



WORK FROM HOME EFFECTIVENESS IN WORK IMPLEMENTATION IN THE SERVICE OF COMMUNICATION, INFORMATICS, AND STATISTICS BENGKULU PROVINCE IN 2021

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ABSTRACT

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The purpose of this study is as follows to analyze the effectiveness and obstacles encountered in carrying out work at the Communication, Informatics and Statistics Office of Bengkulu Province in 2021 with the implementation of Work From Home. This study uses a descriptive research method with qualitative analysis. Methods of data collection is done by interview techniques, observation and documentation. The results of this study indicate that

1) the quality of employee work is classified as moderate and there is almost no difference from the quality of previous work, 2) employee productivity is generally average only, and there is almost no difference from previous work productivity, 3) Employee readiness is still weak and tends to be slow in carrying out tasks when WFH, 4) Job growth is considered almost the same as when WFH is not implemented, 5) WFH implementation results in little stability unbalanced but all work can still be carried out, 6) Accidents tend to be less, where work is rarely repaired, 7) Work enthusiasm during the implementation of WFH tends to be normal, 8) Cohesiveness and flexibility in carrying out the work of employees at the Communication, Informatics and Statistics Office of Bengkulu Province has been going pretty well. Several things are still an obstacle faced by the implementation of work at the Office of Communication, Informatics and Statistics of Bengkulu Province with the application of WFH such as communication/coordination among employees is still weak, alertness is a bit slow and morale is still weak. The recommendation/recommendation of the researcher is that it is necessary to provide a different reward from the previous one as a form of motivation for ASNs in order to maintain work effectiveness such as internet/credit quota for staff, or rewards in the form of activities that cannot be implemented face-to-face can be carried out online/virtually, and there needs to be clearer regulations or rules related to standards that must be complied with by employees who carry out Work From Home policies or work from home in order to avoid a decrease in employee work effectiveness.

INTRODUCTION

At the beginning of 2020, the world community was shocked by the emergence of a virus originating from a city in China, namely the city of Wuhan. This virus reportedly originated from one of the animal markets in the city. The process of transmitting this virus between humans is very fast so that the confirmed cases of people infected with this virus at the end of January 2020 increased to 2000 confirmed cases in 24 hours. So that the World Health Organization (WHO) establishes a Global Emergency status in cases of a virus called Corona Virus or Covid-19 (tirto.id, accessed on 21 February 2021).

Positive confirmed cases of Covid-19 in Indonesia continue to expand, based on data released as of April 13 2020, it was recorded 4,557 confirmed positive cases of Covid-19. That the Province of DKI Jakarta still holds the highest ranking with a total of 2,186 positive cases, followed by West Answer with 540 positive cases, and third place, namely East Java with 440 positive cases (tirto.id, accessed on 21 February 2021).

A positive confirmed case of Covid-19 in Bengkulu Province spiked on August 04, 2020, which day it was 238 positive confirmed cases spread from various regions districts in Bengkulu Province. Of these, City Bengkulu occupies the top position with the number of positive confirmed cases of 179. Directives of President Joko Widodo on March 15 2020, designated Covid-19 as national disaster. One of the follow-ups, the Ministry Utilization of State Apparatus and Bureaucratic Reform issue a national policy that is about system adjustment work of the State Civil Apparatus during the Covid-19 pandemic.

Policy this is stated in the Circular Letter of the Minister of PANRB Number 19 of 2020 concerning ASN who work at home must be in their respective homes except in urgent situations (related to food availability, health,

personal and family safety and must report it to their immediate supervisor). ASN who work at home can attend important meetings which must be attended via teleconference/video conference facilities.

As an object in an area affected by the Covid19 pandemic, The Communication and Informatics Office of Bengkulu Province implemented the Work From Home and Work From Office work systems. Where in the application system are employees working alternately every day, each employee is divided when the schedule WFH and when WFO. This policy was taken so that there are still employees who serve the needs of the community even though the picket system is implemented alternately.

Several things became a problem when implementing the system WFH at the Bengkulu Province Communication and Information Service according to the structural official informant in the office including:

1. ASN who carry out WFH tend not to be ready at any time Called about an office assignment. WFH tends to be considered holiday;
2. There is a habit of completing tasks only when in the office, so that it seems to be waiting for the person concerned to be in the office to complete a task;
3. Weak coordination between ASNs regarding current tasks implemented (Pre-Research, January 2022).

MATERIALS AND METHODS

This research is to determine the effectiveness of the implementation of work on Office of Communication, Informatics and Statistics Bengkulu Province Year 2021 with the implementation of Work From Home, as well as the obstacles encountered in carrying out work

at the Service Communication, Informatics and Statistics Bengkulu Province Year 2021 with the implementation of Work From Home. In accordance with the intent, then this research is descriptive research.

In this study, the technique of determining informants used a purposive sampling technique. Purposive sampling is whose selection subjects who are in the best position to

be able to provide the required information. To be able to get that information properly needed, the researcher must determine the informant initial or key informants. At the research work stage, Patton (2009:41) explains that key informants can be a very important source of information. Key informant himself is someone who is very knowledgeable and biased convey ideas, as well as views useful for help observers understand what is going on. Interviews in this study were conducted with research subjects, especially those who were considered to understand as well as directly related to the problem in this research.

So in this study the informant who became the target research is ASN at the Department of Communication, Informatics and Statistics of Bengkulu Province implementing WFH and priority is given to the part that carries out public services. Meanwhile, to determine the number of informants in this study there are no absolute limitations. In this study the authors using observation persistence techniques and checking techniques member (member check). Observation persistence technique means find the characteristics and elements in the situation that are very relevant with the problem or issue being sought and then focusing on it in detail (Moleong, 2004:177).

In this case the researcher made detailed observations on the implementation of work at the Office of Communication, Informatics and Bengkulu Province Statistics for 2021 with the implementation of Work From Home. The

persistence of this observation will provide depth, which is a high level of confidence in the data obtained. Checking members is a testing technique by checking interim reports on research results to informants.

RESULTS AND DISCUSSION

1. Quality

Obtained information stated that in part consider that working in the house is actually quite supportive so it is more comfortable to work so the results are good. A

number of the informant conveyed that the results ASN work who carry out WFH tend to still has a glitch and should repaired. According to that information weaknesses in the results of the work performed by the ASN carry out WFH because of influence work at home atmosphere so not focused as well as working on office.

Quality of work results in Office of Communication, Informatics and Bengkulu Province Statistics still in need of repair, esp when ASN carries out WFH. Although in general, information mention that trend there is no difference in results ASN work when carrying out WFH with when the ASN work at office. But still there are several informants who state the results of the work not as expected when implementing WFH.

2. Productivity

ASN productivity in the Department Communication. Informatics and Bengkulu Province Statistics when implementing WFH is enough well, although it still exists some not so good. Information mentions that work carried out as usual even if done at home.

In general almost nothing significant difference when ASN work in the office or at home. Only a small part still some are a bit slow to respond instructions from superiors. This is because Employees consider working at home

maybe the same as holidays, and some work some are not can be done at home because limited work facilities. With factors limited facilities and parts only a few still have the notion that WFH is like a holiday work, then it can be said that civil servant productivity Communication, Information and Bengkulu Province Statistics when implementing WFH is enough Good.

3. Standby

During WFH, half of the informants stated during system implementation with WFH the state of ASN is considered standby. The rest stated normal alone and even considered less standby. A number of ASNs are quite responsive when there is a task to be done resolved even though it was working from home. Although some don't have to come to the office, but they quite responsive when contacted

work related. While some WFH employees seem like they are off, and not think about the task.

They are less alert when there are task or job information which must be resolved immediately. If you look at the time task execution. Trend quite slow. Although sometimes taken going home is often the same work in the office on the day next. Looks like WFH is considered holidays, and tasks carried out when on office.

4. Growth

No opinion stated that work from home (WFH) it's better in comparison by working in an office (WFO). Most said almost same or normal. Fraction stated better work than office (WFO) versus work from home (WFH). this matter supported by information that exists non-current activities when working at home. If applied WFH tends to activity is delayed or slow done. WFO or work at the fixed office is better because of the facilities and cooperation is

more available than in their respective homes.

5. Balance

That work balance when enforced WFH can say not completely balanced. This is supported by information when some employees are not working in the office some work as if stopped. Because there is dependency work with the employee concerned. When employees it's WFH, his inclination is him will continue work later when you enter the office.

Meanwhile in terms of settlement work, during the pandemic with enforced WFH system almost no problem. all work, service is going well. The key mutual coordination between employees so that no work brought home and not finished. Although a bit slow because the employee is working from home.

6. Accident

Trend during implementation of WFH in the Department Communication, Informatics and Statistics Bengkulu Province still exists some work done by the executing employee WFH that must be fixed. Kindly general accident or repair in rare work.

There are some improvements in ASN work when implementing WFH is supported information that coordination problems which is limited, so it's a weakness on instructions or directions direct. If you do it in the office ASN can ask questions or be directed when working.

7. Spirit at work

Some say very excited, some stated mediocre and some of them express lack of enthusiasm. That between these obligations and duties, there is freedom to getwork from home delivers spirit, because we are afraid toowith a pandemic. On the other hand we must protect the family and not bring disease to the house because crowd like in the office.

While that information support the work spirit reduced when WFH is that working at home seems like a holiday so passion for doing the job reduced office. Not to mention the atmosphere Covid-19 made everything limited to affect the spirit Work.

8. Cohesiveness

Important findings in This research is related to cohesiveness (communication) execution of work ASN between fields is normal there are even opinions express intercommunication employees who carry out WFH less impressed. A number of employees when their WFH seems holiday. There's no responsibility brought home. Not trying monitor work in the office.

Sometimes contacted impressed kinda hard. Other information that on implementation of WFH communication employees who are WFH associated with work being done less likely. Should between employees can convey book a day before with colleague others, or superiors, for example there is work to be continued.

9. Flexibility

That the ability of employees adjust to work consists of being able to adapt, mediocre and difficult to adjust. Employees can adjust to each other each other and the form of work or tasks to be completed. This means that if there is something very urgent, even if it is WFH, that is concerned not too rigid that he is free not to perform the task.

While some employees have not able to adjust to conditions the Covid-19 pandemic with implementing WFH. That WFH it's work from home, so it's not means not working. It is true that there are activity restrictions society, but tasks and jobs office must be adjusted, so everything can work together.

CONCLUSION

It was concluded that the implementation of WFH in general have a good impact on the effectiveness of work implementation at the Communication, Informatics and Statistics Office of Bengkulu Province.

1. During the implementation of WFH, the quality of employee work classified as moderate and there is almost no difference in quality previous job.
2. Employee productivity is generally mediocre, and barely there there is no difference with work productivity previously.
3. Employee alertness is still weak and tends to be slow work on tasks when WFH.
4. Job growth is considered much the same as when it isn't implemented WFH.
5. The implementation of WFH resulted in slightly unbalanced stability but all work could still be carried out.
6. Accidents tend to be less, where there is rarely any improvement work.
7. Passion for work WFH tends to apply Just normal.
8. Solidarity and flexibility within implementation of the work of employees in the Department Communication, Informatics and Bengkulu Province Statistics has going pretty well.

Some things still be an obstacle implementation of work in the Department Communication, Informatics and Statistics Bengkulu Province with application WFH is like communication/coordination between employees who are still weak, slightly slow alert and weak morale.

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