

PENGEMBANGAN *PRESENCE OUTSOURCING* BERBASIS DIGITAL PADA PT. KERETA *COMMUTER* INDONESIA

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ABSTRAK

PT Kereta *Commuter* Indonesia (KCI) memiliki jumlah pegawai *outsourcing* yang cukup besar, khususnya pada posisi *Passanger Service* dan *Announcer*. Proses pencatatan kehadiran yang masih dilakukan secara konvensional menimbulkan berbagai permasalahan, seperti ketidaksesuaian data presensi, keterlambatan rekapitulasi, serta kurang optimalnya proses pengawasan kehadiran pegawai. Penelitian ini bertujuan merancang dan membangun *C-Presence* sebagai sistem presensi digital berbasis *selfie* yang dilengkapi validasi Lokasi (GPS), kode dinas, dan jadwal dinas untuk meningkatkan akurasi pencatatan kehadiran pegawai *outsourcing* di PT Kereta *Commuter* Indonesia. Pengembangan sistem menggunakan metode *Agile Development* dengan kerangka kerja *Scrum*, sedangkan perancangan sistem dilakukan menggunakan *Unified Modeling Language* (UML). Implementasi sistem memanfaatkan Next.js, React.js, Tailwind CSS, dan Supabase sebagai basis data. Pengujian dilakukan menggunakan *Black Box Testing* dan *User Acceptance Testing (UAT)* dengan melibatkan pengguna di PT Kereta *Commuter* Indonesia. Hasil penelitian menunjukkan bahwa sistem berhasil mengimplementasikan fitur registrasi, *login*, presensi berbasis *selfie*, validasi Lokasi, pengajuan perubahan jadwal, dinas luar, pengelolaan data master, dokumen SOP, *broadcast*, statistic, serta rekon *Service Level Agreement (SLA)*. Hasil pengujian menunjukkan seluruh fungsi sistem berjalan sesuai kebutuhan fungsional, sedangkan UAT menunjukkan sistem diterima oleh pengguna dengan beberapa masukan penyempurnaan pada antarmuka dan alur pengguna. *Sistem C-Presence* mampu meningkatkan efektivitas pengelolaan data presensi serta mendukung proses *monitoring* pegawai *outsourcing* secara lebih akurat dan efisien.

Kata Kunci: *agile development, scrum, presensi digital, selfie, service level agreement.*

DEVELOPMENT OF A DIGITAL BASED OUTSOURCING PRESENCE SYSTEM AT PT KERETA COMMUTER INDONESIA

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ABSTRACT

PT Kereta Commuter Indonesia (KCI) employs a large of outsourcing personnel, particularly Passenger Service and Announcer staff. The conventional attendance recording process created several issues, including inaccurate attendance records, delayed attendance recapitulation, and limited monitoring of employee attendance. This research aimed to design and develop C-Presence, a selfie-based digital attendance application integrated with GPS validation, duty codes, and work schedules to improve attendance accuracy for outsourced employees at PT Kereta Commuter Indonesia. The system was developed using the Agile Development method with the Scrum framework and designed using Unified Modeling Language (UML). The application was implemented using Next.js, React.js, Tailwind CSS, and Supabase as the database platform. System evaluation was conducted through Black Box Testing and User Acceptance Testing (UAT) involving PT Kereta Commuter Indonesia users, the results indicate that the application successfully implements registration, login, selfie-based attendance, GPS validation, schedule change requests, official duty requests, master data management, SOP documents, broadcast management, attendance statistics, and Service Level Agreement (SLA) reconciliation features. The testing results confirmed that all functional requirements operated correctly, while UAT demonstrated that the application was accepted by users with several interface and workflow improvements. The C-Presence system improves attendance management, supports accurate monitoring, and increases the efficiency of attendance recording for outsourcing employees.

Keywords: *agile development, scrum, digital attendance, selfie, service level agreement.*