

WORK FROM HOME APPLICATION AND PROFESSIONALISM ON EMPLOYEE EFFECTIVENESS

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ABSTRACT

Introduction: The Circular Letter of the Minister of PAN-RB No. 19 of 2020 concerning Adjustment of the Work System of State Civil Apparatus (ASN) in Efforts to Prevent Covid-19 in Government Agencies is intended as a guideline for Government Agencies in carrying out official duties by working at home for Apparatus State Civil Service as an effort to prevent and minimize the spread of Covid-19. This study aims to analyze and determine the effect of implementing Work From Home on the Work Effectiveness of Employees of the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency. Among other things, the purpose of this research is to analyze the effect of professionalism on the work effectiveness of employees at the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency.

Methods: This study uses quantitative methods, and the sample in this study is 60 using non-probability sampling technique.

Results: Work From Home has a significant effect in this study on the effectiveness of employees' work, and the Professionalism variable has a significant effect in this study on the effectiveness of employees' work. Work professionalism is based on effective and efficient principles that will improve employee performance.

Conclusion and suggestion: For the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency needs to continue to improve the professionalism and work effectiveness of employees when doing the work that has been given, both when working from home or when working directly in the office in order to achieve the goals that have been set and that they can be implemented effectively and efficiently.

INTRODUCTION

The spread of the Corona Virus is getting bigger in Indonesia, so the central government and local governments are taking preventive measures (prevention) to break the chain of Corona transmission. Based on President Joko Widodo's instructions at the Bogor Palace on Sunday (15/3), the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PAN-RB) conveyed a national policy on adjusting the work system of the State Civil Apparatus during the outbreak of the Covid-19 case as a guide for government agencies. This policy is contained in the Circular Letter of the Minister of PAN-RB No. 19 of 2020 concerning Adjustment of the Work System of State Civil Apparatus (ASN) in Efforts to Prevent Covid-19 in Government Agencies, which is intended as a guideline for Government Agencies in carrying out official duties by working in home/place of residence (Work From Home) for State Civil Apparatus as an effort to prevent and minimize the spread of Covid-19.

The circular letter aims to prevent and minimize the spread, as well as reduce the risk of Covid-19 within Government Agencies in particular and the wider community in general, ensuring that the implementation of the duties and functions of each Government Agency can run effectively to achieve the performance of each organizational unit in Government Agencies, and ensure that the implementation of public services in Government Agencies can continue to run effectively.

Based on the author's observations during an internship at the Department of Culture, Tourism, Youth and Sports, the application of Work from Home turns out to have obstacles that are not easy. Among them are disturbances from the people around us, we must avoid this because it can interfere with work focus, an unstable internet network while working from home requires a smooth internet network so that communication between employees is maximized. And factors that can affect the implementation of Work from Home can directly affect employee performance, for example in the completeness of work tools, less than optimal communication between employees, unclear working time limits, lack of coordination, environmental disturbances at home, and so on. These factors will cause a decrease in the effectiveness of employees in carrying out the work or tasks assigned because of the effectiveness of the employee's work when working from home will be influenced by the personality of the employee and the ability of the employee.

The Impact of Work From Home (WFH) has a Positive and Negative Effect on employees of the Department of Culture, Tourism, Youth and Sports. Positive Effects of Work From Home, namely, Flexibility of working time, employees have work time that can be adjusted. This will help employees in maximizing their work. Minimizing stress levels, this is related to employees who live far from the office so they have to travel long

distances every day. Increase work productivity, which can increase job satisfaction which encourages employee productivity. While the negative influence of Work From Home is the lack of communication between employees, because communication is the most important thing in the organization, without good communication all tasks or works given are not as expected. So Work From Home (WFH) greatly affects work effectiveness and Professionalism of the employees of the Department of Culture, Tourism, Youth and Sports, both Negatively and Positively.

Based on research conducted by (Aisyah & Utami, 2017) Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and with easy-to-understand procedures. Every employee is recommended to be able to have a professional attitude at work so that they can optimize their skills, time, energy, knowledge and resources according to the field they are in, so that it will affect performance. Work professionalism is strongly influenced by the level of employee ability which is reflected in daily behavior within the Organization, Professionalism must be prioritized in Government Agencies in order to achieve the agency's goals and will make the Youth and Sports Culture Tourism Office more qualified. If the professionalism of the employee's work is getting better, the employee's performance will increase. Employees are said to be professional if they can carry out the assigned tasks and do them on time. With the implementation of Work From Home (WFH) at the Department of Culture, Tourism, Youth and Sports, it has an indirect impact on employee performance, both positive and negative influences on the professionalism of employees at the Department of Culture, Youth and Sports.

Based on research conducted by (Erawati et al., 2017) Effectiveness is the ability to choose the most appropriate goals or the right equipment for achieving the goals that have been set. Thus, effectiveness emphasizes how the desired results are achieved according to a predetermined plan. An employee's job is said to be effective if the employee is able to carry out his duties with a predetermined target, but with the Covid-19 and the implementation of Work From Home, the activities at the Culture, Tourism, Youth and Sports Office did not run properly, one of which was the Tour De Singkarak activity. This was not carried out not because of the ineffectiveness of employees, but because of efforts to prevent Covid-19.

Based on research conducted by (Toha, 2017) Employee Performance is something that is achieved by employees, work performance that is noticed by employees, work ability related to office equipment. Performance (performance) is the result of work achieved by a person based on job requirements (job requirements). Employee Performance as Human Resources which is the most important asset owned by an Organization, Institution or Company. Therefore, it needs to be managed effectively and

efficiently. Every employee must have disciplined behavior and professionalism so that the agency can achieve its goals in accordance with what is expected.

Based on the background described above in relation to the implementation of Work From Home (WFH) as a rare prevention of the corona virus in the Youth and Sports Culture Tourism Office, this will certainly affect the level of work effectiveness and professionalism of employees at the Youth and Sports Culture Tourism Office. As it is known that the level of Effectiveness and Professionalism is one of the benchmarks that determine the quality of work and quantity of employee work to produce better performance, therefore researchers are interested in researching how to implement Work From Home (WFH) at the Department of Culture, Tourism, Youth and Sports and how it affects the level of work effectiveness and work professionalism.

LITERATURE REVIEW

Work From Home

Based on research conducted by (Permana et al, 2019) Work From Home which is usually abbreviated as WFH in general can be interpreted as the way employees work who are not in their offices, can be at home, in restaurants or cafes, or anywhere according to the wishes of the employee. in order to get high flexibility which is useful to support the balance between work and employee life. Work from Home is one of the terms working remotely (remote working), more precisely doing work that is usually done in the office from home (Ashal, 2020).

The Advantages of Working from Home According to Ashal (2020) when compared to normal work in the office, including:

1. Decreased office operational costs due to no need to provide office facilities and infrastructure.
2. More flexible because employees can adjust their time to work and can move rooms to find a new atmosphere.
3. Productivity increases because employees do not have to deal with traffic jams, problems with coworkers, and other problems commonly encountered in the office, thereby reducing employee stress levels.
4. Job satisfaction increases due to decreased stress levels.
5. Work From Home is increasing because employees can be closer to their families and the surrounding environment.

Work From Home or working from home also has drawbacks that will not be obtained if you work normally in the office, including:

1. It is difficult to monitor employees when compared to when working in the office.

2. The loss of work motivation due to the many temptations at home and the absence of direct supervision from superiors.
3. The number of work disorders such as many disturbances, especially from the family due to the inability to set boundaries when working.
4. Miscommunication due to reduced communication frequency. Data security problems so it is advisable to send important work data not using the usual network.
5. Home operating costs increase due to operational costs moving from office to home.

Work Professionalism

Professionalism comes from the word professional which is related to the profession and requires special skills to run it (KBBI, 1994). Professionalism is a quality or behavior that shows a person's profession or professional person, Martak (2015). Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and with easy-to-understand procedures (Aisyah & Utami, 2017). Professionalism is a behavior, a goal, a series of qualities that mark or describe the nature of a profession (Aisyah, 2015).

Work Effectiveness

According to Erawati et al., (2017) Effectiveness is the ability to choose the most appropriate goals or the right equipment for achieving the goals that have been set. Work effectiveness is also the ability to do something based on previously planned goals. Kurniawan in Riadi (2020) argued that the indicators of work effectiveness are as follows:

1. Clarity of goals to be achieved, this is intended so that employees can achieve the desired goals and targets in carrying out their duties, so that organizational goals can be achieved.
2. Clarity of strategy for achieving goals, meaning in determining the ways, paths or efforts that must be made to achieve all the goals set, so that implementers do not get lost in achieving organizational goals. For example are determining time, impact, and concentration of effort.
3. The process of analyzing and formulating stable policies, related to the goals to be achieved and the strategies that have been set, means that the formulated policies must be able to link the objectives with efforts to carry out operational activities.
4. Careful planning is needed so that decisions will be made by the organization to develop programs or activities in the future.
5. The preparation of the right program, a good plan must be spelled out in a fixed implementation program, otherwise the implementer will lack guidelines to act and work.

6. Availability of facilities and infrastructure, facilities and infrastructure needed to support the program implementation process to run effectively.
7. Effective and efficient implementation, if a program is not implemented effectively and efficiently, the organization cannot achieve its objectives.
8. Monitoring and control system are needed to regulate and prevent possible deviations in the implementation of a program or activity, so that organizational goals can be achieved.

RESEARCH METHODS

This study uses quantitative research methods with multiple linear regression analysis. This study takes the object of research at the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency. The sample of this research is 60 samples because there are some employees who do not do work from home. The instrument used for this research is by distributing questionnaires to employees of the Department of Culture, Tourism, Youth and Sports. The independent variables in this study are the Application of Work From Home and Professionalism. While the dependent variable in this study is Work Effectiveness.

Effectiveness is the state or ability of the success of a work carried out by humans to provide the expected benefits to see the effectiveness of work (Masyita, 2016):

1. The ability to complete all the work given.
2. Being able to adjust the work to the set standards.
3. Attitude toward the statement that the vision and mission can be achieved if there is a high commitment from each employee.
4. Trying to improve the quality of work.
5. Sufficient time to complete the work.

Professionalism according to Toha (2017) is the ability to plan, coordinate, and carry out functions efficiently, innovatively, flexible and with a high work ethic. The following are indicators of professionalism:

1. I use my skills/expertise at work, where my skills/expertise are very much needed in this company.
2. The knowledge and experience that I have provide maximum results in work.
3. I can analyze a problem quickly and precisely and carefully in making the best decision.
4. I have a forward-looking attitude to advance this company.
5. I try to complete the work with all my own knowledge, abilities and experience.

Work From Home in Jannah and Fitria's view (2020), often shortened to WFH, means working from home. Work from home is described by the activities or work of employees who are outside the office or, in other words, working from home.

1. The obligation to fill in attendance on the attendance application.
2. Regular employee meetings to monitor the presence and health condition of each employee by using Zoom.
3. The direct obligation of the supervisor to monitor employee work, especially those who have limited communication tools that support face-to-face contact.
4. Service and function tasks use communication channels other than face-to-face, such as WhatsApp, Zoom, and E-mail applications.
5. Implementation obligation to respond to calls or directions from superiors.

RESULT AND ANALYSIS

The Office of Culture, Tourism, Youth and Sports in accordance with government instructions through the ministry of PAN-RB in the context of Adjusting the Work System of the State Civil Apparatus (ASN) in Efforts to Prevent Covid-19 in Government Agencies, the Department of Culture, Tourism, Youth and Sports of Dharmasraya Regency also carried out Work From Home as an effort to prevent the spread of the coronavirus within the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency. In connection with working from home, there are the same obligations and responsibilities as working from the office, namely all employees must be consistent with their duties and complete all the work that has been ordered properly and effectively. Because working from home is not an excuse for not completing the work that has been given.

Table 1. Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	T	Sig.
(Constant)	1.223	1.328		0.920	0.367
Work_From_Home	0.647	0.083	0.641	7.579	0.000
Professionalism	0.480	0.163	0.233	2.758	0.007

SPSS Processed Data, 2021

Table 2. Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
10	0.667	0.445	0.431	0.95888

SPSS Processed Data, 2021

Analysis of the Correlation of Work From Home Variables on Employee Work Effectiveness

Based on research conducted by Agustian (2019), working from home has an influence on employee work effectiveness. If employees become more productive when

working from home, the effectiveness of their work increases. If the productivity goes down, then the employee's work effectiveness goes down. Another research conducted by Permana et al (2019), working from home has an influence on the effectiveness of employees' work. The effectiveness of an employee's work when working from home is influenced by at least several things, namely, the employee's individual personality, being proactive, innovative abilities, employee independence and creativity, company management capabilities, and also the environment in which the employee works while working from home.

Analysis of the Relationship between Professionalism Variables on Employee Work Effectiveness

Based on research conducted by Toha (2017), the existence of the attitude of professionalism by employees will make an increase in a job that has been set. Work professionalism is based on effective and efficient principles that will improve employee performance. Based on research conducted by Toha (2017), professionalism has a positive and significant effect on the performance of OJK employees (case studies of regional offices 3, Central Java and DIY).

Analysis of the Relationship between Work From Home Variables and Professionalism on the Effectiveness of Employees' Work

Based on research conducted by Ashal (2020), work from home is one of the terms for working remotely, more precisely doing work from outside the office or from home. Meanwhile, according to Aisyah (2015), professionalism is an act or expertise in carrying out a task or job well.

CONCLUSION

Work From Home has an effect on the work effectiveness of the employees of the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency, so in the implementation of the Work From Home application there are some obstacles faced by employees that will affect the effectiveness of their work. While the variable of Professionalism affects the work effectiveness of the employees of the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency, it also plays an important role in work effectiveness.

The Department of Culture, Tourism, Youth and Sports, the Department of Culture, Tourism, Youth and Sports, Dharmasraya Regency needs to continue to improve the professionalism and work effectiveness of employees when doing the work that has been

given, both when working from home or when working directly in the office, in order to achieve the goals that have been set and can be implemented effectively and efficiently.

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