

Research Article

Comparative Analysis of Employee Performance During The 2020 WFH Implementation and After WFH Implementation At The Office Social Affairs Of Ogan Ilir Regency

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Abstract.

This research aimed to determine the comparison of employee performance during the 2020 Work From Home (WFH) implementation and after the WFH implementation at the Social Affairs Office of Ogan Ilir Regency. The population in this study consisted of 46 employees of the Social Affairs Office of Ogan Ilir Regency. The data collection method used in this study was a questionnaire. The analysis technique used was comparative analysis. The data in this analysis were processed using the Statistical for Product and Service Solution (SPSS) program. Based on the results of the analysis, it can be concluded that there is a difference in employee performance during the 2020 WFH implementation and after the WFH implementation at the Social Affairs Office of Ogan Ilir Regency.

Keywords: employee performance, work from home

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1. Introduction

Every organization has different goals from one another. There are many different aspects involved in achieving goals. In this context, human resources are a significantly influential element. Every organization requires human resources for effective and efficient operations to achieve its goals, making human resources an essential part of organizational goal attainment [1]. This is achieved by demonstrating their performance to the company through their effort and dedication [2].

Employee performance is one of the factors that significantly influence a company's sustainability. If employee performance is low, it can impact the services or products the organization offers, and the quality may not meet expectations [3]. Additionally, the efficiency of employees in completing tasks and managing work within deadlines can affect how well they perform for the organization [4].

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Expected employee performance has high standards, both in terms of quality and quantity [2]. Therefore, maintaining and improving employee performance is crucial for a company to achieve its goals.

The rapid spread of the Coronavirus, which began in December 2019 and quickly spread to various countries, has resulted in significant changes in human daily activities [5]. The virus has been spreading every day and its graph continues to rise over time. Moreover, the Covid-19 pandemic has dramatically altered our daily lives, especially in terms of work, socializing, and communication, challenging us to make significant changes in an extraordinarily short period [6].

One of the outdoor activities that has felt the impact of these routine changes is the alteration of the work routine. Activities that are deemed to have high social interaction must be conducted from home when the number of Covid-19 cases continues to increase dramatically [5].

Work from home (WFH) is the practice of employees performing their job tasks from their residences. Due to various factors that hinder employees from going to the office, work is carried out from home [7]. This shift in the work system, as a result of the Covid-19 pandemic, is primarily intended to prevent the spread of the Covid-19 virus for the health and safety of employees and their families, rather than to disrupt the well-established and customary organizational performance [4].

The evaluation of employee performance at the Ogan Ilir District Social Services Office during the WFH implementation can be seen through the results of the Employee Performance Targets (SKP), which serve as the basis for the assessment of Civil Servant Job Performance, prepared annually.

TABLE 1: The Average Employee Performance Target Achievement (SKP) in the Ogan Ilir District Social Services Office for the Year 2020 and Year 2022.

| No | Explanation | 2020 | 2022 |
|----|-------------|------|------|
| 1 | Very Good | 55% | 58% |
| 2 | Good | 45% | 42% |

Source: Data Processed in 2023

According to the data on the acquisition of SKP scores for the year 2022, as presented in Table 1, there are differences compared to the SKP scores achieved in the year 2020. In 2022, 58% of employees received an SKP score with a 'very good' predicate, which represents a 3% increase from the year 2020. Meanwhile, 42% received a 'good' predicate, which marks a decrease from the 45% SKP scores in 2020. This indicates that

employee SKP score achievements within the Ogan Ilir District Social Services Office still vary, and optimal performance has not been fully achieved.

Previous research on the comparison of employee performance during WFH has been conducted by several researchers, including a study by [8], which showed significant differences in the performance outcomes of employees working from home compared to those working in the office. Another study by [9] on the comparison of employee performance before and during Covid-19 found no observable changes in employee performance between the Covid-19 era and the preceding period.

Based on the phenomena and descriptions presented, the author is interested in conducting a study with the title 'Analysis of Employee Performance Comparison During the 2020 WFH Implementation and After the WFH Implementation at the Ogan Ilir District Social Services Office'.

2. Theory, Literature Review, and Hypothesis

2.1. Theory

Work From Home

Work from home (WFH) is a term related to remote working, specifically the practice of completing tasks that are traditionally done in an office environment from one's own home. According to [10], work from home refers to work performed by an individual (employee, freelancer, remote worker) either exclusively or during specific times, at a location distant from the office, using telecommunications media as a means of work. According to [11], indicators of working from home include: 1) Flexible work environment, 2) Reduced stress from disruptions, 3) Proximity to family members, 4) Elimination of commuting time to the office, 5) Consideration for health and work-life balance, 6) Enhanced creativity.

Employee Performance

Performance refers to the results of work that an employee has accomplished within a specific time frame, and employee performance can be assessed through performance evaluations. According to [12], performance is defined as the tasks performed by an employee, both in terms of quality and quantity, which are considered successful if they fulfill their functions as assigned. The aspects measured when evaluating performance are referred to as performance dimensions or indicators. According to [13], the indicators used to measure performance include: 1) Quality of work, 2) Quantity of work, 3) Timeliness, 4) Effectiveness, 5) Independence.

2.2. Literature Review

Previous research on the comparison of employee performance during WFH has been conducted by several researchers. For instance, a study conducted by [8] found that there was a significant difference in the performance of employees working from home and those working from the office. Another study by [9] on the comparison of employee performance before and during Covid-19 found no significant difference in employee performance before and during the Covid-19 era.

2.3. Hypothesis

The research hypothesis is: 'It is hypothesized that there is a significant difference in the performance of employees at the Ogan Ilir District Social Services Office during the WFH implementation in 2020 compared to the performance of employees after the WFH implementation.'

3. Research Methods

This research is of a comparative nature and employs a quantitative method. The research is conducted at the Ogan Ilir District Social Services Office. The population for this study consists of 46 employees of the Ogan Ilir District Social Services Office. The sampling technique used in this research is a saturated sampling technique (total sampling). The data source used in this research is primary data. Primary data in this research is obtained using a questionnaire. Data collection in this research uses a questionnaire method, which is a way to obtain data by distributing questionnaires that have been prepared by the researcher in line with the research objectives. The data instrument is tested for validity, reliability, and the successive interval method, and the hypothesis is tested using a paired sample t-test.

4. Results and Discussion

4.1. Research Result

4.1.1. Respondent Profile

In general, the research respondents' profile is predominantly female. In terms of age, the majority of respondents fall within the 31-40 years age range. The highest level of

education attained by most respondents is a Bachelor’s degree (S1). The majority of respondents have work experience exceeding 6 years.

4.1.2. Validity Test

TABLE 2: Validity Test Test Results for Employee Performance During the WFH Implementation in 2020.

| Statement Item | R count | R table | Conclusion |
|----------------------------|---------|---------|------------|
| 1 st Statement | 0,524 | 0,245 | Valid |
| 2 nd Statement | 0,759 | 0,245 | Valid |
| 3 rd Statement | 0,703 | 0,245 | Valid |
| 4 th Statement | 0,724 | 0,245 | Valid |
| 5 th Statement | 0,788 | 0,245 | Valid |
| 6 th Statement | 0,707 | 0,245 | Valid |
| 7 th Statement | 0,806 | 0,245 | Valid |
| 8 th Statement | 0,748 | 0,245 | Valid |
| 9 th Statement | 0,625 | 0,245 | Valid |
| 10 th Statement | 0,564 | 0,245 | Valid |
| 11 th Statement | 0,523 | 0,245 | Valid |
| 12 th Statement | 0,526 | 0,245 | Valid |
| 13 th Statement | 0,532 | 0,245 | Valid |
| 14 th Statement | 0,677 | 0,245 | Valid |
| 15 th Statement | 0,635 | 0,245 | Valid |

Source: Primary data processed using SPSS version 22 in 2023.

Based on the calculation results in Table 2 above, it can be concluded that all r_{count} values for all statement items are greater than r_{table} (0.245). This means that all statement items in this study can be considered valid and can be used for further research.

Source: Primary data processed using SPSS version 22 in 2023.

Based on the calculation results in Table 3 above, it can be concluded that all r_{count} values for all statement items are greater than r_{table} (0.245). This means that all statement items in this study can be considered valid and can be used for further research.

TABLE 3: The Validity Test Results for Employee Performance After the WFH Implementation.

| Statement Item | R count | R table | Conclusion |
|----------------------------|---------|---------|------------|
| 1 st Statement | 0,684 | 0,245 | Valid |
| 2 nd Statement | 0,569 | 0,245 | Valid |
| 3 rd Statement | 0,732 | 0,245 | Valid |
| 4 th Statement | 0,736 | 0,245 | Valid |
| 5 th Statement | 0,790 | 0,245 | Valid |
| 6 th Statement | 0,656 | 0,245 | Valid |
| 7 th Statement | 0,733 | 0,245 | Valid |
| 8 th Statement | 0,729 | 0,245 | Valid |
| 9 th Statement | 0,732 | 0,245 | Valid |
| 10 th Statement | 0,668 | 0,245 | Valid |
| 11 th Statement | 0,600 | 0,245 | Valid |
| 12 th Statement | 0,628 | 0,245 | Valid |
| 13 th Statement | 0,698 | 0,245 | Valid |

TABLE 4: Paired Sample t Test Result.

| Paired Differences | |
|--------------------|-------|
| Mean | 3,322 |
| Std. Deviation | 4,320 |
| Sig (2-tailed) | 0,000 |

Source: Primary data processed using SPSS version 22 in 2023.

4.1.3. Reliability Test

From Table 5 above, the value (sig) is obtained as $0.000 < 0.05$, or H_0 is rejected. This can be interpreted as a difference in employee performance during the WFH implementation in 2020 compared to after the WFH implementation.

4.2. Discussion

The results of the research conducted indicate that, in the validity test with a sample size of 46 individuals, the degrees of freedom (df) equal $46 - 2 = 44$. The critical value (rtable) at a 5% significance level for $df = 44$ is 0.245. If r calculated (rcount) is greater than rtable ($r_{count} > 0.245$), then the statement or indicator is considered valid.. This finding indicates that the questionnaire statements used in the research instrument for both variables are reliable, valid, and meet the criteria to be used as a measuring tool in the study.

In the reliability test results, it is known that the Cronbach's Alpha for the performance variable during the WFH implementation in 2020 is 0,905 which is greater than 0,60 ($0,905 > 0,60$). For the performance variable after the WFH implementation in 2022, the Cronbach's Alpha value is 0,915, which is also greater than 0,60 ($0,915 > 0,60$). This finding indicates that the questionnaire statement items used in the research instrument for both variables are reliable, valid, and meet the criteria to be used as a measuring tool in the study.

The hypothesis testing results in this study utilized the Paired Samples Test. The mean rank for performance during the WFH implementation in 2020 was 45,84, while after the WFH implementation, it was 42,52. This indicates that, on average, performance during the WFH implementation was better than performance after the WFH implementation. Furthermore, the difference score between the two was 3,32.

The obtained comparison results indicate that H_a is accepted, signifying a difference in employee performance during the WFH implementation in 2020 and employee performance after the WFH implementation. This aligns with the research conducted by [8], which compared the performance of employees working from home and those working from the office at the Regional Development Planning Agency (BAPPEDA) of North Sulawesi Province during the Covid-19 pandemic. The study found differences between the two groups. The availability of office equipment and direct supervision by supervisors in the office tends to result in more structured work during work from office (WFO) situations.

Furthermore, research conducted by [14] concluded, based on their analysis, that there is a difference in employee performance, with the work from home (WFH) method having higher levels of effectiveness and efficiency compared to the work from office (WFO) method. This differs from the findings of the study conducted by [9], which showed that there was no significant difference in the performance of civil servants before and during COVID-19 at the Regional Energy and Mineral Resources Agency of North Sulawesi Province. This is attributed to employees demonstrating good performance both before and during COVID-19.

The limitation in communication arises because employees cannot meet with each other or their superiors in person. This can lead to misunderstandings regarding the instructions given [5]. Working from the office provides the advantage of easier access to collaborate with colleagues and engage in direct communication. Face-to-face meetings and daily interactions in the office can facilitate fast information flow and

more effective team collaboration. On the other hand, when working from home, communication relies on online communication tools such as email, instant messaging, or video calls, which may take longer to respond to and complete tasks.

In terms of discipline, employees adhere to rules correctly, such as arriving on time and completing tasks according to their assigned responsibilities. During the work-from-home policy amid the Covid-19 pandemic, employee discipline remained stable despite flexible working hours. Employees continued to follow the rules and were able to complete tasks effectively. Additionally, employees could work from anywhere without being bound by time and place [15].

Access to resources is also one of the differences during the implementation of work from home compared to work from the office. Working from the office provides easier access to the necessary resources, such as office hardware or specialized tools. When working from home, one needs to rely on personal equipment and internet connections, which may not always be as reliable as what is available in the office. Employees working from the office tend to work more frequently because equipment and resources are readily available to them, and their performance is closely monitored by direct supervisors [8].

Because the implementation of work from home relies heavily on the smoothness of the internet network used, employee performance can be hindered if they encounter network issues and do not understand how to use online applications. Given that the work-from-home system relies significantly on network connectivity, it is evident that the work infrastructure and facilities are crucial components that directly impact employee performance in the era of the Covid-19 pandemic [4].

The implementation of the work-from-home policy differs from working from the office and has an impact on employees as well as social and environmental aspects of society. All employees are required to adapt to and become familiar with the new concept brought about by the work-from-home policy. Nevertheless, all employees will learn from this process and gain new insights over time.

5. Finding and Conclusion

Based on the research findings and discussions presented, it can be concluded that there is a difference in Employee Performance during the WFH implementation in 2020 compared to the performance of employees after the WFH implementation at the Ogan Ilir District Social Services Office.

6. Implications, Limitations, and Suggestions

Based on the analysis and discussion of the research findings, here are some recommendations:

1. To the Ogan Ilir District Social Office: It is recommended to sharpen and enhance the skills, especially in information technology and communication. Training and learning in these areas are necessary to ensure that performance remains stable even when new schemes or rules are implemented.
2. For future researchers, it is hoped that this study can serve as a reference and consideration so that the shortcomings of this research can be further developed, especially in relation to changes in work systems in the future. Additionally, future research can explore comparisons related to work motivation, work discipline, and more.

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