

ABSTRAK

IMPLEMENTASI SISTEM INFORMASI KINERJA DAN ABSENSI PEGAWAI (SIKAP) DAN DAMPAKNYA TERHADAP PERILAKU ASN DI SEKRETARIAT DPRD PROVINSI LAMPUNG

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Penelitian ini bertujuan untuk menganalisis penerapan Sistem Informasi Kinerja dan Absensi Pegawai (SIKAP) serta dampaknya terhadap perilaku Aparatur Sipil Negara (ASN) di Sekretariat DPRD Provinsi Lampung. Penelitian ini dilatarbelakangi oleh upaya digitalisasi birokrasi untuk meningkatkan disiplin dan akuntabilitas ASN. Metode yang digunakan adalah kualitatif dengan pendekatan deskriptif. Pengumpulan data dilakukan melalui wawancara mendalam, observasi langsung, dan dokumentasi, sedangkan analisis data menggunakan model Miles dan Huberman. Penelitian ini mengintegrasikan teori implementasi kebijakan George C. Edwards III dan teori perilaku organisasi Fred Luthans. Hasil penelitian menunjukkan bahwa penerapan SIKAP secara administratif telah berjalan fungsional melalui aspek komunikasi yang jelas dan struktur birokrasi yang memiliki SOP formal. Namun, implementasi belum sepenuhnya optimal secara substantif akibat kendala sumber daya berupa ketidakstabilan infrastruktur teknologi (*server error*) serta aspek disposisi pelaksana yang masih menunjukkan kepatuhan formal. Penerapan SIKAP secara riil memberikan dampak positif pada peningkatan disiplin kehadiran fisik dan ketepatan waktu ASN melalui fitur *face recognition*. Meskipun demikian, mengacu pada perspektif perilaku organisasi, kualitas perubahan perilaku yang dihasilkan terbukti masih tertahan pada level kepatuhan formal (*compliance-based behavior*) yang didominasi oleh pengaruh pengawasan atasan dan sanksi pemotongan Tambahan Penghasilan Pegawai (TPP), serta belum sepenuhnya mampu menumbuhkan komitmen intrinsik (*commitment-based behavior*) yang bersumber dari kesadaran murni individu.

Kata kunci: implementasi kebijakan, SIKAP, perilaku ASN, disiplin kerja, digitalisasi birokrasi.

ABSTRACT

IMPLEMENTATION OF THE EMPLOYEE PERFORMANCE AND ATTENDANCE INFORMATION SYSTEM (SIKAP) AND ITS IMPACT ON THE BEHAVIOR OF CIVIL SERVANTS AT THE SECRETARIAT OF THE LAMPUNG PROVINCIAL REGIONAL HOUSE OF REPRESENTATIVES

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This study aims to analyze the implementation of the Employee Performance and Attendance Information System (SIKAP) and its impact on the behavior of State Civil Apparatus (ASN) at the Secretariat of the Regional House of Representatives (DPRD) of Lampung Province. This research was motivated by efforts to digitalize bureaucracy to improve the discipline and accountability of ASN. This study employed a qualitative method with a descriptive approach. Data were collected through in-depth interviews, direct observations, and documentation, while data analysis used the Miles and Huberman model. This study integrated George C. Edward III's policy implementation theory and Fred Luthans' organizational behavior theory. The results showed that the implementation of SIKAP has been functionally running on administrative aspects through clear communication and a bureaucratic structure with formal SOPs. However, the substantive implementation has not been fully optimal due to resource constraints in the form of technological infrastructure instability (server errors) and the implementor's disposition aspect which still reflects formal compliance. The implementation of SIKAP realistically contributes to improving work discipline in physical attendance and timeliness through the face recognition feature. Nonetheless, from the perspective of organizational behavior, the resulting behavioral changes are proven to be still stuck at the level of formal compliance (compliance-based behavior), which is dominated by supervisor supervision and the consequences of Performance Allowance (TPP) cuts, and has not been fully able to foster intrinsic commitment (commitment-based behavior) rooted from independent individual awareness.

Keywords: *policy implementation, SIKAP, ASN behavior, work discipline, bureaucratic digitalization.*