

# The Effectiveness of the Work From Home (WFH) Program during the Covid-19 Pandemic

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## ABSTRACT

The direct impact of Covid-19 is the weakening of economic growth or even the economy experiencing negative growth. Gross domestic product has decreased drastically. Covid-19 has forced all of us to migrate from places of work in offices, places to study at schools, places to shop at malls, even places of worship in places of worship to all being done at home. The readiness of workers to adapt due to changes in the work environment and different conditions in general is also a challenge for both workers and companies. Therefore, researchers conducted research on the implementation of employee WFH. This research is a quantitative research. The data collection technique is through literature study which aims to describe, explain and analyze facts that can support the research topic. The results show that remote work can be an answer to urban issues and emergency conditions in the short and long term. However, remote work has not yet become mainstream in modern human life.

## INTRODUCTION

The direct impact of Covid-19 is the weakening of economic growth or even the economy experiencing negative growth. Gross domestic product has decreased drastically. Accurate recovery values will largely depend on the proportion of the population affected by the disease, on the mortality rate, and on how many people are absent from work to prevent contracting the disease (Wren-Lewis, 2020). Covid-19 provides a valuable learning experience for today's human civilization. This pandemic has changed everything and accelerated digitalization. Covid-19 has forced all of us to migrate from places of work in offices, places to study at schools, places to shop at malls, even places of worship in places of worship to all being done at home. All of this was triggered by the massive growth of victims infected with the virus, and working-from-home is one effective way to flatten the curve of Covid-19 sufferers.

In the United States only 37 percent of jobs can be done entirely from home (Dingel & Neilman,

2020). This sudden instruction for virtual work for the entire working population caused worker productivity, business survivalability, and national economic growth to fall drastically. The percentage of work that WFH can do is an important input for estimating economic performance during the social distancing period. The individual productivity of a worker can be very different when they work from home than when they work from the office as usual (Dingel & Neilman, 2020). Based on this point of view, the effectiveness of working from home or WFH effectiveness is a crucial issue for both macro and micro economic perspectives.

Based on Mungkasa (2020) explains that employee productivity during work from home increases due to the flexibility of time and reduced distractions. This is because each employee can build a strategy in dealing with situations that occur when completing his work. Work from home is a telework term that has become increasingly popular in recent years. Based on

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(Diab-bahman & Al-enzi, 2020), work from home has three categories. First, home-based telework, where work obligations with high or low skills can be completed at home through virtual means. Forms of communication using computers, telephones, and other digital devices. Second, teleworking from remote offices, where work is carried out in a workplace that is far from the main office, such as a branch office, a place to meet clients, and so on. Third, mobile telework, namely workers who work far from their usual workplaces (either regular offices, branch offices, or at home) and whose work includes traveling and investing time at the client's place.

According to Steers (1985) effectiveness is usually done to measure the extent to which a group or organization is effective in achieving a goal. While work effectiveness is the degree to which a person or group in carrying out their main tasks to achieve the desired goals. Meanwhile, Robbins (2003) states that effectiveness is related to the ability to choose or do something that is most appropriate and able to provide direct benefits.

Telework or Telecommuting is a way of working that involves workers changing part of their working hours (ranging from a few hours per week to almost full time) to work away from the office (usually working from home) using technology to interact with other people as needed to do things. work assignments (Allen et al., 2015). At the beginning of its development, the term telework was defined only in terms of work that could be completed at home or home-based telecommuting. However, with the passage of time and technological developments, the term telework has also expanded. Telework includes workers who do work by moving places or center-based telecommuting. In addition, several terms have the same meaning, including telecommute, electronic homework, telecommuting, flexiwork, mobile working, work from home, and remote work (Mungkasa, 2020). The term has something in common where workers are not required to work in an office (office-based) like most jobs in general.

The readiness of workers to adapt due to changes in the work environment and different conditions in general is also a challenge for both workers and companies. On the other hand, every worker is required to maintain their performance and face various job demands including workload, working hours, worker participation, worker communication with supervisors, and various other job demands (Nakrošienė *et al.*, 2019). The

problem that often occurs when WFH is employee productivity decreases with WFH. The lack of supervision that occurs makes the implementation of WFH not produce maximum results. Moreover, there are no binding rules when doing WFH. Therefore, researchers conducted research on the implementation of employee WFH.

## **RESEARCH METHOD**

This research is a quantitative research. Darmawan (2015) explains that qualitative research is a method based on natural situations. Techniques for collecting data through literature studies that aim to describe, explain and analyze facts that can support the research topic. This method seeks to explain and describe the findings of research results sourced from journals or articles and other documentation.

## **RESULT AND DISCUSSION**

During the Covid-19 pandemic, which required working remotely to reduce population movement, in general the supporting regulations were sufficient. However, there is still a need for company or organization rules that employ remote employees. Companies need to determine the appropriate position to work remotely, and be clearly defined in the policy. Through the analysis of the type of work model and office operations, companies can establish a remote working scheme throughout the office that includes the type of work, position, and even the right timing for working remotely. Working away from the office requires supporting devices ranging from laptops or computers, cell phones, printers, and others. All of these tools need to be specified in the company's policy regarding the person in charge of their supply. The device may be provided by the employee himself. Even some companies require the availability of internet with certain capacities and speeds at home. This is to ensure that communication can run smoothly between employees and the office. Meanwhile, if the company provides supporting equipment, it is better not to burden or reduce employee benefits. Working remotely relies on virtual data that is stored neatly in a data set commonly called BIG Data. The transfer of data, both from home to office and vice versa as well as from house to house, through such intensive online opportunities opens up opportunities for outsiders to steal the data. So that data security efforts are important and one of the requirements for the work from home scheme. Even some companies specifically issued rules prohibiting the use of wifi facilities that can be accessed by the public.

It is understood that not all types of work are suitable to be carried out from home. Based on the research conducted, the types of jobs that are offered the most are jobs related to administration, information technology, design, finance, marketing, human resources, project management, and writing. Various studies show that the productivity of working from home is no different from conventional work productivity. However, few employees want to work completely from home. Socializing is still a basic human need. The positive impact on environmental conditions is also manifested, one of which is a decrease in the level of air pollution. There are still many who cannot differentiate between working from home and working at home. Working from home is part of fulfilling obligations as an employee in meeting work targets. So, the house is just a location. It is different from working at home which can mean that it is not related to the obligation to carry out office tasks. Thus, in carrying out work from home, protocols and office atmosphere must still be maintained. Therefore, several things still need to be maintained, such as (i) the work schedule is maintained like the usual office schedule; (ii) the work location should be separated from other domestic activities; (iii) domestic work and office work are not carried out at the same time, but each schedule can be made; (iv) the clothes worn should also not be casual clothes such as t-shirts, or sleepwear.

## CONCLUSION

The outbreak of Covid-19 is a real example. Thus, working remotely can be an answer to urban issues and emergency conditions in the short and long term. However, remote work has not yet become mainstream in modern human life. The existence of the Covid-19 pandemic, which requires most employees around the world to work from home, can then be a new impetus for the development of work from home schemes. This is evident from the results of several studies abroad on employees' perceptions of working from home schemes during the Covid-19 pandemic era, all of which show an employee's interest in maintaining the work from home scheme both full time and part time. For this reason, it seems that the work from home scheme will become one of the new normal in the world. So that this trend can be anticipated, it is necessary to systematically mainstream the concept of working from home. To date, there are

no regulations that specifically support remote working schemes, especially in the long-term context. Several regulations issued during the Covid-19 pandemic have provided for temporary remote work. Regulations are needed which can be in the form of new laws or amendments to existing labor laws and their supporting regulations, which are complemented by policies in each government institution, organization or company. The regulations governing remote work cover at least (i) the establishment of a stakeholder forum including the form of organization, membership, roles and responsibilities, as well as the main outputs; (ii) defining the definition of remote work; (iii) preparation of the National Action Plan; (iv) internalization of remote work in development documents, both national and regional; (v) arrangements for eligibility for participation in remote working schemes; (vi) database development and knowledge management; (vii) provision of incentives and disincentives; (viii) development of a public communication strategy; (ix) human resource and technological capacity development; (x) monitoring and evaluation.

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