

# THE INFLUENCE OF THE WORK CONCEPT OF WORK FROM HOME (WFH) AND THE WORK ENVIRONMENT ON THE PERFORMANCE OF PT TASBLOCK INDUSTRY INDONESIA EMPLOYEES WITH MOTIVATION AS AN INTERVENING VARIABLE DURING THE COVID-19 PANDEMIC

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## ABSTRACT

*This study aims to assess how WFH and the work environment have an impact on motivation that affects the performance of employees at PT Tasblock Industry Indonesia. The hypothesis proposed in this study is that there is a relationship between WFH and work environment on motivation that affects employee performance. The research subjects used in this study were 54 employees of PT Tasblock Industry Indonesia who were selected by simple random sampling method. Data obtained from a Likert scale that uses 4 alternative answers, namely SS (strongly agree), S (agree), TS (disagree), and STS (strongly disagree). The calculation is done by performing the prerequisite analysis test (assumption test) which consists of normality test, multicollinearity test, heteroscedasticity test, and hypothesis testing. Analysis of the data used is using Path Analysis (Path Analysis) through the help of SPSS 26 for Windows. The results of data analysis show that the effect of WFH on employee performance through direct work motivation is 0.263, while the indirect effect is 0.160, so that the total effect is 0.423, and the effect of the work environment on employee performance through work motivation is 0.326, while the indirect effect is 0.1115. . So that the total effect is 0.4375. This means that the work motivation variable mediates some of the WFH and work environment variables on employee performance. From the results of this study it can be concluded that the research hypothesis that there is a positive relationship between WFH and work environment on motivation that affects employee performance is acceptable..*

**Keyword:** - Work From Home (WFH), Work Environment, Employee Performance, Work Motivation

## 1. INTRODUCTION

Less than three months since the World Health Organization (WHO) officially declared the Covid-19 outbreak a global pandemic in early March, Covid-19 has infected more than 126,000 people in 123 countries across Asia, Europe and the United States, to southern Africa. Quoted from the WHO Coronavirus Disease (Covid-19) Dashboard (WHO, 2020), as of September 21, 2020, the highest cumulative total of Covid-19 cases in Asia occurred in India with a total of more than 5 million cases, followed by Bangladesh with more than 300,000 people, and then Indonesia with more than 200,000 cases. The impact of the pandemic occurs in various sectors such as the economy, business, social, environment and even work activities. On the economic front, economists predict that most countries will lose at least 2.4% of their value in gross domestic product (GDP) by 2020 (Duffin, 2020). In addition, the pandemic also has an impact on the employment sector. Currently, 38 million or about 5.7% of the 660 million employees from 20 representative countries have applied for unemployment insurance during the pandemic. (Rothwell, 2020)

Various clusters of transmission appeared in the community, adding to the long list of people who were confirmed to have the virus. Especially in the public sector, office clusters are one of the areas with a high incidence of virus transmission. A study in South Korea showed that 97 out of 1,143 people who tested positive for Covid-19, 94 of whom worked in a call center on the same floor. The results showed that transmission of the virus in the office was about 43.5% higher than transmission that occurred outside office. (Park et al. 2020). In addition, several authors stated that the covid-19 virus has a very high probability of spreading in closed areas without good ventilation (Correia et al., 2020).

The Covid-19 pandemic has brought significant changes to every aspect of life. All activities and routines have become very limited to prevent the spread of the virus. The government has also issued policies to limit gathering

activities, such as policies to worship at home, study from home and work from home. All levels of society are forced to adapt to these changes so that activities can continue even though the threat of the corona virus has not been resolved. As a result, a new culture called the new normal has developed, and humanity has moved by implementing health protocols and coexisting with the virus. (Ma'rifah D, 2020). Working from home or Work From Home (WFH) has become the new normal that must be carried out by workers in various sectors. Looking at the latest developments of the Covid-19 outbreak, the WFH policy during the corona pandemic seems to be going on for a long time until this condition subsides. The policy is to enforce Work From Home. WFH is a term used for workers who do work at home instead of in the office. Working from home can describe three things, namely working from home, flexible work, and mobile work. Due to the high workload, the company is not always able to complete the work, so there are flexible working hours. The mobile office is like a business trip. people who work while meeting with clients in other places so as to make the employee travel (Nenonen, 2015).

The shift in working methods for employees is not only happening in Indonesia. In Queensland, Australia, the government is pushing for flexible work policies for employees. This is to suppress the spread of the virus between employees while ensuring the smooth running of public services. These flexible work options include: 1) Remote work; 2) Flexible start and finish times; 3) Worksharing or work sharing (Queensland Government, 2020).

According to Sedarmayanti (2013), the work environment includes two types, namely: Physical work environment and non-physical work environment. Physical work environment is a work environment that can be directly or indirectly influenced by employee performance, from objects and situations around the workplace. The non-physical work environment is a relevant work environment. Relationships with work, including employees with superiors, co-workers and with subordinates, this work environment greatly affects morale and employee comfort, of course, has an impact on employee performance. A pleasant immaterial work environment can be achieved if the relationship is harmonious between employees and superiors. Basically, a person does not work only based on material satisfaction, but work also provides other kinds of satisfaction, such as those that come from the love and comfort of the profession. According to Mangkunegara and Prabu (2011), non-material work environment factors include social environmental factors, social status factors, work relations factors within the company, information system factors and psychological conditions of the work environment. During the pandemic, a work from home policy was implemented, which had an impact on changing the work environment for employees. This change, from the physical to the non-physical environment with the help of technology, is also expected to have an impact on employee performance.

Performance is the behavior of how to achieve goals (Armstrong & Taylor, 2014). If the individuals in the company i.e. human resources function effectively, then the company will continue to function effectively. In other words, the continuity of a company depends on the performance of its employees (Astianto, 2014). Employee performance is an important goal-oriented process to ensure that organizational processes are running to maximize employee, team and organizational productivity, so it is hoped that apart from implementing WFH, employees can also maximize company performance. As implemented by PT Tasblock Industry Indonesia Work From Home (WFH) for all employees.

The negative impacts caused by WFH include increasing stress levels, to loss of work motivation, and physical ailments such as skeletal muscle complaints. Felstead, et al. (2000) explained that the impact of WFH can be either positive or negative. Some of the positive impacts of WFH are on families, namely being able to spend a long time with family members this is due to more flexible working hours. As for the negative impacts caused by WFH, such as providing evidence that working (working environment) from home significantly causes workers to be paid low, this causes stress suffered by workers.

Boston College (2012) conducted a study on the impact of working at home from an employee perspective. He revealed that the workplace being moved to a home environment could potentially exacerbate conflicts with other family members, resulting in reduced motivation to complete work or reduced work motivation. Agus Purwanto 2020, conducted research on the negative impact of WFH on teachers. The results of the study show that teachers who run WFH experience high stress. This is caused by an increased workload, lack of entertainment, and being too pushy at work so that they can lose work motivation.

In accordance with these conditions, the company must be able to adapt to the changes. With the changes directly or indirectly will affect the performance of employees and will also affect the condition of the company. The influence of the work environment on the performance or work performance of employees is very important for a company, both internal and external because it will affect the goals of the organization (company).

It should be realized that the influence of WFH and the work environment on employee performance or work performance is very closely related to the process of achieving company goals. In other words, WFH and work

environment can affect employee performance. Employees will work productively or not depending on the motivation that affects employee performance.

Motivation is one of the important intermediaries for everyone in carrying out their activities. Because motivation is defined as an encouragement that comes from within and from outside a person to carry out activities and activities in achieving goals. Motivation that arises in various forms will make a person more active, passionate, enthusiastic, making it easier for him to carry out activities and activities that are his particular goals (Muslih, 2020). Motivation theory can be used to predict and determine behavior related to internal and external forces that influence people's choice of actions, especially in terms of achieving a sustainable high level of performance, (Joseph, 2015 in Personnel et al., 2020).

So based on the explanation and description of the background above, the researcher wishes to conduct a study entitled the effect of the concept of work from home (WFH) and the work environment on the performance of employees of PT. Tasblock Industry Indonesia with motivation as a moderator variable during the Covid-19 pandemic.

**2. MATERIALS & METHODS:**

**Coefficient of Determination**

The coefficient of determination is used to measure how far the model is in explaining the variance of the dependent variable (Ghozali, 2018). The value of the coefficient of determination is between zero and one. If the coefficient of determination is getting closer to 1, then the influence of the independent variable on the dependent variable is getting higher.

**3. RESULT:**

**Coefficient of Determination Results**

Table 1.1

Coefficient of Determination Results X1, and X2 to Z

<b>Model Summary<sup>b</sup></b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.780 <sup>a</sup>	.608	.592	8.289

Source: SmartPLS 3.0 Output Results (2022)

Based on the table above, the value of Adjusted R square or the coefficient of determination is 0.592, this means that 59.2% of the variation of the dependent variable of Work Motivation can be explained by variations of the two independent variables, namely WFH and Work Environment, while the rest is (100% - 59.2% = 40.8 %) is influenced by other variables outside of this study. From the R Square, the path coefficient for other variables outside the model can be calculated, namely e1 with the formula:  $e1 = 1 - 0.638$ .

Table 1.2

Result of Coefficient of Determination X1, X2, and Z to Y

<b>Model Summary<sup>b</sup></b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.802 <sup>a</sup>	.644	.622	4.989

Source: SmartPLS 3.0 Output Results (2021)

Based on the table above, the value of Adjusted R square or coefficient of determination is 0.622, this means that 62.2% of the variation of the dependent variable of Employee Performance can be explained by variations of the three independent variables, namely WFH, Work Environment, and Work Motivation. While the rest of (100% - 62.2% = 37.8%) is influenced by other variables outside of this study. From the R Square, the path coefficient for other variables outside the model can be calculated, namely e1 with the formula:  $e2 = 1 - 0.614$ .

Table 1.3.  
Direct and Indirect Influence

Number	Variable	Line Coef	Influence		Total
			Direct	Inderict	
1.	X1 against Z	0.507	0.507		0.507
2.	X1 against Y	0,263	0,263	$0.507 \times 0.316 = 0,160$	0.423
3.	X2 against Z	0.353	0.353		0.353
4	X2 against Y	0.326	0.326	$0.353 \times 0.316 = 0.1115$	0.4375
5	e1	0,638	0,638		0,638
6	e2	0,614	0,614		0,614

Based on the table above, the following conclusions can be drawn.

1. Effect of WFH on Work Motivation

From the results of the analysis that has been carried out, information is obtained that the value of Sig. of 0.000 the value is  $< 0.05$  while the t count is  $4.470 > t$  table 2007. So it can be concluded that there is a direct influence between the WFH variables on work motivation.

2. The Influence of Work Environment on Work Motivation

From the results of the analysis that has been carried out, information is obtained that the value of Sig. of 0.003 the value is  $< 0.05$  while the t count is  $3.111 > t$  table 2007. So it can be concluded that there is a direct influence between the work environment variables on work motivation.

3. Effect of WFH on Employee Performance

From the results of the analysis that has been carried out, information is obtained that the value of Sig. of 0.047 the value is  $< 0.05$  while the t count is  $2.039 > t$  table 2007. So it can be concluded that there is a direct influence between the WFH variables on employee performance

4. The Influence of Work Environment on Employee Performance

From the results of the analysis that has been carried out, information is obtained that the value of Sig. of 0.008 the value is  $< 0.05$  while the t count is  $2.743 > t$  table 2007. So it can be concluded that there is a direct influence between the variables of the Work Environment on Employee Performance.

5. The Influence of Work Motivation on Employee Performance

From the results of the analysis that has been carried out, information is obtained that the value of Sig. of 0.023 the value is  $< 0.05$  while the t count is  $2.342 > t$  table 2007. So it can be concluded that there is a direct influence between the variables of Work Motivation on Employee Performance.

6. The Influence of WFH on Employee Performance Through Work Motivation

From the results of the analysis that has been carried out, it is obtained that the direct influence of information is 0.263, while the indirect effect is 0.160. So that the total effect is 0.423. Based on this, it is known that the Z variable mediates some of the X1 variables on Y.

7. The Influence of Work Environment on Employee Performance Through Work Motivation

From the results of the analysis that has been carried out, it is obtained that the direct influence of information is

0.326, while the indirect effect is 0.1115. So that the total effect is 0.4375. Based on this, it is known that the Z variable mediates some of the X2 variables on Y.

#### 4. CONCLUSION:

Based on the results that have been obtained in this study, it can be concluded as follows: There is a direct influence between the work from home (WFH) variables on work motivation of employees of PT. Tasblock Industry Indonesia with a value of Sig. of 0.000 the value is  $< 0.05$  while the t count is  $4.470 > t$  table 2007. There is a direct influence between work environment variables on work motivation on employees of PT. Tasblock Industry Indonesia with a value of Sig. of 0.003 the value is  $< 0.05$  while the t count is  $3.111 > t$  table 2007. There is a direct influence between the work from home (WFH) variable on employee performance at PT. Tasblock Industry Indonesia with a value of Sig. of 0.047 the value is  $< 0.05$  while the t count is  $2.039 > t$  table 2007. There is a direct influence between work environment variables on employee performance at PT. Tasblock Industry Indonesia with a value of Sig. of 0.008 the value is  $< 0.05$  while the t count is  $2.743 > t$  table 2007. There is a direct influence between work motivation variables on employee performance at PT. Tasblock Industry Indonesia with a value of Sig. of 0.023 the value is  $< 0.05$  while the t count is  $2.342 > t$  table 2007. There is a direct influence between work from home (WFH) variables on employee performance through work motivation on employees of PT. Tasblock Industry Indonesia with a direct effect of 0.263, while the indirect effect of 0.160. So that the total effect is 0.423. Based on this, it is known that the Z variable mediates some of the X1 variables on Y. There is a direct influence between the work from home (WFH) variables on employee performance through work motivation on employees of PT. Tasblock Industry Indonesia with a direct effect of 0.326, while the indirect effect of 0.1115. So that the total effect is 0.4375. Based on this, it is known that the Z variable mediates some of the X2 variables on Y.

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