Effectiveness Work from Home to Completing the Work During Covid-19 for Millennial Workers

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ABSTRACT

When Pandemic Covid 19 entered Indonesia, the Indonesian government gave rules to always wash their hands, wear masks, to keep distance from each other or reduce physical contact with people in the outside environment. With the regulations issued by the government as a step to reduce the transmission of covid 19, the office and industry also take measures to assign workers to work from home (WFH). WFH is a new thing for workers in Indonesia. This research specializes in Millennial generation because they are known as the generation that is active in the organization or work. This research was conducted with the aim to determine the effectiveness of millennial workers in completing work tasks during the work from home. The research used a qualitative method with in-depth interview techniques. Characteristics of respondents taken were millennial workers in surabaya with an age range of 24-30 years who had been work from home for 3 months. The results of this study indicate that millennial workers are effective in completing work assignments while work form home. WFH also provides an advantage for them to be more flexible in their work without any limitation of time even though they are also capable of performing other activities (such as webinars) while working.

Keywords: Covid 19, Work Form Home, Effectiveness, Millennial Workers

INTRODUCTION

At the end of 2019, the whole world surprised by the emergence of new infectious cases of pandemic (novel) corona virus (Covid-19). The case originated in the city of Wuhan, Hubei Province, China with symptoms of respiratory tract infections ranging from mild to severe, with a death rate of around 2.5% of severe infection cases (Ditjen Yankes, 2020). This virus spreads very quickly not only in the country of China, but has been attacked parts of the country to other countries such as Japan, Korea, some regions of Europe, to the neighboring country of Singapore. On 2 March, 2020, Indonesia was found 2 citizens of Indonesia who tested positive for the corona virus, in the city of Depok, West Java (Fadli, 2020).

With the emergence of Indonesian citizens who are positive for corona, the Indonesian government is preparing quick steps to be able to deal with the spread of corona throughout Indonesia. One form of handling taken by the government to stop the spread of Covid 19 in Indonesia is the Work Form Home (WFH). All industries, companies, and ASN during the pandemic carried out WFH to assist the government in reducing the spread of Covid 19 throughout Indonesia. Industrial workers in Indonesia are accustomed to working situations with the work process interacting directly and working in the area.

During the Covid 19 pandemic, the industrial work situation in Indonesia underwent significant changes. The whole industry slowly reducing physical activity in the process of work. However, because the economy, food, and other necessities must be up and running, working from home is one way for industry to keep going. Work From Home is certainly a new thing for Indonesian industrial workers, especially for area workers.

Not only the workers, the company also began to devise new strategies to adapt to new work situations due to pandemic COVID-19. Some companies have their own policies, such as dividing teams that work alternately at home and at the office and work from home only for those who are sick and have recently traveled abroad, or only applying for work at home for a few days because of the need for disinfectant spray (Purwanto, 2020).

For workers who do WFH, communication with colleagues is done online. All activities done online, starting from the meeting until the training is done online through online conferencing application. Indirectly, today's industrial workers are also required to be accustomed to using a touch of technology in their work. The adaptation process in facing WFH is carried out by all positions and ages, regardless of young and old, all workers must be familiar with the system of working from home.

From the very productive age group can be parsed again that people who have years of birth between the years 1981-2000 categorized as millenial generation (Rudiwantoro, 2018). Work From Home (WFH) has now become the desire of many people, especially for the millennial generation. During WFH they don't need to get up early, take a shower

and get ready to go to the office, braving the traffic jams that take up a lot of time. It is enough just to wear simple clothes then open the laptop from home and work (Rokhani, 2020).

Millennial workers are certainly no stranger to the online world which has become a habit for everyday communication. During Work From Home, millennial workers are not only challenged to communicate online, but are also required to be able to complete their work from home. Of course, this is a new challenge for millennial workers to be able to motivate themselves to work better and be able to work effectively in completing work tasks even from home. The purpose of this study is to obtain information about the effectiveness of millennial workers in completing work tasks during the WFH program during the Covid 19 pandemic.

RESEARCH METHODOLOGY

The research method in this study is a qualitative method with data collection techniques using in-depth interviews with subjects who are declared in accordance with the characteristics of millennial workers. The data analysis technique used is descriptive data analysis technique. Descriptive data analysis technique which is a way of examining the status of human groups, an object, conditions, thought systems, and / or events in the present (Fajri, 2019).

This study focuses on subjects that fall into the millennial criteria with an age range of 24-30 years and have status as employees in a company. There are currently four major groups in demographics, namely Baby Boomers (born 1946-1964), Gen-X (born 1965-1980), Millennials (born 1981-2000), and Gen-Z (born in 2001-present) (Arvian & Surya, 2019). Overall the subject works in companies located in Surabaya, East Java. Adjusted to the research topic, all subjects have also undergone work from home for a period of 3 months.

RESULT

During the Covid 19 pandemic, most companies or organizations throughout Indonesia enforced working from home for their employees. This step was taken by companies or organizations to assist the Indonesian government in reducing the spread of Covid 19 in the scope of work. However, companies or organizations do not yet know whether working from home is effective enough to do their work, especially for millennial workers. Therefore, based on a research topic, and has been conducted in-depth interviews on the subject to obtain the following results

1. Doing Task During Work From Home

After 3 months of working from home, the subjects went through the interview process to explain what work they did. Subject revealed that while working from home is increasing their job duties than usual. Even work tasks that were previously done only at a certain time, but when working from home these tasks are included in the daily work list (for example, such as recap evaluations).

"My work during this wfh is increasing, because I feel there is excess free time, so usually after working hours are over I continue to work to recap evaluations a few months ago"

Apart from the increase in the workload that was previously not usually done in daily work. To make it easier to work online at home, the company has also prepared a special online work system for a means of communicating between each employee and sharing work results. This also adds to their job duties because what can usually be done face-to-face but because they work from home so everything has to be done online. In fact, sometimes the network can also be a barrier to completing work.

"Since wfh everything depends on the company's online system called ULS, so everything related to work materials or anything is uploaded there, but sometimes there are also employees who contact me directly because of the difficulty of accessing ULS, the reason is because of the network. That's what makes me work twice and it's quite time consuming"

While working from home, millennial workers feel that their job duties are increasing because usually the work they do can be completed faster by submitting job reports directly. But it is not an obstacle too heavy for them because even though online still can finish their work on time.

"Even though being online is quite time-consuming because sometimes the network becomes a problem, but that is not a big problem for me to finish my assignments on time. So when the boss asks for data or reports, at that time I can finish it according to the time specified"

2. Effectiveness During Work From Home

In completing work assignments, millennial workers assume that they are able to complete work tasks well even though they have to work with a new work system, namely working from home

"I think, even though the condition of the house is also crowded with many family members who stay at home. That doesn't prevent me from being able to focus on work and finish work on time. Even at work I am also familiar with working online so I think it's easy to follow this new online work system. So I think my work is effective during this wfh"

Environmental conditions sometimes become an influence for millennial workers at work, because the office atmosphere is very different from the atmosphere at home. However, these conditions do not prevent them from being able to work effectively in completing their work tasks.

"Because I feel used to being online, so I am not too clueless with technology so when I work from home I'm not too surprised it precisely makes it easier because I can handle all the work online at home. So during this wfh I can still work

effectively"

3. Advantage and Disadvantage of Working From Home

W orking from home also has advantage for subjects as millennial workers. With online job system that is different from usual course there are some things to adapt in order to run properly.

"I feel that working from home will also benefit me. Usually when I work, I only focus on work, but when I work from home I can work while adding to my knowledge by taking webinars"

"Working from home provides an advantage for me who lived far away from the office. So I don't have to get up early and go through traffic jams. I can be more flexible at work because there is no time limit"

However, working from home not only has advantages but also disadvantages that can be from workers

"If you work in an office usually for communication with other employees can be directly and easily searched in the workspace. But when working from home, communication becomes very difficult because usually when we contact it, it is not certain that the employee is holding a cellphone or standing by in front of a laptop"

"While working from home, sleeping time is also a loss for me. Because when working from home, my bedtime is messy because it is difficult to sleep, sometimes I only sleep late even though I wake up on schedule but

I don't need to get up early to take a shower and go to work so it's like underestimating bedtime".

DISCUSSION

The results obtained from the in-depth interview process on the subjects who are millennial workers who have worked from home within 3 months. They revealed that while working from home their job duties increased compared to the ones before the Covid 19 pandemic. When working from home, they felt they had a lot of free time at work, so when they were given additional work assignments they were able to carry out these tasks until they were finished. . When an employee can complete work more quickly and effectively, job satisfaction can be an added value (Purwanto, 2020).

To complete work assignments while working from home, of course there are some obstacles they get. Due to the work system work from home using the online system, the network used must be adequate to help finish the job. When working from home, of course a laptop or computer is the main combat tool. At work, the internet is one of the pillars that you must prepare. With a stable internet connection, you can easily connect to each other (Purwanto, 2020). That way the work assignment will be completed easily and quickly.

During the work from home program, the subjects as millennial workers felt that working from home was considered quite effective for them. They still work according to the working hours specified. With working conditions that are different from usual, this is not a barrier for

them to continue working as usual. Of course, running every activity at home has its own challenges that are different from activities outside the home such as at school, office, etc. The main challenge in this case certainly in terms of habituation themselves, and begin to adapt to new things, it is very influential in the spirit and work ethic will change during the work in the house (Surahman et al , 2019)

Millennials are very accustomed to flexibility and simplicity. This greatly affects how they work and also their habits at work, by having flexible and instant habits (Arvian & Surya, 2019). Therefore, millennial workers also do not feel hindered by changes in working conditions amid the Covid 19 pandemic. Millennial workers feel that when working from home they are able to work effectively by completing work tasks well.

The activity of working from home is also considered to have advantages and disadvantages. The workers of the millennial feel that by working from home they feel benefit with no need to get up early to take a shower and go to the office to penetrate the traffic jams. One of the advantages of Work From Home is that you don't have to spend money to pay transportation costs or gasoline costs, and you can also save time on trips (Purwanto, 2020). In addition, their time becomes more flexible and they can do other activities at the same time as work. working from home makes us flexible and able to do various activities at one time (Maria & Nurwati, 2020).

They also feel the disadvantage of working from home. Because employees in a company or organization are not all of the same age range, miscommunication is one of the disadvantages that can be obtained from working from home. Even though you are working in different places, don't forget to maximize communication to avoid unwanted things (Purwanto, 2020)

CONCLUSSION

During a pandemic covid 19, all activities works in the office was changed to work from home. This step was taken to assist the government in reducing the spread of Covid 19 in Indonesia. Working from home by doing work online is very unpleasant for millennials, who of course are familiar with the online world in their daily lives. In doing their work, millennial workers feel that the system of working from home is enough to add to their work tasks than usual.

The addition of work tasks does not make millennial workers difficult at work, instead they are still able to complete their work tasks well. Millennial workers who are known as the generation who are easy to adapt and understand technology certainly don't feel burdened by the work from home system. They are still able to work effectively in completing their work tasks in an environment that is different from their work environment. In fact, they also get the advantage of more flexible time to do other activities such as taking webinars at the same time as their working hours. So this research

concludes that millennial workers who have been working from home during the Covid 19 pandemic are considered effective in completing work tasks and also providing several benefits for them.

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