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The Impact of Work from Home and Work Stress on the Performance of Bappeda Employees of the South Sumatra Province of Palembang

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Abstract

Employee performance is the result of work performed by employees by job-specific criteria. Work From Home factors and work-related stress influence employee performance. The research was conducted with BAPPEDA employees in the province of South Sumatra. The number of respondents sampled was 137, and survey questionnaires and personal interviews were used to collect data. Multiple linear regression is the method of analysis used. Work from home has a positive effect on performance, work stress affects performance, and both affect employee performance, according to research. This study demonstrates that the negative impact of work from home is stress, resulting in decreased employee performance.

Keywords: *Work From Home; Work Stress; Employee Performance*

Introduction

In recent months, a dangerous and deadly virus has negatively impacted the world. The name of the virus is Corona-Virus (Covid-19). The Coronavirus originated in the Bamboo Curtain Country and is becoming increasingly widespread, with an estimated 22 million additional cases of infection worldwide (worldmeters). As many as 789 thousand individuals perished after contracting this virus. Indonesia cannot avoid the spread of this deadly virus. As of August 20, 2020, Indonesia ranks fifth for the highest increase in the number of daily coronavirus cases, with 1,673 cases, and the total number of confirmed cases of Coronavirus has surpassed 140,000 (Susilo 2020).

The increasing spread of the Coronavirus in Indonesia has compelled the central and local governments to take preventative measures to break the virus's transmission chain. Implementing work from home or Work from Home is one of them (WFH). On Thursday (12/3/2020), the World Health Organization (WHO) Director General, Dr. Tedros Adhanom Ghebreyesus, issued a press release declaring that COVID-19 is a global pandemic. This policy is by this determination.

The coronavirus has also affected other factors, such as the Minister of Education's request that ASN employees work from home or Work From Home (WFH) due to the coronavirus pandemic (covid-19). Work from home is done to break the transmission chain of covid while preventing its spread. This is

also consistent with Minister of State Apparatus Empowerment and Bureaucratic Reform (Menpanrb) Circular Letter No. 19 of 2020 regarding Adjustment of the Work System of the State Civil Apparatus to Prevent the Spread of Covid-19 in Government Agencies. This regulation specifies that ASN or State Civil Apparatus personnel working in a government agency environment may perform official duties by working from home or their respective residences.

The government's policy for implementing Work From Home (WFH) for State Civil Apparatus (ASN) employees is based on several basic considerations and references. The government's policies also play a significant role in determining the efficacy of ASN work. The effectiveness of public services and the management of the COVID-19 pandemic or outbreak in Indonesia will be largely determined by the policy decisions made during this emergency.

The shift in work methods referred to is a change in the organization in assigning duties and responsibilities to employees by "forbidding" employees to work in the office and gather in rooms; therefore, employees must work from home (WFH) (Mustajab et al. 2020). This prohibition is intended not to damage performance but for specific purposes, such as preventing the spread of the coronavirus that occurs. The problem with WFH is that it occurs especially in Indonesia, where the WFH culture has not yet become a culture within the organization (Mustajab et al. 2020).

Working from home (WFH) has the same responsibilities and obligations as working in an office. In practice, however, implementing WFH reveals complex challenges and obstacles, as not all work areas can be performed from home. Numerous factors, such as the completeness of work and communication tools, lack of coordination, environmental disturbances at home, etc., can affect the implementation of WFH, which can directly impact employee performance. Consequently, specific strategies are required to anticipate and overcome obstacles.

In accordance with circular letter 800/1544/BKD.I/2020 dated 20 May 2020 about the implementation of official duties for ASN in the South Sumatra Province Government Environment via a residence, the following terms and conditions shall apply: (Work From Home). Like an office, WFH BAPPEDA operates according to its objectives. Each apparatus performs its primary responsibilities of compiling planning documents, completing reports, and reviewing documents from their respective homes. The meeting utilizing the conference facility commences with a directive from the BAPPEDA head. The Directive specifies that Social Distancing for BAPPEDA employees is to be carried out in an orderly manner while maintaining the performance of employees in their main tasks and responsibilities. The WFH Implementation Meeting Via Video Conference will be held three times per day, in the morning, afternoon, and evening, to monitor its effectiveness. In addition to video conferencing, the Whatsapp group is also used for communication.

In some studies, working from home is referred to as remote work. Using advanced and modern information and communication technologies, remote work can also allow officials to complete their work responsibilities without being restricted by time or location. WFH will provide government agencies with flexible work hours to increase productivity and work freely with operational efficiency. Nonetheless, this must be supported by positive work behaviors, such as commitment, motivation, job satisfaction, and high performance (Budhiekusuma, Hadi, and Winarno 2017). To support the implementation of WFH, one of them may use the remote work via telecommuting. Multiple countries, including India, have implemented remote work (Raghuram 2014).

In general, the availability of computers and internet networks, the ability of employees to master technology, the availability of HR governance regulations, a progressive organizational culture, and the availability of WFH assessment instruments influence the implementation of WFH. The survey results are shown in Table 1 below.

Table 1. Results of the WFH Obstacles Survey

No	Problems	Percentage (%)				
		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	Computer availability	80,8	19,2	0	0	0
2	Internet Network	88,2	11,8	0	0	0
3	Ability to master technology and information	20,4	79,6	0	0	0
4	No SOPs	10,8	87,1	2,1	0	0
5	There is no performance-based WFH assessment	18,12	80,18	1,7	0	0
6	Lack of employee skills	64,6	35,4	0	0	0
7	WFH Implementation Rules	87,8	12,2	0	0	0
8	WFH Supervision Rules	82,1	17.9	0	0	0
9	Flexible and uncertain working hours	80,9	19.1	0	0	0
10	Lack of cooperation	10,2	87,7	2,1	0	0
11	Difficult to measure work performance	87,2	12,8	0	0	0
12	Not all community service work can be carried out through WFH	82,6	17,4	0	0	0

Source : Survey results, 2020

Based on the survey results, most respondents believed that the existence of computer and internet networks had a significant impact on the implementation of WFH; 88.2% strongly agreed, and 11.8% agreed. It shows the significance of the internet network in implementing WFH. WFH internet network constraints are caused by the fact that not all employees can use the same computers and androids, the internet network is unstable, and the internet quota is running out.

Problems that occurred in the decline in the performance of BAPPEDA employees during this Pandemic period, among others:

No	Problems
1	With the implementation of WFH for a long time, it is less able to build organizational commitment
2	Reduced face-to-face activities with other employees and loss of group interaction atmosphere
3	Difficult to measure work performance appraisal
4	Running out of time with office work
5	Difficulty separating work time from time with family
6	Reduced spirit of discipline due to non-formal work
7	Work motivation is reduced due to a reduced atmosphere that is less formal
8	Household activities often disrupt diligence at work during WFH
9	There are no rules for implementing WFH monitoring
10	There was a lot of miscommunication going on

Based on data obtained from the staffing sub-section, the average value of employee performance achievements per position class is 86.73.

No	Work Program	Target	Performance Achievements
1	Develop plans and work programs section	100	83,27
2	Develop plans and work programs of Subdivisions	100	87,14
3	Develop an annual management program	100	87,03
4	Develop a plan for the needs and repairs of ATK and APK according to the needs	100	88,01
5	Manage, facilitate, and evaluate network systems	100	87,20
6	In accordance with the procedure	100	86,97
7	Develop the concept of personnel management plan	100	87,46
	Mean	100	86.73

Table shows that the work program performed by the target achieved an average score of 100 and a performance achievement of 86.73 percent of the total for each position class. Employees' work programs for each position have been executed effectively based on achievement. The effectiveness of employee performance can impact the career advancement of each employee's position class. The achievements of government agencies will depend heavily on the self-improvement of their employees in the areas of work efficiency, interpersonal relationships, and technical operations. Consequently, leaders and existing employees are related to management, resources, and human resources. The reality lies in work programs and policies about the management of human resources, beginning with recruitment, placement, coaching, and development, with the aim of enhancing human resources skills, a crucial factor in government.

Previous research (Ashal 2020), (Purwanto et al. 2020) and (Rokhani 2020) Regarding the relationship between WFH and employee performance, the results show that there is a significant effect between Work From Home on employee performance. But contrary to research (Susilo 2020) shows that Work From Home has no significant effect on performance.

Based on the theory and some of the results of previous research, a research conceptual framework can be compiled as a basis for formulating the effect of Work From Home and Work Stress on the performance of BAPPEDA Employees of South Sumatra Province.

The conceptual framework based on the research title on the effect of Work From Home and work stress on performance as follows:

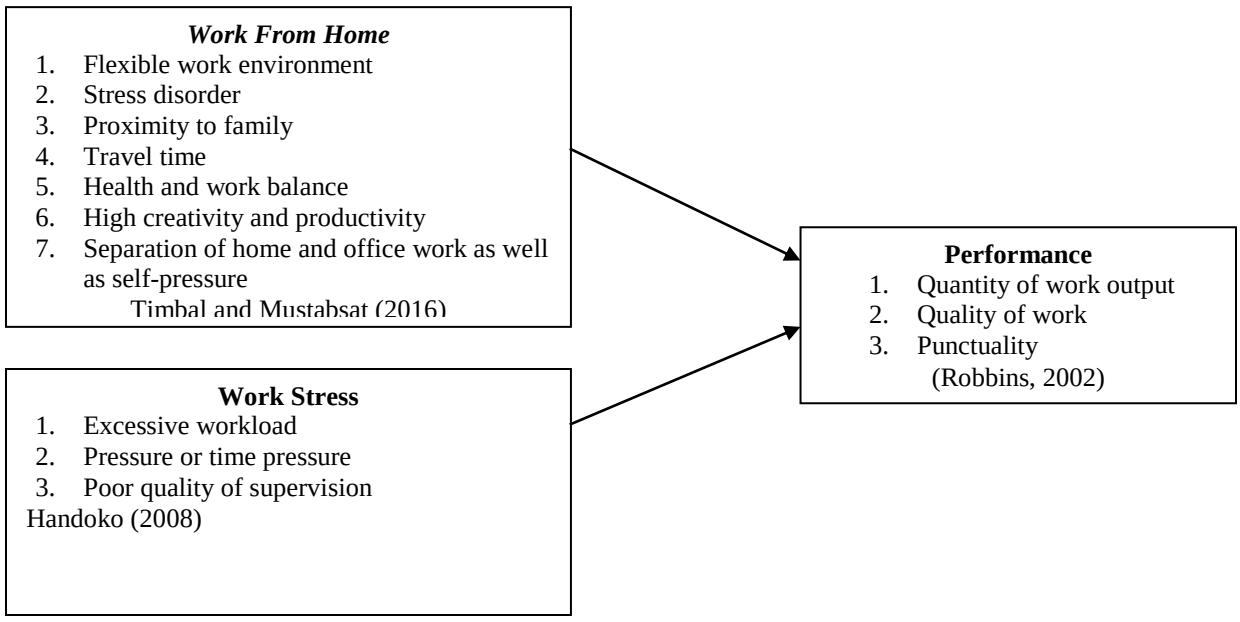

Figure 1. Framework for Thinking Using Path Diagrams

The results of this study are in line with the results of previous studies conducted by (Suspahariati and Susilawati 2020) which shows that there is no positive and significant effect between work from home and employee performance. And also in line with research (Dedi and Rahadi 2021) where the results of his research show that working from home (work from home) does not have a positive and significant effect on employee performance but significantly reduces the performance of employees employed at home. That way, if the work from home system is carried out continuously, it will further reduce employee performance.

H_1 :Work From Home affects performance

This study supports some of the results of previous studies and is consistent with research results (Olusegun, A. J.; Oluwasayo, A. J.; & Olawoyim 2014) who found that work stress significantly negatively affects employee performance because excessive workload, career development, family problems, and organizational problems can reduce employee performance where employees feel tired, anxious, unhappy, have headaches, weak and irritable. Similar research was conducted by (Zeb, Saeed, and Rehman 2015) obtained the result that there is a negative relationship between work stress and performance, this means that employees with low stress levels will have higher performance compared to employees who have higher stress levels.

H2: Work stress affects performance

Research Methodology

The scope of this research is to examine the effect of Work From Home (WFH) and work stress on the performance of BAPPEDA employees in the South Sumatra Province of Palembang. According to (Uma Sekaran 2009) population is the entire group of people, events, or things of interest that the investigative researcher wants to become the population in this study i.e. BAPPEDA employees of the South Sumatra Province of Palembang, totaling 137 people.

The types of data used in this study are qualitative data and quantitative data. Qualitative data is data that cannot be measured on a numerical scale. However, because in statistics, all data must be in the form of numbers, qualitative data is generally quantitative so that it can be processed further. Quantitative data, namely data measured on a numerical scale (numbers), can be calculated systematically.

This study's source of data comes from primary and secondary data. Primary data was obtained by field survey using the original data collection method. In this study, the primary data was in the form of a questionnaire filled out by the respondents. Secondary data is data that is already available and obtained from the companies used in this study.

The data used in this study was collected using a survey method using questionnaires and personal interviews. Variable measurements in this study used a Likert scale. As explained by (Sugiyono 2018) The Likert scale is an attitude measurement method that uses the statements agree or disagree to measure the opinions and perceptions of an individual or group regarding social phenomena. The scoring of answers uses ordinal data, with score categories for every question item.

Multiple linear regression analysis is the data analysis technique used in this study. Multiple linear regression analysis is used to determine the regression equation, which represents the relationship between the dependent and independent variables and the regression coefficients and their significance, which are used to test the hypothesis. The equation for multiple regression is expressed as follows:

$$Y = a + b1X1 + b2X2 + e$$

Information:
Y= Employee performance
X1 = *Work From Home*
X2 = Work stress
a= Regression constant
b= Regression coefficient
e= error

Result And Discussion

Based on the research results from distributing questionnaires, the characteristics of the respondents were explained in general, which can be seen from gender, age, position and education, and years of service with a total of 137 BAPPEDA employees, South Sumatra Province.

No	Criteria	Gender	Total (Individual)	Percentage (%)
1	**Gender**	Male	104	75,9
		Female	33	24,1
	Total		137	100
2	**Age**	20 - 30 y.o	27	19,7
		31 - 40 y.o	40	29,2
		> 40 y.o	70	51,1
	Total		137	100
3	**Position**	Head of Agency	3	2.19
		Secretariat	5	3.65
		Economics and Development Funding Sector	49	35.77
		Infrastructure and Regional Development Sector	30	21.90
		Social Welfare (Social Welfare) and Welfare (People's Welfare) Administration	22	16.06
		Evaluation Control and Strategic Planning Sector	28	20.44
	Total		137	100
4	**Education**	Doctoral degree	2	1,5
		Post-graduate	6	4,4
		Bachelor degree	51	37.2
		Diploma	48	35
		High School	30	21,9
	Total		**137**	**100**
5	**Years of Service**	1 - 5 years	15	10,9
		6 – 10 years	48	35
		> 10 years	74	54,1
	Total		**137**	**100**

Table shows that 104 male respondents or 75.9% of BAPPEDA employees or 24.1% were female respondents. This shows that the majority are male. (Sudbyo 2016) revealed based on a survey regarding the reasons behind the low number of female civil servants compared to male civil servants. 59% of respondents stated that women were required to prioritize family over careers, 54% of respondents stated that there was no regulatory law to encourage an increase in the number of women, and 41% of respondents said that the ministry leadership did not have the initiative to increase the number of women.

It is known that 27 people (19.7%) were 27 people (19.7%) of BAPPEDA employees of South Sumatra Province, 40 people (29.2%) were aged 31-40 years, and the rest were >40 years 70 people (51.1 %). It shows that the majority of BAPPEDA employee respondents are over 40 years old. (Subri 2012) defines *labor* as residents of working age (aged 15-64 years) or the total population in a country who can produce goods and services if there is demand for their labor and if they want to participate in these activities.

It can be seen that the respondents were BAPPEDA Officers of South Sumatra Province based on position, namely the Head of the Agency as many as 3 people (2.19%), Secretaries as many as 5 people (3.65%), in the Economic and Development Funding sector as many as 49 people (35.77%), 30 people (21.90%) in the Infrastructure and Regional Development Sector, 22 people (16.06%) in the Social

Welfare and Welfare (People's Welfare) Administration and 28 in the Evaluation and Strategic Planning Control Division (20, 44%).

Based on Table. 4 the respondents of BAPPEDA South Sumatra Province employees based on education are 2 Doctoral degree (1.5%), Post-graduate 6 people (4.4%), Bachelor degree 51 people (37.2%), Diploma as many as 48 people (35%) and SMA as many as 30 people (21.9%). This shows that most BAPPEDA respondents in South Sumatra Province have diplomas. Even if the level of employee motivation in an institution is on average high, often attends training, and has adequate work experience, if it is not supported by a level of education, in the end, maximum performance will be challenging. Therefore, considering the very importance of the level of education not by the work plan, the result is that the performance carried out by employees is different than planned. So that government organizations or agencies must look at human resources in terms of their level of education.

Based on Table the respondents are BAPPEDA employees of South Sumatra Province based on years of service, namely 1-5 years as many as 15 people (10.9%), 6-10 years as many as 48 people (35%) and > 10 years as many as 74 people (54.1%).

Table of validity test results as follows:

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X11	165.0500	292.261	.693	.970
X12	165.0500	313.945	.465	.970
X13	165.1500	288.029	.758	.970
X14	164.3000	311.800	.489	.970
X15	164.5000	305.211	.902	.969
X16	164.3000	311.800	.489	.970
X17	165.7000	311.905	.683	.970
X18	164.8000	299.221	.802	.969
X19	164.5000	304.895	.921	.969
X110	164.8500	297.082	.845	.969
X111	165.0000	315.474	.404	.971
X112	164.3000	311.800	.489	.970
X113	165.2000	300.379	.772	.969
X114	164.4000	313.411	.398	.971
X115	165.3500	308.450	.675	.970
X116	165.7000	311.905	.683	.970
X117	165.5000	307.947	.739	.970
X118	165.4500	309.629	.621	.970
X119	164.6000	307.305	.858	.969
X120	164.5500	304.892	.960	.969
X121	164.4500	305.208	.877	.969
X21	165.2000	289.958	.733	.970
X22	164.5500	304.892	.960	.969
X23	164.6000	306.884	.886	.969
X24	165.7000	311.905	.683	.970
X25	164.7000	312.642	625	.970
X26	165.2500	284.829	801	.970
X27	164.5500	304.892	.960	.969
X28	164.6000	303.411	.895	.969
X29	165.0500	313.945	.465	.970
X210	164.5000	306.474	.826	.969
Y1	165.1500	288.029	.758	.970
Y2	164.3000	311.800	.489	.970

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y3	164.6000	309.832	.554	.970
Y4	164.3000	311.800	.489	.970
Y5	165.7000	311.905	.683	.970
Y6	164.8000	299.221	.802	.969
Y7	164.5000	304.895	.921	.969
Y8	164.6500	312.239	.452	.970
Y9	164.3000	311.800	.489	.970
Y10	164.7000	312.642	.625	.970
Y11	164.4500	305.208	.877	.969

Table above shows that the validity test was conducted on 20 respondents with a Corrected Item-Total Correlation value of > 0.30 for all questions (items) on the variables Work From Home, Work Stress, and Employee Performance so that the resulting data can be further analyzed.

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Work From Home	7.7845	.681	.982	.908
Work Stress	7.7641	.573	.930	.976
Employee Performance	7.9395	.827	.941	.964

Based on table, it shows that the reliability test with *Cronbach's Alpha value > 0.60* for all questions (items) in all variables is reliable.

Based on table shows that the *Asymp. Sig*. (*2-tailed*) of 0.192. These results indicate that the regression equation model is normally distributed because the *Asymp. Sig*. (*2-tailed*) > 0.05.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		137
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	.19171446
Most Extreme Differences	Absolute	.092
	Positive	.071
	Negative	-.092
Kolmogorov-Smirnov Z		1.082
Asymp. Sig. (2-tailed)		.192

a. Test distribution is Normal.
b. Calculated from data.

According to Table, the significance value of Asymp. Sig > 0.05, so the Kolmogorov-Smirnov normality test concludes that the data follows a normal distribution. Thus, the regression model's normality requirements have been satisfied.

Model	Collinearity Statistics	
	Tolerance	VIF
Work From Home (X_1)	0,612	1,635
Work Stress (X_3)	0,612	1,635

Based on Table:

a) Work From Home (X_1) tolerance value 0.612 > calculated tolerance value 0.10 and VIF value 1.635 < VIF calculated value 10.00, then there is no multicollinearity between independent variables.

b) Work Stress (X_2) tolerance value 0.612> calculated tolerance value 0.10 and VIF value 1.635 < calculated VIF value 10.00, then there is no multicollinearity between independent variables.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.385	0.177		2.173	0.032
Work From Home	0.080	0.055	0.066	1.754	0.015
Work Stress	0.880	0.046	0.870	19.271	0.000

a. Dependent Variable: Employee Performance

Based on Table, the regression equation that reflects the functional relationship between the dependent variable and the independent variable is:

$Y=0,385+0,080\ X_1 + 0,880\ X_2 + e$

The constant value of 0.385 in the regression equation indicates that the Y value will remain at 0.385 without the influence of the independent variables. If the variable X1 increases by 1 unit, then the value of Y will increase by 0.080. If the variable X_2 increases by 1 unit, then the value of Y will increase by 0.880.

Based on the equation of the alleged regression line, then:

- Work From Home (X_1) has a positive value of 0.080, which shows Work From Home (X_1) has a positive and significant effect on Employee Performance (Y), so an increase in Work From Home will affect Employee Performance.

- Work Stress (X_2) has a positive value of 0.880, this shows Work Stress (X_2) has a positive and significant effect on Employee Performance (Y) so that an increase in Work Stress (X_2) will affect Employee Performance.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.913[a]	.833	.830	.19314	.910

a. Predictors: (Constant), Work Stress, *Work From Home*
b. Dependent Variable: Employee Perfomance

Based on Table, the RSquare value is 0.833, which is close to 1, indicating that Work From Home and Work Stress can explain nearly all variations of the Employee Performance variable, and that the used regression model is fit or adequate. Based on the RSquare value, it is also possible to conclude that Work From Home and Work Stress can have an 83.3% impact on Employee Performance.

Simultaneous tests were carried out to test the effect of the independent variables on the dependent variable Y. In simultaneous hypothesis testing, the F test was used. The results of the simultaneous testing are presented in the table below:

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	24.902	2	12.451	333.786	.000[b]
	Residual	4.999	134	.037		
	Total	29.901	136			

a. Dependent Variable: Employee Perfomance
b. Predictors: (Constant), Work Stress, *Work From Home*

In Table is a variance table (ANOVA). The table describes the applicability of the regression model to explain the influence of independent variables X_1 and X_2 on the dependent variable Y. To determine whether the linear model is accurate, it is necessary to compare the F_{count} in the ANOVA table with the $F_{table.}$

F_{table} depends on the probability α and the degree of freedom (df). There are two degrees of freedom (df) to determine the F table, namely df quantifier (N1) and f denominator (N2). Where dfN1 = Number of Variables-1, so dfN1 = 2-1 = 2 is obtained, while dfN2 = number of sample data - Number of variables. So we get dfN2=137-3=134. Thus, if you use α=5%, you get F_{Tabel}(N1,N2)= F(2.134)= 3.06.

Based on the F test, the F_{count} value is 333,786> F_{tabel} 3.06, to test the significant value obtained sig (P value) = 0.000 <0.05, this shows Work From Home and Work Stress simultaneously affect Employee Performance. The results of the analysis show that the **hypothesis is accepted**.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.385	0.177		2.173	0.032
	Work From Home	0.080	0.055	0.066	1.754	0.015
	Work Stress	0.880	0.046	0.870	19.271	0.000

a. Dependent Variable: Employee Perfomance

Ttable depends on probability α and degree of freedom (df). Where df = number of samples-number of variables. So we get df= 137-3 =134 Thus, if we use α=5%, we get table (α,df) = t(0.05, 134)= 1.65630.

Partial Test (t test) for Work From Home (X_1)

Hypothesis test of the effect of X_1 on Y, can be interpreted based on the probability test of the t-statistics Table 15, with tcount 1.754> ttable 1.65630 and sig. of 0.015 is smaller than 0.05, which means that the Work From Home variable has a significant effect on the Employee Performance variable. This means that Work From Home has a positive and significant effect on Employee Performance.

The results of testing the hypothesis in this study stated that Work From Home has a positive effect on Employee Performance. The results of the analysis show that the **hypothesis is accepted**.

Partial Test (t test) for Work Stress (X_2)

Hypothesis test of the effect of X2 on Y, can be interpreted based on the probability test of the t-statistics Table 15, with tcount 19.271> ttable 1.65630 and sig. of 0.000 <0.05, which means that the Job Stress variable has a significant effect on Employee Performance variables. This means that Job Stress has a positive and significant effect on Employee Performance.

Conclusion and Suggestions

The following conclusions can be derived from the analysis's findings: Work From Home and Work Stress (Case Study at BAPPEDA of the Province of South Sumatra) have a positive and partially significant effect on Employee Performance. Work Stress has a significantly more significant impact on Employee Performance (19,271) than Work From Home (1,754). Both Working From Home and Work Stress positively impacts Employee Performance.

The following recommendations must be conveyed to achieve the Employee Performance objective at BAPPEDA of South Sumatra Province. An employee's performance over time in completing tasks is compared to various options, such as work standards, goals, or criteria that have been jointly determined and agreed upon. All BAPPEDA employees are expected to be able to adhere to all regulations established by the organization's leadership in order to increase performance enhancement through the use of discipline. Compensation for BAPPEDA employees must also be considered to enhance employee performance by providing benefits. Add variables not discovered in this study, such as interpersonal communication variables, to future research.

This research cannot be separated from its limitations and shortcomings. This study's limitations and weaknesses can inspire future research. This study's limitations include its reliance on research objects from the BAPPEDA of South Sumatra Province, which limits its ability to generalize research results, and its use of only three variables. Research outcomes may vary if other agencies conduct it or if additional variables are included.

Future research should be conducted in broader research and include variables such as workload and work motivation that were not included in this study.

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