

Quantitative Analysis of Working at Home During The Covid-19 Pandemic

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ABSTRACT: Although many studies have shown that Working from home (WFH) has a positive impact on the organization, the consequent covid-19 outbreak shows an important disadvantage associated with increasing levels of WFH. This research intends to look into the possibilities for improving employee performance from working at home, we examine how increasing WFH affects the work environment, workload, organizational culture. Our study is based on data from an online survey of 68 employees at the Land Agency of Musirawas Regency, South Sumatra, Indonesia. The results show that the predominant level of WFH during covid-19 isolation causes more workload, and less organizational culture. In addition, The study's findings demonstrate the strong interconnectedness of tasks between the work environment, workload and organizational culture to realize good employee performance. In such a way that Our research adds to the literature on the potential detrimental organizational impacts brought on by the rising requirement for WFH. Organizations should design remedies to better incorporate WFH personnel into daily operations to lessen their sense of social isolation and increase organizational identification.

Keywords: work environment, workload, organizational culture, performance work from home.



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INTRODUCTION

The COVID-19 pandemic has affected many people's working habits. More than a third of employees in Indonesia have lost their jobs in a short period of time with the introduction of the first work-at-home isolation in March and April 2020 ([Alipour et al., 2020](#)). Many businesses have made the abrupt switch to working from home in order to limit the virus' spread and lower the chance of short-term employment (WFH), which is related to the work environment, workload, and organizational culture in the Indonesian government. The Human Book was the first book to use the term "remote work." use of Norbert Wiener's 1950 book Human Beings, Cybematics, and Society ([Siddhartha & Malika, 2016](#)).

Remote work is intended as work in an organization that is done with the aid of telecommunications and information services entirely or in part outside of the traditional office ([Konradt, 2000](#)). Remote working can affect the work environment and work motivation ([DeRossette, 2016](#)), which is in keeping with study findings ([Jayaweera, 2015](#)). Other research also discusses the impact of the workplace on workers' performance ([Leblebici, 2012](#)), stating that a pleasant working atmosphere encourages employees to concentrate on a work that causes employee work productivity to increase so that organizational targets are achieved. On the other hand, the surveys by McKinsey and according to a separate statistic, working from home can actually decrease productivity by 25%. As a result of having to work continuously without taking breaks when working from home, one of them experiences this.

Working hours in America are 40 percent or the equivalent of 3 hours longer than working in the previous office ([Williams, 2020](#)). Other causes of decreased productivity while working outside the office due to a lack of supervision, employees' lack of motivation, and a loss of job motivation, the number of distractions that make people lose attention while working, and frequent misunderstanding, On the other hand, if an invitation is used to discuss other purposes, it will become a distractor that can interfere with the focus of their work ([Bensch et al., 2019](#); [Stachl et al., 2017](#)), while according to ([Stieg, 2020](#)) reports, in working conditions at home, many workers become less productive when faced with tasks that are challenging. so that they often become passive members of the team. This is in line with the opinion of ([Bloom et al., 2015](#); [Gorlick, 2020](#)) that working remotely at home means productivity decreases by 50 percent ([Vyas & Butakhieo, 2020](#)). According to ([Heathfield, 2020](#)), there are several job arrangements, including working independently (flexible scheduling) and remotely (telecommuting). Flexible work allows working entirely or primarily outside of the office ([Mungkasa, 2020](#)), utilizing flexible work methods, including office-based procedures and unpaid places. This is in line with ([Berliana, 2020](#)) opinion, that working in employees' homes can enjoy time together with their families without having to leave their job. They must continue to concentrate on finishing the task ([Kelly et al., 2011](#); [Mustajab et al., 2020](#)) relate to the adaptability of schedule management since free work choices can include contract employment (contingent work) and just-in-time staffing.

The results of ([Leprince-Ringuet, 2020](#)) study stated that employees desire the option to work from home when it suits their needs. Following ([Overmyer, 2012](#)) states that with the Covid 19 pandemic, employees are worried about the survival of the company where they work. This is in line with ([Afshar, 2020](#)) opinion. According to ([Hess, 2020](#)) research, the culture of working from home tends to be caused by being sick or giving birth. In contrast to the government sector, work activities for employees in government agencies are present at the office by taking absences at predetermined working hours. Therefore, implementing a working system at home does not necessarily turn into an easy thing for the apparatus to do. Employees who are accustomed to a traditional office setting find it challenging to communicate with their coworkers ([Sabitah & Susilo, 2017](#)), but it is different from ([Driyantini et al., 2020](#)), which states that for It's a great option for female employees with young children to work from home.

The benefits of implementing remote work or working at home cannot be separated from the use of telecommunicating/teleworking technology itself. Apart from flexible working hours, it

can actually increase employee productivity ([Teh et al., 2013](#); [Ye, 2012](#)), according to ([Boell et al., 2014](#)). Implementing teleworking will reduce obstacles in work such as congestion and air pollution (Social Dimension). This opinion is supported by the results of research ([Suarlan, 2017](#)), formal or informal and desired by the company as well as by the workers themselves ([Onyemaechi et al., 2018](#)). The difference in the application of working at home with telework with conventional systems lies in the use of technology. According to ([Gadecki et al., 2018](#)), Implementing or achieving work from home has three components, including the dimensions of the transformation space, time, and social roles. Employees will face greater work-life problems if there are no clear boundaries between their roles at work and at home. ([Kinman, 2016](#)) and ([Putnik et al., 2020](#)) from the study's findings, ([Sheikh et al., 2018](#)) claimed that working and family tasks simultaneously makes employees face multiple conflicts and roles, in addition to having to divide work space and family life space.

The results of ([Rupietta & Beckmann, 2018](#)) study empirically demonstrate that working from home has a noticeable positive impact on effort and, according to ([Varma, 2017](#)), employees who work from home frequently put in more effort at work ([Sabir, 2017](#)). Working from home will able to motivate employees in doing their work, ([Felstead & Henseke, 2017](#)) shows that the cement data for working from home is a growing trend, related to organizational commitment in empowering employees from home. Working from home cannot be done by every organization. However, only a few organizations can implement work from home. Although it can be applied to employees, the implementation of work from home still has advantages and disadvantages ([Netteland, 2009](#)).

LITERATURE REVIEW

1.1. The Indonesian government's policy toward home-based workers during the COVID-19 pandemic

The task force for expediting COVID-19 handling recorded 1,528 people who were confirmed positive and 136 people who died from COVID-19. Regarding rules for the implementation of official tasks by working from home or place of residence (Work from Home/WFH) for state civil servants, the Minister of State Apparatus Empowerment and Bureaucratic Reform published circular letter number 19 of 2020, in an effort to stop COVID-19 from spreading. The policy is currently in force as of March 16, 2020, and has been extended until April 2021, with circular letter number 34 of 2020. Many countries have passed similar policies during the COVID-19 outbreak, including China, Hong Kong, Turkey, and Singapore. The WFH policy is something new for government officials in Indonesia. Workers who work at home are reported to produce satisfying work, but the rate of promotion based on performance is decreasing ([Bloom et al., 2015](#); [Gorlick, 2020](#)). Based on this description, This investigation was carried out to determine how the implementation of the WFH policy for government civil servants in the Land Agency of Musirawas Regency, South Sumatra, Indonesia.

1.2. Theoretical underpinning

This research is explicitly supported by performance theory ([Bernardin & Russell, 1993](#)). Performance is the output of specific job functions or activities at specific jobs over the course of a defined amount of time. The importance of employee performance is the driving force for the course of an organization that leads to future organizational development effectively ([Awadh & Saad, 2013](#)). Furthermore, performance is the outcome of a person's labor in carrying out their responsibilities with abilities, resources, and opportunity ([Abdurrahman et al., 2019](#)).

1.3. Hypotheses development

A good work environment must be supported by various indicators, including a practical work environment and a neat, clean, well-maintained, and disciplined arrangement ([Faida, 2019](#)). To overcome the workload during the Covid-19 period, employees are required to work from home. At home, indicators that must be carried out, include how to plan working conditions, how to use time effectively and efficiently, how to meet targets that must be achieved, and being aware of the work environment ([Koesomowidjojo & Mastuti, 2017](#)). The work culture that must be carried out includes the self-awareness of organizational members against the covid-19 pandemic, promoting the aggressiveness of organizational members, providing an understanding of the performance and personality of organizational members, and directing the orientation of organizational members ([Edison et al., 2017](#)). In the end, the adoption of remote working during the COVID-19 epidemic is how to produce good organizational performance ([Fazrin et al., 2022](#)), including the number of work results, time efficiency used in completing a job, the effectiveness of the workforce, and resources used in producing work and the independence of each person. organization member. The following hypothesis is formulated as follows in light of the above discussion:

H₁. Performance and the work environment of employees during the Covid-19 pandemic.

The work environment is very important in influencing employee work productivity directly or indirectly. Besides that, that, the work environment is a community where employees gather in diverse and changing situations and conditions, including in the Covid-19 pandemic conditions. The improvement of the workplace environment may have an impact on employee performance supports this theory that that the workplace atmosphere has a favorable impact on employees' performance ([Sutrisno, 2020](#)). Some previous researchers ([Charli et al., 2020](#); [Meilina & Sardanto, 2020](#); [Panjaitan, 2017](#); [Yuliantari & Prasasti, 2020](#)) support employee performance and the impact of the workplace. Several studies have shown that Employee circumstances and performance are impacted by the workplace ([Sutrisno, 2020](#)) which shows that the working environment has a positive and significant impact on how well employees perform ([Ahmad et al., 2019](#); [Arrozak, 2021](#); [Aslami, 2021](#); [Burhannudin et al., 2019](#); [Kurniawan et al., 2020](#); [Kusumastuti et al., 2019](#); [Lestary & Chaniago, 2018](#); [Saleh et al., 2019](#); [Wahyudi et al., 2021](#); [Yuliantari & Prasasti, 2020](#)) .

H₂. Performance is correlated with the workload of employees during the Covid-19 epidemic.

The workload during the COVID-19 epidemic is one of the study's objectives. The social situation. This research wants to know what is happening in it. The workload is based on the utilization of the available work time to do the work, which is seen from the activities or

activities carried out by the staff at work, both direct activities and other activities such as personal activities and unproductive activities, and the workload must be completed by someone or some persons. During a certain period under normal circumstances. The burden is characterized by the requirement to work more quickly, respond more quickly, multitask, and finish multiple tasks at once ([Ingusci et al., 2021](#)). The increase in the workload experienced by some workers due to a change in working methods to working from home for some workers, especially those who are married and have children, can have an impact on increasing multiple tasks, which can trigger family and work role conflicts ([Ma'rifah, 2020](#); [Weken et al., 2022](#)). The researchers came up with the following third hypothesis based on the descriptions given above:

H₃. Organizational culture during the Covid-19 pandemic is linked to performance.

In fact, The effects of COVID-19 extend beyond the current global health crisis but also has implications for the social and economic realm. Changes in the way of interacting, transforming virtual interaction patterns, for example, force people to adapt. This fact emphasizes that the social interaction of the community has undergone changes. This, of course, gave birth to a number of new values and norms that succeeded in forming different social systems. that both international and local organizations are working hard to improve their businesses and struggling to help the government in the process of spreading this covid-19 pandemic. Regarding the lockdown policy, for some international organizations, this activity is a new work concept that must be adopted by organizational leaders and employees. Moreover, adapting in the midst of a pandemic is not easy. A survey ([Deloitte, 2020](#)) explains that this change in organizational culture requires employers to understand the ongoing situation. because new obstacles can disturb the thinking of employees while they are working, and even lead to a state of stress. enforcement of work from home as an establishment.

H₄. Work environment, workload and organizational culture together during the covid-19 pandemic are associated with performance

METHOD

The Land Agency of Musirawas Regency is the population in this study, South Sumatra, Indonesia. The research subjects were employees of the Musirawas Regency land agency, and the data analysis technique used Statistical Program for Social Science SPSS statistics with a total of 68 responses. The details of the 68 employees consisted of 24 employees with the status of State Civil Apparatus (ASN) and 34 Non-Employee Government Employees. State Administration (PPNPN) and 10 Licensed Assistant Surveyors (ASB) who are alumni of the Diploma 1 National Land College (STPN) assigned to the Land Office of Musi Rawas Regency but are not civil servants. Given that performance is a latent variable during the COVID pandemic -19 with the highest number of indicators, namely 5, the minimum number of samples, should be 50 (5 x 10). The sample therefore, this requirement is met ([Hair et al., 2016](#)).

The relevance of the parties that completed the survey was taken into consideration when choosing the respondents for this study. fill out a questionnaire based on the variables of accountability and transparency in the implementation of services to the community in the land

sector. Then, 44 questionnaires were distributed, 44 questionnaires were distributed to 68 respondents, divided equally. The questionnaire was then returned directly by respondents from 68 A total of 68 questionnaires, and used, which is equivalent to 100% of the distributed questionnaires.

Analysis technique

For data analysis and hypothesis testing, this study employs descriptive statistics and SPSS, a variant-based statistical program for social science. Because the Likert scale is non-parametric, SPSS was chosen in order to prevent multicollinearity (Ghozali, 2016). PLS is also thought to be appropriate for the current investigation because it just needs a modest sample size and few data assumptions (Chin et al., 2003). also highlighted that the use of a less strong theoretical basis is more profitable for SPSS than Covariance-Based Structural Equation Modeling (CB-SEM)

RESULT AND DISCUSSION

The findings showed that whereas openness was neither directly nor indirectly connected with public trust, accountability had a direct negative association with it. These results show that the two components of effective governance, accountability and transparency, may not be.

Table 1 Validity results

Work environment variable	Work Load variable	Organizational variable	Performance variable	R-table 68	N-68	Descripti on
0,776	0,722	0,687	0,863	0,2387		Valid
0,719	0,604	0,679	0,800	0,2387		Valid
0,684	0,661	0,541	0,687	0,2387		Valid
0,700	0,639	0,717	0,486	0,2387		Valid
0,682	0,626	0,675	0,690	0,2387		Valid
0,693	0,670	0,763	0,807	0,2387		Valid
0,690	0,695	0,728	0,741	0,2387		Valid
0,668	0,648	0,731	0,848	0,2387		Valid
0,809	0,687	0,738	0,818	0,2387		Valid
0,712		0,768		0,2387		Valid
		0,712				
		0,716				
		0,696				
		0,720				
		0,788				
		0,676				

Based on table 1 above shows the results of the calculation of the validity of the work environment variable (X1), work load variable (X2), Organizational variable (X3) and Performance variable (Y) carried out on the respondents as many as 68 people who are

employees of the Land Office of Musi Rawas Regency, the question items show a value of > 0.2387 ($Df = n-2 / 68-2$) from r table where n is the number of independent variables in this study, in other words all questions regarding the work environment variable, work load variable, organizational variable and performance variable, can be declared valid and suitable for further research.

Table 2 Cronbach's alpha result

Varibel	Measurement Item	Cronbach's Alpha
Work enveromen	WC 01 - WC 09	0.889
Workload	WL 01-WL16	0.837
Organizational Culture	OC 01-OC09	0.932
Performance	PF 01-PF09	0.901

Results of Primary Data Processing, 2022 with SPSS 22 *for Windows* Based on the reliability test findings for the work environment variable (X1) of 0.889, the workload variable (X2) of 0.837, the organizational culture variable of 0.932 (X3), and the performance variable (Y) of 0.901, respectively. All *Cronbach Alpha* (α) values are in a strong category when compared to the standard *Cronbach Alpha* (α) value, which can be accepted as a reliable variable > 0.60 , so it can be stated that all variables in this study are called reliable.

Table 3 Hypothesis testing for direct in indirect effects

Variabel	Hypothesis	T-tes	Supported
Influence Partial			
Work enveromen → Performance	H ₁	1,277	Yes
Workload → Performance	H ₂	3,401	Yes
Organizational Culture → Performance	H ₃	0,285	Yes
Simultaneous Influence	Hypo	F-tes	Support ed
Wrok enveromen + Work Load + Organizational Culture → Performance	H ₄	45,05 5	Yes

Public attention during the pandemic. On the other hand, the workload of the apparatus in the public service sector in the land sector has decreased the equipment's effectiveness during the COVID-19 epidemic. This finding may reflect the impact of other variables that can affect the increase in performance, including the influence of the working environment, it enhances the effectiveness of the device, in addition to organizational culture. including affecting the performance of the apparatus, but the most dominant of this research is the workload of the apparatus, this can occur in a pandemic condition, threats to life safety, health, and office workloads that must be completed from home, the more widespread the epidemic spreads, the heavier the workload. apparatus in completing their work from home which results in decreased performance of the apparatus.

Furthermore, The improvement of performance during the COVID-19 pandemic in the land service sector is positively and significantly correlated with the workplace environment. The community has an urgent need for land services, and the workplace environment has a significant impact on the apparatus's enthusiasm to work (DeRossette, 2016). This is in line with previous opinions that state that a comfortable work environment causes employees to focus on their work, and that this condition can increase work productivity (Jayaweera, 2015; Leblebici, 2012). In addition, it was found that organizational culture also affects the performance of the apparatus in providing services in the land sector. It will increase if the organizational culture in the defense office can guarantee work safety during the pandemic. Finally, in this study, the work environment and organizational culture are not directly related to trust during the pandemic. Covid-19, The government may be more demanding while providing services to uphold community rights to property ownership during the pandemic, and more on service quality.

CONCLUSION

This research intends to investigate the impact of the work environment, workload, and organizational culture on the effectiveness of the apparatus in providing quality services in the land sector, providing services to the community for their rights to land ownership. In summary, this study found that The workplace atmosphere has a favorable and significant impact on how well the device performs. Meanwhile, the workload has a positive and significant relationship with improving the performance of the apparatus, and organizational culture also has a positive relationship with improving the performance of the apparatus, but of the three variables, the workload of the apparatus has a very strong relationship with improving the performance of the apparatus in the field of service to the community in obtaining rights. right to land ownership.

This research contributes significantly to both theory and practice. Theoretically, this research extends the performance theory developed during the COVID-19 pandemic. This demonstrates that improving governance is not the most significant performance metric for public institutions during the pandemic. Therefore, this study actually advises that government agencies improve the quality of services with constrained workloads during the pandemic to foster trust and the quality of public services rather than concentrating on the work environment and organizational culture. Not that the final two factors should be fully disregarded. In fact, efforts to encourage a comfortable work environment and organizational culture are exemplary in improving the quality of service to the community. In addition, The study's findings can serve as a basis for introspection in developing nations, particularly in nations where land offices in districts and cities have been granted autonomy and play an important role in sector administration services.

Finally, With the exception of his contributions, this study does have some restrictions. The district administration in the Musirawas district of South Sumatra, Indonesia, is the sole subject of this study. It is not advised to extrapolate the findings to a larger context. The researcher advises carrying out comparable investigations in numerous areas, particularly in Indonesia, or even in foreign nations. This study also does not explore how to apply the practice of land issues that develop in the community or disputes over land ownership rights. In contrast, this study only examines the influence of the work environment, workload, and organizational culture at the Land Office of Musirawas Regency, South Sumatra, Indonesia during the COVID-19

pandemic. In order to fill the research gap created by this issue, additional research is recommended.

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