The Impact of Implementation of The *Work from Home* on The Quality of Human Resources Post-COVID-19 Pandemic

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Abstract: Many companies have used a work-from-home system. Additionally, 53% of those surveyed said remote working will be made permanently available to all employees by 2025. The research aims to determine the impact of implementing work from home during the COVID-19 pandemic on the quality of human resources. This research will use a quantitative approach with a one-shot case study research design. This study will take a sample of 100 people who work from home from various companies. Data retrieval is done by distributing online questionnaires. In taking the sample, this research uses non-probability sampling with a quota sampling technique. Specific criteria for the sample used are workers who use the work-from-home system. Furthermore, data testing will use SPSS 26 statistical program method. Referring to the data testing using the SPSS 26 Statistics Program, it obtained a t-value of 5,626, greater than the t-Table score (1.98447). Referring to the results of SPSS data testing, it can be concluded that the implementation of the work-from-home system has a positive influence on the quality of human resources.

1 INTRODUCTION

The Covid-19 outbreak is a case that disrupts human health and has a broad impact (Indonesian Ministry of Health, 2020). The government started implementing several programs and updates in the health sector in a short time due to emergency conditions, but still paid attention to the condition of the community to minimize systematic errors in people's way of thinking that influenced decisions and judgments made by the government (Wibisono et al., 2020). This is faced by all countries, both developing and developed countries. Indonesia has also been affected by the Covid-19 pandemic, even affecting developments and conditions in all fields. Not only health problems, the spread of Covid-19 has an impact and affects various sectors (Sugihamretha, 2020). The World Health Organization (WHO) states that the COVID-19 pandemic is not only about health problems, but has become a multi-sectoral problem such as in the economic, social, political, educational, to psychological fields (WHO, 2020).

To deal with this situation, the Indonesian government implemented the Permenkes No. 9 of 2020 concerning Large-Scale Social Restrictions (PSBB) issued by the Ministry of Health as the government's representative (Office of Assistant to Deputy Cabinet Secretary for State Documents & Translation, 2020). One form of effort from this policy is the implementation of a work from home system in several sectors, especially in the field of government work and some offices.

Some companies consider the work from home system to be more effective than applying the work from office system. Some companies even plan to implement a Work from Home system for the long term. According to new data from commercial real estate company JLL, 77% of company leaders either agree or strongly agree that offering remote/hybrid work is critical to attracting and retaining talent. Additionally, 53% of those surveyed said remote working will be made permanently available to all employees by 2025 (Belmonte, 2022).

The application of a work from home system has the potential to affect the quality of human resources. Deputy Chairman of the MPR Jazilul Fawaid said the current conditions with the COVID-19 pandemic in Indonesia greatly affected the quality of human resources (HR). (AKM, 2020). In this study, researchers tried to reveal whether there was an effect of WFH on the quality of human resources after the Covid-19 pandemic.

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1.1 Work from Home

Work from home is also called Telecommuting Work or Telework. Telework is defined as an alternative work arrangement in which employees work from an alternate location (for example, away from the main office) for at least a large portion of their work schedule and use electronic media to interact with other members of their office while doing the work (Beauregard et al., 2019).

Some experts refer to work from home as teleworking (Farrell, 2017). Teleworking occurs when employees complete work within a different geographic distance from a place where the work is traditionally performed. Other terms that can also be used are remote working, teleworking, telecommuting, and e-working (Farrell, 2017).

1.2 HR Quality

In accordance with the issues to be discussed, the researcher proposes a theory of the quality of human resources put forward by Sedarmayanti (2001) in the book "Human Resources and Work Productivity", suggesting that quality is a measure that states how far various requirements, specifications, and hope.

The definition of Human Resources was also put forward by Sedarmayanti (2001) in the book "Human Resources and Work Productivity" that "Human Resources are workers or employees in an organization who have an important role in achieving success".

Another understanding put forward by Nawawi (1997) in the book "Human Resource Management for Competitive Business", is as follows: "Human resources are people who work in an organization (also called personal workforce, or employees)".

As a comparison material, the authors also put forward the notion of the quality of human resources according to Matindas (1997) in his book "Quality of Human Resources", as follows: Quality of human resources are human resources who not only have the ability to complete their work, but also to develop himself and encourage the self-development of his colleagues.

2 METHOD

2.1 Sample and Population

The population is all of the variables related to the problem under study. The sample is partially taken from the entire object under study and is considered to represent the entire population (Soekidjo, 2005).

Roscoe in the book Research Methods for Business (1982 in Sugiyono, 2017) explains the suggestions regarding sample size for research as follows:

1. An acceptable sample size in a study is between 30 and 500.
2. If the sample is divided into categories (eg men, women, civil servants, private employees, etc.), the minimum number of sample members for each category is 30
3. If the research will carry out multivariate analysis, then the number of variables studied is at least 10 times the number of variables used
4. For simple experimental research, which uses an experimental group and a control group, the number of sample members is 10 to 20 respectively.

In this study, the population used by the researchers were all employees who had or were currently using the work from home system. The number of samples used in this study was 100 people, thus meeting the specified sample size requirements.

2.2 Sampling Methods and Data

In this study, researchers used a non-probability sampling technique with a quota sampling technique. Non-probability sampling is a sampling technique that does not provide equal opportunity/opportunity for each element or member of the population to be selected as a sample (Sugiyono, 2017). Quota Sampling Technique is a technique for determining a sample from a population that has certain characteristics with the desired amount.

Retrieval of data using a questionnaire that is distributed online. According to Sugiyono (2017) a questionnaire or questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. The types of questions in the questionnaire are divided into two, namely: open and closed.

In this study, the researchers determined that as many as 100 correspondents with special characteristics had or were undergoing a work from home system during the pandemic.

2.3 Experimental Quantitative Research Methods

The quantitative research method according to Sugiyono (2018) is a research method based on the

philosophy of positivism (relying on empiricism) which is used to research certain populations or samples, sampling techniques are generally carried out randomly (random), data collection uses instruments objective research, and data analysis is quantitative or statistical, to test the hypotheses that have been set. It was also explained that quantitative research is a type of research that produces findings that can be achieved (obtained) using statistical procedures or other means of quantification (measurement) (Wiratna, 2015).

According to Sugiyono (2017) experimental research methods can be interpreted as research methods used to find the effect of certain treatments on others under controlled conditions. Meanwhile, according to Arikunto (2019) experiment is a way to look for a causal relationship (causal relationship) between two factors that are deliberately caused by researchers by eliminating, reducing, or setting aside other disturbing factors.

From this explanation, it is concluded that, quantitative research is a research method that uses statistical methods from the measurement results of the variables used. While the experiment is a quantitative research method that aims to find the influence of one variable on another.

In this study, the data processing method used simple linear regression to find the effect of the work from home variable on the human resource variable.

2.4 Experiment One-Shot Case Study Research Design

According to Sugiyono (2017), a one-shot case study research experimental design is a method in which one group is given a treatment and then the results are observed. (Treatment is the independent variable and results are the dependent variable).
In this study, the study used two variables, namely work from home as the independent variable and the quality of human resources as the dependent variable. Treatment from work from home is used to directly observe the variable quality of human resources.

2.5 Data Testing

2.5.1 Validation Test

According to Sugiyono (20175) it shows the degree of accuracy between the data that occurs on the object and the data collected by the researcher. Ghozali (2009) also explained that the validity test is used to measure the legitimacy or validity of a questionnaire. The purpose of the validation test is to show the extent to which the measuring instrument used in a measure measures what is being measured.

2.5.2 Reliability Test

Sugiyono (2017) states that the reliability test is the extent to which measurement results using the same object will produce the same data. The reliability test is used to measure the consistency of the measurement results from the questionnaire in repeated use

2.5.3 Normality Test

According to Ghozali (2016), the normality test is carried out to test whether in a regression model, an independent variable and a dependent variable or both have a normal or abnormal distribution. If a variable is not normally distributed, the statistical test results will decrease. The data normality testcan be done using the One Sample Kolmogorov Smirnov test, namely with the provision that if the significance value is above 5% or 0.05, the data has a normal distribution. Meanwhile, if the results of the One Sample Kolmogorov Smirnov test produce a significant value below 5% or 0.05, then the data does not have a normal distribution.

2.5.4 Linearity Test

According to Sugiyono and Susanto (2015) the linearity test can be used to determine whether the dependent variable and the independent variable have a linear relationship or not significantly.

2.5.5 Simple Linear Regression Test

According to Sugiyono and Susanto (2015) the linearity test can be used to determine whether the dependent variable and the independent variable have a linear relationship or not significantly. The linearity test aims to determine whether the two or more variables tested have a linear relationship or not significantly. This test is usually used as a prerequisite in correlation or linear regression analysis.

3 RESULT & DISCUSSION

3.1 SPSS Data Processing Results 26

3.1.1 Validity Test IV and DV

Observations on the r-table score, obtained a sample value of N = 100, obtained an r-table of 0.1966. By formula

1. 2-tailed significance: <0.05
2. df = N-2

df = 100-2 = 98

rT (r – Table) with df = 98 and 2-tail significance 0.05 is 0.1966

(0.1966 obtained from the score table r-Table)

Referring to the results of the validity test, it results that instrument IV (work from home) starting from variables 1 – 10 produces r-Count greater than r-Table (rH>rT). And in the DV instrument (Quality of Human Resources) from variables 1 - 25 the resulting r-Calculate is also greater than r-Table (rH> rT).

The conclusion from the validity test above is that all variable instruments are declared valid.

Observation results with 2-tail significance show that all instruments of both 2 variables are below 0.05 (2 tail Signf <0.05), which means that all instrument variables are declared valid.

3.1.2 Reliability Test IV and DV

IV: Work from Home

Reliability Statistics

Cronbach's Alpha	N of Items
.676	10

DV: Human Resource Quality

Reliability Statistics

Cronbach's Alpha	N of Items
.851	25

Interpretation:

From the results of the reliability test, it was found that all values from the results of variables IV and DV all produced a Crobach's alpha value above 0.6 (Crobach's Alpha Score > 0.06) which means that both instruments IV and DV have good reliability.

3.1.3 Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	33.39499426
Most Extreme Differences	Absolute	.096
	Positive	.096
	Negative	-.066
Test Statistic		.096
Asymp. Sig. (2-tailed)		.023[c]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

From the results of the one-sample Kolmogorov-Smirnov test for normality, a significance of 0.023 was obtained.

In accordance with the provisions, if the significance is more than 0.05 then the data distribution is said to be normal.

3.1.4 Linearity Test

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
SDM * WFH	Between Groups	(Combined)	53286.659	17	3134.509	2.770	.001
		Linearity	35662.901	1	35662.901	31.518	.000
		Deviation from Linearity	17623.758	16	1101.485	.973	.493
	Within Groups		92783.581	82	1131.507		
	Total		146070.240	99			

From the Linearity Test, the results obtained a Significance of Deviation Linearity of 0.493,

In accordance with the provisions, if the significance is more than 0.05 then there is a linear relationship between the work from home variable and the quality of human resources.

3.1.5 Simple Linear Regression Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.494[a]	.244	.236	33.56494

a. Predictors: (Constant), WFH

Interpretation:
This table explains the magnitude of the correlation/relationship ® between variables, whose value is 0.494. From this output also obtained a coefficient of determination (R Square) of 0.244, which means that the effect of the Independent Variable (Work from Home) on the Dependent Variable (Human Resource Quality) is 24.4%.

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	35662.901	1	35662.901	31.655	.000[b]
	Residual	110407.339	98	1126.605		
	Total	146070.240	99			

a. Dependent Variable: SDM
b. Predictors: (Constant), WFH

Interpretation:
1. From the table we know that the output (F) is 31,655 with a significance level of 0.000 <0.05.
2. Because the significance is less than the value of 0.05, it can be said that Predictor / IV (work from home) has an influence on DV (Human Resource Quality).

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	96.110	32.722		2.937	.004
	WFH	.635	.113	.494	5.626	.000

a. Dependent Variable: SDM

From the table it is known that the constant value (a) is 96.110 and the work from home value (b / regression coefficient) is 0.635 so that the regression equation is obtained:

DV = a + bIV
DV = 96.110 + 0.635 IV

From the equation, an explanation is obtained

a. A constant of 96,110 means that the consistent value of the participation variable is 96,110

b. The IV regression coefficient of 0.635 states that for every 1% addition of the IV value, the DV value will increase by 0.635.

c. The regression coefficient is positive, so it can be said that the direction of the effect of IV on DV is positive.

3.2 Decision Making Hypothesis Test in Simple Linear Test

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	96.110	32.722		2.937	.004
	WFH	.635	.113	.494	5.626	.000

a. Dependent Variable: SDM

a. Based on the significance value of the coefficient table, it is obtained 0.000 <0.05 so it can be concluded that IV affects DV.

b. Based on the t value, it is known that the t table is 5.626 > t-table 1.98447, so it can be concluded that IV has an influence on DV.

4 CONCLUSIONS

1) Referring to the results of previous data testing, it can be concluded that the implementation of the work from home system has an influence on the quality of human resources. The total percentage of the effect of Work from Home on the quality of human resources is 24.4%. Which means there are still 73.6% other variables that can affect the quality of human resources but are not included in research variables.

2) With a t-count value of 5,626, greater than the t-table score (1.98447) with a positive value, it can be concluded that work from home has a positive influence on the quality of human resources during the post-pandemic COVID-19.

3) Implementing a work from home system in the long term can have a positive impact on the quality of human resources. This is in accordance with the results of the IV regression coefficient of 0.635 which states that for every 1% addition of the IV value, the DV value will increase by 0.635. This means that every improvement made in the work from home system will provide an increase in the quality of human resources.

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