a *fingerprint system* even though there are still those who use manual attendance. And according to employees, the *fingerprint system* is very good when applied because indirectly, it also increases employee discipline and makes it easier for employees to check absences.

The information delivery system to superiors and subordinates applied by employees also uses a digital system, namely using the Srikandi application. This makes it easier for employees to convey or send data to other employees and other agencies. The four respondents said that if there is a problem with the system, respondents will see a video tutorial or ask the operator for help to fix the problem. This is because employees do not fully know to reprogram or repair problematic systems.

The results of the interview show that the human element is the top of the list and is an important factor that is very important in order to improve employee performance, especially related to productive mental attitudes, namely mental attitudes that prioritize work and respect time as part of life habits because the human factor is an important factor in improving employee performance because if a person wants to achieve an optimal level of performance, one of the elements that Very decisive, namely by improving the work discipline of the employees themselves. Of the four respondents above, all answered that the obedience or discipline of employees at the West Sulawesi Provincial DPRD office is good even though sometimes there are still many employees who are often late but there is a good value because they still enter the office even though they are late.

Employee performance At the West Sulawesi Provincial DPRD office, judging from the previous discussion, it can be seen that there is a relationship between the digital work environment, work discipline and employee performance, this can be analyzed which affects performance improvement: (a) The environment is an atmosphere where employees do everything every day, A conducive work environment provides a sense of security and allows employees to work optimally. (b) Work motivation, which is the drive that influences the workforce to strive to increase work success because of the belief that improved performance has benefits for him. (c) Work discipline, namely the attitude or level of behavior in the form of obedience and strict obedience to the rules that apply in the environment because of the belief

that with these rules the goals can be achieved Work ethics, which is a set of values or norms that are accepted as guidelines for labor behavior patterns.

CONCLUSION

Of the four respondents, one person said that the obstacle when using a digital work system was due to just learning to operate digital work devices. And three others said that the main obstacle was a problem with the network. Attendance at the West Sulawesi DPRD office, it can be concluded From the four respondents, all answered that attendance at the West Sulawesi DPRD office already uses a fingerprint system *even though there are still those who use manual attendance. Regarding the information delivery system to Atawan and subordinates, it can be concluded that all employees have used a digital system using an application called Srikandi.* As for employee actions if they find problematic software, it can be concluded that employees cannot overcome themselves without the help of operators or other technology.

The means of improving work discipline in the aspect of attendance can be concluded that the discipline of each employee increases with the existence of digital attendance facilities, namely *fingerprint*. This facility has a very good impact on improving the discipline of its main employees when they come to the office. Because employee data on *fingerprint* cannot be manipulated. Regarding the policy on employees if they violate the rules, it is concluded that if there are employees who violate the rules, a reprimand will be given first, namely in the form of a letter. If after being warned but the employee still commits a violation, the employee will be penalized.

The conclusion on performance improvement explains that the performance of employees at the West Sulawesi Provincial DPRD office has been very good. This is evidenced in the indicators described earlier, namely digital work environment indicators and employee discipline indicators. The digital work environment indicator concludes that employees have used digital devices while working, and optimize work as well as possible. Similarly, in employee discipline indicators, all employees have obeyed the rules as well as possible, one example is on work hours on time. All of these things are also evidenced by an application used at the West Sulawesi provincial DPRD office, namely E-Performance where the application can be used to check the performance of employees in the West Sulawesi Provincial DPRD office.

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