

Conference Paper

Has the Employee's Performance Changed Post-pandemic (Covid-19)? A Proposed Study in Government Civil Apparatus

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Abstract.

Excellent resource management will be able to produce excellent performance. The pandemic outbreak that hit globally, including Indonesia, had many impacts on economic conditions. To be able to survive, many companies have changed the way their employees' endeavor, including their management. The company strives to adjust the way of working from the office to working from home to changing attitudes in work discipline, work motivation, and work environment toward performance. This phenomenon is essential to be researched, due to finding out the factors that most influence employee performance. The study aims to determine the influence of work discipline, work motivation, and work environment on employee performance. One of the virtues in research is how companies can implement suitable strategies provided that they will achieve excellent performance simultaneously. A person who has better work motivation will certainly complete his work well and will be able to achieve better performance. In addition, an employee must have high work discipline, so that every work given can be completed according to a predetermined time. The work environment is closely related to the work situation where employees work; if the work environment is managed properly, employees will be able to achieve satisfactory performance likewise. The findings in several previous studies show that there is a link between work discipline, work motivation, and work environment on employee performance after the Covid-19 pandemic.

Keywords: work discipline, work motivation, work environment, employee performance

1. Introduction

The COVID pandemic that has hit the world and even Indonesia since 2020 has brought many changes in various sectors of human life, starting from the business and non-business sectors. Many changes have been made by people and organizations to adapt to the COVID-19 pandemic, starting with the use of masks, maintaining distance, and even company rules that implement working from home because it is not possible to work in the office to avoid the spread of a wider disease outbreak [1].

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Every organization is always trying to improve the productivity of its employees. For this reason, leaders need to find ways and solutions to increase employee performance. This is important because performance reflects a deep gap in the work being done so that work can be completed faster and better results can be achieved [2].

The role of human resources in an organization as the State Civil Apparatus (ASN) plays an important role because it determines the achievement of the goals of local government agencies. ASN as human resources is an important factor in a local government organization because ASN is a determining factor in achieving agency goals effectively and efficiently. The HR of the apparatus is dimensional and unique compared to managing other resources. Humans have different traits, characters, motivations, and emotions so they require different handling or management for each person [3].

Magdalena et al. [4] states the first factor that can affect the performance of ASN employees is work discipline. Work discipline is also a part of improving performance, where work discipline is an attitude of respect, respect, appropriateness, and obedience to the applicable regulations, both written and unwritten, and being able to carry out them and not evading receiving sanctions if he violates the rules. the duties and powers assigned to him.

Ekhsan [5] states another factor that can affect the performance of ASN employees is work motivation. Motivation is a condition in a person's personality that encourages the individual's desire to carry out certain activities to achieve goals.

Kairupan [6] mentions another factor that has an impact on improving the performance of ASN employees is the work environment, the work environment can influence the work results of its employees because individuals can have the ability to do their jobs well, until maximum results are achieved if supported by the right environmental situation. The work environment means all equipment, tools, and materials it encounters, the environment in which the person does his work, work methods, and organizes his work in individuals or groups.

Lampung Province Liaison Agency in Jakarta to achieve better conditions is required to have adequate management of human resources so that quality, loyal and outstanding human resources are created. The government's desire to continuously improve employee performance is also marked by the issuance of Government Regulation Number 46 of 2011 concerning Performance Assessment of Civil Servants which is divided into two elements, namely first, Employee Performance Targets (SKP) which are measured in terms of quantity, quality, time and cost. Second, Work Behavior (PK) is measured by service orientation, integrity, cooperation, and leadership.

Employee performance must be considered because it is one of the keys to success. If an agency carries out government agency activities with poor performance, the image of the agency will be less good. Law Number 8 of 1974 concerning the Basics of Employment, which was later changed to Law Number 43 of 1999, provides the understanding that a Civil Servant is every citizen of the Republic of Indonesia who has fulfilled the specified requirements, is appointed, and by an authorized official and entrusted with the task. other countries, and are paid according to the applicable laws and regulations. As a state apparatus, of course, civil servants have duties, namely government and development tasks. On this basis, every Civil Servant is required to be able to provide the best possible service to the community. To carry out government and development tasks properly, civil servants are needed who are professional, honest, fair, and responsible.

The results of empirical studies conducted by researchers related to previous research on performance by Albertho et al. [7] shows a positive and significant effect of Work Discipline on Performance. Research by Martha and Febrianti [8] states that work motivation has a positive and significant effect on employee performance. Research by Tolu et al. [9] states that the work environment has a positive and significant effect on employee performance.

This study asks the following research statements:

1. Is Work discipline affect employee performance at the Liaison Agency for Lampung Province in Jakarta?
2. Is Work motivation affects employee performance at the Liaison Agency for Lampung Province in Jakarta?
3. Is Work environment affects employee performance at the Liaison Agency for Lampung Province in Jakarta?

2. Literature Review

The concept of performance in several studies by Husain [10], Performance is the result of work that has a strong strategic relationship with the organization, customer satisfaction, and contributes to the economy. According to Illanisa et al. [11], Performance is the result of work or can be said as work performance achieved by an employee in the company as long as he works at the company following the responsibilities that have been given to the employee. Then According to Budiman and Steven [12], Performance is the result of work in quality and quantity achieved by an employee in carrying out his

duties by the responsibilities given to him. From several expert statements that state performance is work performance which is the result of the implementation of work plans made by an institution carried out by leaders and employees (HR) who work in that institution, both government and company (business) to achieve organizational goals.

2.1. Work discipline

Edy [13] illustrates how important work discipline is and some of the benefits that can be felt, such as employee discipline, which aims to increase efficiency as much as possible by preventing wastage of time and energy. It also prevents damage or loss of company property, equipment, and supplies caused by carelessness and theft. In fact, with this work discipline, there are benefits that can be felt by the company and employees, including:

1. For organizations or companies

Work discipline will ensure order and smooth implementation of each task, so that later optimal results can be obtained.

1. For employees

Employees will get a pleasant and conducive atmosphere, so that later they can increase morale in carrying out every task they carry out.

This will enable employees to carry out their duties with full awareness and develop their energy and mind as optimally as possible. In short, discipline is needed for further organizational goals and in order to support the smooth running of all activities within the organization, so that its goals can be achieved optimally.

2.2. Motivation

According to Afni and Perkasa [14] said that motivation is a main key to organization success to maintain the work in organization in a strong way to survive. Motivation gives guidance and the right direction, resource, appreciation to the employee to inspire and to work hard as you want.

According to Zainal et al. [15], Motivation is a set of attitudes and values that influence individuals to achieve specific things according to individual

goals. These attitudes and values are invisible which provide the power to encourage individuals to behave in achieving goals. Motivation is a factor that can support a person in carrying out a certain activity or activity, where every activity carried out by a person must have a stimulus. Therefore, the factor that can encourage someone to do an activity is the need and desire for something. Thus a person can be motivated to do certain activities to get what he needs. Each individual has different needs and ideals [16].

In another sense, motivation is a process or method to achieve a certain goal by becoming the driver needed by someone to carry out an activity. If you can achieve this goal, it will create a sense of personal satisfaction [16].

Based on the various opinions above, the author can conclude that the motive (motive) is an impulse that exists within a person so that the person concerned can act or behave to achieve the goals he wants. When explored further, the reason that drives someone to do something is that the person concerned has an urgent need to fulfill, both outward needs and inner needs behind this life. The particular needs they feel will determine the actions they take. To fulfill these needs, humans do a job to fulfill their needs.

2.3. Work environment

According to Perkasa et al. [17], work environment can be interpreted as a condition related with some one's behaviour and attitude at the office, because of physiological changes in a certain condition must be noticed by organization to avoid boredom work, monotony activity and fatigue work.

Sihaloho and Siregar [18] states the work environment is one of the places most often done by employees in carrying out their daily activities. A pleasant work environment will provide a sense of comfort to employees, so it can affect the increase in employee performance. A pleasant work environment can also affect the emotional attitude of employees. If the employee feels comfortable with the work environment in which the employee works, then the employee will feel at home at work and the productivity of the employee will increase so that work

time is used effectively and efficiently. Wijaya and Susanty [19] explained that the Work Environment is everything that is around employees and can affect employees in carrying out their assigned tasks.

From the explanation above, it can be concluded that the work environment is everything around the employee that influences him in carrying out and completing the tasks assigned to him in an area, so the work environment research is more directed to show employees can feel safe, comfortable, peaceful, satisfied in their work. complete work in the office.

Wijaya and Susanty [19] explained in general, work environment is influenced by physical and non-physical factors physical factors are:

1. Cleanliness, a clean environment can cause a feeling of comfort and pleasure, so that it can affect one's morale.
2. Air circulation, an healthy air circulation will nourish the body and cause freshness, so that it can increase one's effort.
3. Lighting, the availability of sufficient lighting, but not dazzling, will help in completing a job more properly and more thoroughly.
4. Temperature, according to the results of the study, a different temperature level will also have different effect this situation does not absolutely apply to every employee, depending on the adaptability of where the employee can live.
5. Noise, noise in a room should be reduced as much as possible. This is because noise can reduce a person's health and disrupt concentration at work.

Meanwhile, non-physical factors are the relationship that occurs between employees and superiors in carrying out work, and relationships between one employee and another in order to improve a good work environment between employees.

2.4. Conceptual framework

3. Research Methods

Based on the research objectives that have been set, this type of research can be classified as quantitative research, namely, this research explains the influence between variables through the submission of hypotheses or explanatory research on certain populations or samples [20]. The research design used in this study is a causal relationship. A

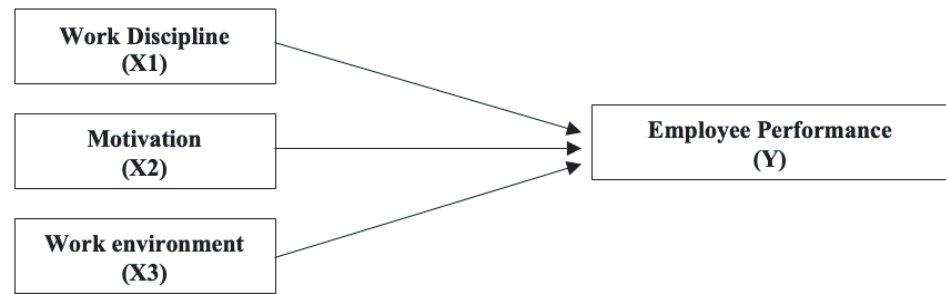


Figure 1: Conceptual Framework.

causal relationship is a type of research that is useful for measuring associations between variables.

This research is causal associative research using a quantitative approach. Causal associative research is research that aims to determine whether there is an influence or relationship between the independent variable and the dependent variable [21].

This study is intended to determine the effect of work discipline, work motivation and physical environment on employee performance. In this study the ordinal measurement method uses a likert scale, which is used to measure attitudes, opinions and perceptions of a person or a group of people about social phenomena.

4. Results and Discussion

states that work discipline is a tool used by managers to communicate with the workforce so that they are willing to change behavior as well as an effort to increase their awareness and willingness to obey all regulations. According to Hasibuan in the journal Afni and Perkasa [14]. Discipline is the sixth most important operative function in Human Resource Management because the better the employee discipline, the higher the employee's work performance that can be achieved without good employee discipline, it is impossible for the company to achieve optimal results. Therefore, if a company can create a good work discipline, it is expected to have implications for stability and significant improvement in employee performance, which will ultimately help the company and all parties involved in achieving and realizing common goals.

As research results Illanisa et al. [11], there is a significant influence between Work Discipline on Employee Performance at Binar Indonesia Islamic Elementary School Bandung, in line with research conducted by Budiman and Steven [12]. The results of this research show that work discipline has a positive and significant effect on the performance of the employees of the Sungai Raya District Office, Kab. Kubu Raya.

Work motivation is about how to direct the power and potential of employees, so that they want to work productively and pursue predetermined goals work motivation is important because motivation affects and supports employee behavior so that they are willing to work hard and eager to achieve optimal results [14].

The results of previous research regarding the effect of work motivation on performance have been carried out by Nur and Sjahrudin [22] confirm the results of their research that work motivation partially has a positive and significant effect on employee performance at STPP Gowa.

According to Perkasa et al. [17] stated that the work environment is everything that is around employees and can affect the performance of the tasks assigned to them for example by the presence of air conditioner (AC), adequate lighting and etc.

The results of previous research regarding the effect of the work environment on performance have been carried out by Puspitasari and Wulandasari [23] suspected that the work environment has a significant positive effect on employee performance at the Regional Personnel Agency of Bima Regency.

The results of the research are in the form of a proposal study and have not described the actual results on the object of research, for that it is necessary to process data to determine the effect between variables.

5. Conclusion

From the statement above, it can be concluded that :

1. Work discipline has significant effect on employee's performance
2. Work motivation has significant effect on employee's performance
3. Work environment has significant effect on employee's performance

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