
THE EFFECT OF WORK FROM HOME ON EMPLOYEE'S PERFORMANCE AT DEPUTY FOR CHILD PROTECTION MINISTRY OF WOMEN EMPOWERMENT AND CHILD PROTECTION

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ABSTRAK

Tujuan penelitian ini untuk mengetahui Pengaruh Bekerja Dari Rumah Terhadap Kinerja Karyawan Di Deputy Perlindungan Anak Kementerian Pemberdayaan Perempuan Dan Perlindungan Anak. Metode yang digunakan dalam penelitian ini adalah deskriptif dengan pendekatan kualitatif, yang diperoleh dengan mengambil data dari setiap laporan bagian dan bidang di Deputy Bidang Perlindungan Khusus Anak. Selain itu studi pustaka terkait *work from home* itu sendiri juga dilakukan untuk mengetahui pengaruhnya terhadap kinerja Aparatur Sipil Negara. Pada Tahun 2020 seluruh Dunia termasuk Indonesia dilanda wabah pandemik covid 19, Presiden Indonesia dalam konferensi persnya mengintruksikan kepada seluruh masyarakat Indonesia agar dapat menerapkan social distancing, yaitu kerja dari rumah, belajar di rumah dan beribadah di rumah dalam meningkatkan kewaspadaan terhadap penyebaran Covid 19. Hasil pembahasan diperoleh bahwa pelaksanaan *work from home* dikantor Kemen PPPA cq. Deputy Bidang Perlindungan Khusus Anak berjalan dengan baik, tidak ditemukan faktor penghambat yang terlalu berarti terhadap kinerja para pegawai. Selain tetap terjaga dengan tetap mengedepankan pelayanan prima dan tidak mengesampingkan protokol kesehatan yang ada.

Kata Kunci: **Kinerja, Work from Home, Pemberdayaan, Perlindungan**

ABSTRACT

The purpose of this study was to determine the effect of working from home on employee performance at the Deputy for Child Protection at the Ministry of Women's Empowerment and Child Protection. The method used in this research is descriptive with a qualitative approach, which is obtained by taking data from each section and field report in the Deputy for Child Special Protection. In addition, a literature study related to work from home itself was also carried out to determine its effect on the performance of the State Civil Apparatus. In 2020 the whole world including Indonesia was hit by the COVID-19 pandemic, the President of Indonesia in his press conference instructed all Indonesians to implement social distancing, namely working from home, studying at home and worshipping at home in increasing awareness of the spread of Covid 19. Results From the discussion, it was found that the implementation of work from home at the Kemen PPPA office cq. The Deputy for Special Child Protection is

running well, there are no significant inhibiting factors found on the performance of the employees. In addition to staying awake by continuing to prioritize excellent service and not overriding existing health protocols.

Keywords: **Performance, Work from home, Empowerment, Protection**

INTRODUCTION

Work from home means working from home (abbreviated as WFH). The WFH concept is a concept where employees of a company can work from home without having to come to the office. This concept is a modern work approach that maximizes the use of the internet and other supporting technologies.

It is also related to the appearance of a new normal situation in our daily life since telecommuting becomes a new way of working in the era of the COVID-19 pandemic. In addition, employees work with online and offline systems that cannot be separated from the help of telecommunication technology.

The Deputy for Child Protection has been Working from Office since the issuance of the circular letter of the Secretary of the Ministry of Women's Empowerment and Child Protection Number 18 of 2020 on March 16, 2020, Regarding the Adjustment of the Work System of the State Civil Apparatus in Efforts to Prevent the Spread of COVID-19 in Government Institutions.

LITERATURE REVIEW

Work from home is a term for working remotely, more precisely, working from home. According to Crosbie & Moore (2004), working from home means paid work primarily from home (minimum 20 hours per week).

In addition, Oswar Mungkasa (2020) also stated in his article that the work from home (WFH) scheme is part of the telecommuting concept, common in work and urban planning. However, this concept is usually applied under normal conditions and not because of the current pandemic.

State Civil Apparatus within the Deputy for Child Protection, Ministry of Women's Empowerment and Child Protection can carry out their official duties by working from home or where they live. Nevertheless, echelon I or equaled Middle High Officials and echelon II continue to carry out their responsibilities in the office to ensure that government administration and services to the community continue to run well and smoothly.

In this regard, the leaders or direct supervisors are required to regulate an accountable work system and selectively regulate officials or employees within the work unit who can work from home through the distribution of attendance by considering, among others:

1. Type of work performed by employees;
2. Map of the distribution of COVID-19 issued by the central government and regional governments;
3. The domicile of the employee;
4. The health condition of the employee;
5. The health condition of the employee's family (under monitoring/suspected/confirmed status of contracting COVID-19);
6. The employee's overseas travel history in the last 14 calendar days;
7. History of employee interactions with confirmed COVID-19 patients in the last 14 calendar days;
8. The effectiveness of the implementation of tasks and services of organizational units.

Employees who carry out official duties at home or with WFH scheme must be in their respective places of residence except in urgent circumstances, such as meeting needs related to food, health, or safety, and must report it to their direct supervisor. During the validity period of this work system, the Ministry of Women's Empowerment and Child Protection evaluates the effectiveness of its implementation. Then, it reports it to the Republic of Indonesia's Ministry of Administrative and Bureaucratic Reform (*Kementerian PANRB*).

Reports on the implementation of work from home activities are reported daily through the Personnel Management Information System (SIMPEG) application by filling out daily journals such as dates, job descriptions, and work times. The display of the simpeg application example is as follows:

Simpeg Application Overview:

Simpeg Application Menu Employee's Daily Journal.



No	Tanggal	File	Isi Jurnal	Jenis	Status	Jumlah	Satuan	
1	2021-03-31		Mengkoordinasikan daya tahan tubuh satker Deputi PKA	Tugas Utama	Selesai	2	Jam	
2	2021-03-31		Melakukan proses capaian output satker Deputi PKA trivulan 1 tahun anggaran 2021	Tugas Utama	Selesai	5	Jam	
3	2021-03-30		Melakukan proses capaian output satker Deputi PKA trivulan 1 tahun anggaran 2021	Tugas Utama	Selesai	3	Jam	
4	2021-03-29		Bimtek Pelaporan Capaian Output Satker Pengguna SAS	Tugas Utama	Selesai	4	Jam	

This simpeg application report will be checked and approved by the direct supervisor to check the correctness of the daily journal made by the employee. The obligations of the State Civil Apparatus when working from home within the Deputy for Child Protection are:

1. Fill out the attendance list through the Simpeg Application;
2. Doing the work assigned by a direct supervisor in their field of work;
3. Communicating in carrying out work from home reports to supervisors on important matters and tasks through the application in accordance with their field of duty;
4. Completing and reporting work targets in accordance with direct assignments given by direct supervisors;
5. Fill out the daily work journal;
6. The State Civil Protocol Circular Apparatus is obliged to read the Ministry of Health regarding Self-Isolation in preventing COVID-19.

Despite working from home, the employees have the same obligations and responsibilities as working from the office. However, in practice, the implementation of work from home turns out to have challenges and obstacles because not all fields of work can be done remotely. Furthermore, many factors can affect the implementation of work from home, directly affecting employee performance, such as completeness of work and communication tools, lack of coordination, environmental disturbances at home, et cetera. Based on these reasons, specific strategies are needed to anticipate and overcome existing obstacles. Therefore, this study has several aims.

The first is to recognize the implementation of work from home at the Deputy for Child Protection, Ministry of Women's Empowerment and Child Protection. Secondly, the obstacles faced by employees when carrying out work from home. Furthermore, the effect of work from home on the performance of the State Civil Apparatus. The data obtained from the results of this study were processed using qualitative descriptive analysis by taking data from each section and field report in the Deputy for Child Special Protection. In addition, a literature study related to work from home itself was also carried out to determine its effect on the performance of the State Civil Apparatus.

WORK MOTIVATION

a. Work motivation

Work motivation is the encouragement given by the leadership to employees to want to work hard and try to provide the best for the government and the company in the workplace. According to Hamali (2016:131), motivation is the cause of action.

¹Ardana, IK et al. (2012: 193), work motivation gives rise to encouragement or morale or motivation to work. Tegar (2019), motivation is a process that explains an individual's intensity, direction, and persistence to achieve his goals.

Suwatno & Priansa Donni Juni (2011:171) motivation comes from the Latin word *movere*, which means encouragement, driving force, or force that causes an action or deed. Hasibuan (2016:141) motivation causes, distributes and supports human behavior so that they are willing to work hard and enthusiastically to achieve optimal results.

Based on the definition of work motivation that has been described, it can be concluded that work motivation is the driving force that causes employees to mobilize all things to carry out the activities that are their responsibility.

b. Work Motivation Indicator

The following are indicators of motivation according to Herzberg (Mawoli and Babandako, 2011):

- 1) Achievement is a work achieved by a person in carrying out his duties.
- 2) Recognition is an admittance which given to workers for their work.
- 3) Work it self, namely, the challenges felt by the workforce from their work.
- 4) Responsibilities, namely the responsibility given to a worker for the results of work.
- 5) Advancement, namely the opportunity for promotion.
- 6) Growth, namely the possibility of workers having the opportunity to advance and develop their work.

c. Factors Affecting Work Motivation according to Wahjosumidjo (Sunyoto, 2015). There are seven factors that influence motivation:

- 1) Promotion is the advancement of an employee to a better task, both in terms of heavier responsibilities, higher dignity or status, better skills, and particularly, an additional payment of wages or salaries.
- 2) Work performance. The starting point for a person's career development is his work performance in carrying out the tasks entrusted to him.
- 3) The work itself. In the end, the responsibility for developing a career lies with each worker, as a manifestation of the person's desire to grow and develop.
- 4) Awards. Giving awards for their achievements, recognition of their expertise will spur work passion for employees.
- 5) Responsibilities. The accountability for the tasks assigned by the company to employees is a reciprocal of the compensation they receive. In essence, the company fulfills its obligations to employees, and employees carry out their duties as expected by the company.
- 6) These recognitions can encourage employees who have advantages in their fields to perform better.
- 7) Success in work can motivate employees to be more enthusiastic in carrying out the tasks assigned by the company.

c. Impact of Work Motivation

Motivating employees will provide benefits as stated by Hasibuan (2016:146):

- 1) Can increase employee productivity.
- 2) Can encourage employee spirit and passion.
- 3) Can maintain employee stability.
- 4) Can improve employee morale and job satisfaction.

- 5) Can create an atmosphere and employee working relationship.
- 6) Can increase creativity and employee participation.
- 7) Can improve employee welfare.
- 8) Can improve discipline and reduce employee absenteeism.
- 9) Can enhance the sense of responsibility of employees towards their duties.

JOB SATISFACTION

Job satisfaction is the feeling of satisfaction or sense of accomplishment that an employee derives from his or her job. Job satisfaction is the result of an assessment that causes a person to achieve the value of his work or fulfill his basic needs and helps in determining the extent to which a person likes or dislikes his job. In other words, job satisfaction can also be interpreted as a pleasant emotional state at work. While the opposite, namely, Dissatisfaction, can be interpreted as an unpleasant emotional state at work that hinders or prevent the achievement of one's work value.

According to Hasibuan (2007), job satisfaction is an emotional attitude that is pleasant and loves his job. Job satisfaction employees must be created and possible to increase work morale, dedication, love, and employee discipline. This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is enjoyed at work, outside of work, and a combination of inside and outside work. Job satisfaction at work is job satisfaction enjoyed at work by obtaining praise for work, placement, treatment, equipment, and a good working environment. Employees who prefer to enjoy job satisfaction at work will prioritize their work over remuneration even though remuneration is essential.

Robbins and Judge (2009) define job satisfaction as positive feelings about work due to evaluating the characteristics of the job. In line with that, Noe et al. (2006) describes job satisfaction as a pleasant feeling due to the perception that the job fulfills important job values.

In a similar view, Nelson and Quick (2006) state that job satisfaction is a positive and pleasant emotional condition due to a person's job appraisal or work experience.

The Factors that Affect Job Satisfaction Are:

Job satisfaction is related to the psychology of an employee. Employees who are happy and satisfied at a job are always motivated to contribute more. On the other hand, dissatisfied employees will become lethargic, make mistakes and become a burden. Elements and factors that contribute to job satisfaction include the following:

1. **Compensation and Working Conditions:** One of the biggest job satisfaction factors is the compensation and benefits provided by the company to an employee. An employee with a good salary, incentives, bonuses, health care, and others will be

happier and satisfied with his job than someone who does not have a job with the same facilities. A healthy workplace environment also adds value to an employee.

2. **Work-life balance:** Everyone wants to have a good workplace and a job that allows them to spend enough time with family and friends. However, job satisfaction for employees is often also due to a good work-life balance policy, which ensures that employees spend quality time with their families and do their jobs. With a good work-life balance, employees' quality of life can be improved and can increase employee job satisfaction.
3. **Respect & Recognition:** Every individual respect and feel motivated if they are respected in their workplace. An employee will certainly be more motivated if he is given an award for his hard work. Therefore, recognition is one of the factors of job satisfaction.
4. **Job security:** If an employee believes that the company will try to keep them even in volatile market conditions, that will boost confidence. Job security is one of the main reasons for job satisfaction for employees.
5. **Challenges:** Monotonous work activities can cause dissatisfied employees. Therefore, things like job rotation, providing opportunities to work on new projects, and so on can help increase employee job satisfaction.
6. **Career Growth:** Employees also always hope and strive for career growth that can take them to a higher level. Therefore, if a company gives a new job role, it will also increase job satisfaction because it knows that they will get the opportunity to advance in their career.

DISCUSSION

Several studies that have examined Irmayani Nasution, Zuhendry & Raina Rosanti (2020) have revealed that the relationship between work from home and the performance of the WFH relationship with employee performance has a strong relationship ($r = 0.948$) and has a positive pattern. The coefficient of determination is 0.899, and the results of statistical tests found a significant relationship between WFH and Employee Performance ($p = 0.0001^b$). Therefore, accept H_a , which is the effect of work from home on employee performance and reject H_0 , namely there is no work from home on employee performance.

According to Rezeky Ana Ashal (2020) study, the results obtained are that the implementation of work from home in the Special Class I Immigration Office for TPI Medan is going well; no inhibiting factors affect the performance. The performance of the employees is maintained by continuing to prioritize excellent service and does not override existing health protocols.

Suspahariati and Ririn Susilwati (2020) Their research found that changing the previous policy into a new policy during the pandemic had no impact on employee performance because all employees were able to maintain communication and cooperation, which is the culture of *Unipdu* staff and lecturers always to preserve the value of cohesiveness and kinship.

In addition, as part of this discussion, the results of interviews obtained from the implementation of work from home at the Deputy for Child Protection, Ministry of Women's Empowerment and Child Protection who perform their performance from home can run well and smoothly with the support of complete and supportive telecommunications facilities and infrastructure, individual employees can contribute to the strategic focus of the organization.

With indicators of achievement of work output as follows:

1. Able to increase work targets.
2. Able to complete work on time.
3. Able to create innovation in completing work.
4. Able to create creativity in completing work.
5. Able to minimize work errors

All tasks targeted for employee performance also continue to run well and government administration and services to the community continue to run smoothly. The performance of the State Civil Apparatus still has a positive impact as work from home can make social relations between the family environment, the surrounding community feels better and warmer. Employees can achieve their performance and can manage their needs to live physically and spiritually better.

Nevertheless, there are still Barrier Factors which are obstacles faced by employees when carrying out work from home as follow:

1. It is difficult to coordinate within the work that requires teamwork.
2. Social relations between employees are reduced.
3. There are technological obstacles that can interfere with the lost internet network and other things that intrude the work.

CONCLUSIONS

Work from home is a term for working remotely, more precisely, working from home. Therefore, workers do not need to come to the office face to face with other workers. If interpreted separately, work means work, and home means home.

Based on the results of the previous research and discussion, the implementation described can be concluded that work from home at the Deputy for Child Protection, Ministry of Women's Empowerment and Child Protection is going well, calming, and enjoyable because employees who usually have a routine have to leave in the morning

and return home in the afternoon or evening, which is quite tiring. Work will also be more effective and efficient in terms of finance, time, and energy. Public services in all fields are also carried out well according to Standard Operating Procedures and coupled with health protocols recommended by the government. Work from home can create social relations between the family environment. As a result, the surrounding community feels better and warmer and better performance.

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