

# Effect Of Working Conduct On Employee Performance :Emperical Study of Covid-19 pandemic

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## ABSTRACT

Pandemic Covid -19 overwrites the entire world so that Indonesia should follow the WHO protocol specified health. This study aims to analyze work behavior on employee performance, analyze employee readiness, and identify obstacles faced in supporting the new normal working area of the Pulang Pisau Regency Regional Secretariat office. This research is expected can change the system of individual behavior and employee performance in the District Secretariat of Pulang Pisau Regency for 6 months. The research method will use a population of all employees of the District Secretariat office totaling 218 and samples were taken by random sampling of 100 people. Types of primary data and secondary data were collected by using questionnaires, interviews, treading, and study documentation. The research instrument used a questionnaire to test the validity and reliability test. This study uses descriptive statistical analysis (qualitative analysis). The flow of research to be carried out is divided into the data input (instrument) stage, application development, program application development, and research reports (output). During the Covid-19 pandemic, employee discipline had an impact on performance. For this purpose, as the main human resources element of the State apparatus, Civil Servants have a role that determines the performance of government administration and development, in addition to having competencies that are indicated by high attitudes of discipline, strong results and attitudes and actions that are full of state allegiance and obedience. Job motivation often influences performance, so leadership increases the motivation of workers by engaging in both formal and informal training, classes, workshops or continuing higher education, so that employees can further improve their motivation and work performance.

**Keywords:** Covid-19 pandemic, Working Conduct, Employee Performance

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## Introduction

Covid-19 pandemic threatens human health around the world. Referring to Worldmeter data as of May 5, 2020 (Kompas, 2020), the number of patients who died due to the Covid-19 virus reached 253,183 people with a cure rate reaching 1,210 million. Symptoms of this virus include fever, dry cough, fatigue, shortness of breath, muscle or joint problems, excessive sputum production, sore throat, headache, chills, nausea and vomiting, nasal congestion, diarrhea, hemoptysis, and conjunctival congestion (Mardiyah and Nurwati, 2020). As a result of this pandemic, the government issued a

policy to limit the space for the transmission of Covid-19 in various ways, including implementing Large-Scale Social Restrictions (PSBB). Restrictions on the space for the community to carry out their activities outside the home for the sake of *social distancing* / *physical distancing*.

Like it or not, workers like it or not have to be willing to come to work as usual (Work From Office) when other sectors have to stop operating and their employees work from home (Work From Home). If they are forced to come to work because they are in 8 industrial sectors that must continue to

operate, then employers must be fully responsible for paying attention to WFO workers' rights, especially workers' health rights (Rahmatullah, 2020). No exception, Covid-19 impact also in the Central Kalimantan Province in particular the office secretary in Pulang Pisau. Post pandemic Covid - 19 changing lifestyle and discipline to protocol health set by the WHO to restrict meeting/space for individuals (not free).

In this regard, researchers are interested in examining employee behavior and performance after the Covid-19 pandemic at the regional secretary office of Pulang Pisau Regency, examining employee readiness and the obstacles faced in supporting the *new normal* (a new life order in the area of the regional secretary of Pulang Pisau Regency). The results of this study are expected can change the behavior system of individuals and employees of the district secretariat of Pulang Pisau Regency.

## LITERATURE REVIEW

### Profile of the Spread of the Covid-19 Virus in Pulang Pisau Regency

Pulang Pisau district has an area of 8,997 km<sup>2</sup> and a population of 120,062 people. Pulang Pisau, enter the yellow zone from the previous green zone. Having found on dated 6 April 2020, there was one person PDP exposed to this virus and confirmed Team Covid Task Force-19, Central Kalimantan Province. While it is in the District Pulang Pisau are 28 people in the monitoring (ODP) and 19 people without symptoms (OTG).

### Employee Performance before the Covid -19 Pandemic in Pulang Pisau Regency

Performance is the work results that are shown and seen in quality and quantity achieved by an employee in carrying out his duties by the responsibilities he/she carries. According to Mitchel (Setiawan, 2020) indicators of performance, including the quality of work (*quality of work*), punctuality (*promptness*), initiative (*initiative*), ability (*capability*), and communication (*communication*). Law Number 43 the Year 1999 concerning the Implementation of Employment mentions indicator employee performance, including loyalty, work achievement, responsible, obedience, honesty,

teamwork, initiator, and leadership. It can be concluded that individual, organizational, and social factors can affect employee performance.

### Work Behavior Theory

The theory of employee performance productivity according to Suhariadi (Setiawan, 2020), productive performance behavior is basically formed from two types of behavior simultaneously, namely effective behavior and efficient behavior. Effective behavior is one that produces performance by the plan, while efficient behavior is behavior that can make good use of resources to produce the performance that is worth much higher than the resources used. According to Hasibuan (Setiawan, 2020), if the productivity of performance increases, there are contributing factors, namely an increase in the efficiency of time, raw materials, labor, production techniques, work systems, and increased work.

### Shift Time Theory

A shift time system is a form of extension of the shift system or work management system that provides the opportunity to take advantage of the total time available to operate the job. One of the factors that influence human work performance is the characteristics of the job (in Setiawan, 2020) where one of the scopes is the shift time. Shift time is defined as a schedule of work outside normal hours with a system of exchanges or changes between one individual or group with another individual or group.

## METHOD

### Research Type and Design

This research was conducted with a quantitative approach. The study design is Behavior Analysis Work Towards Employee Performance Empirical Study Post- pandemic Covid-19 exist the District Secretariat Office Pulang Pisau, Central Kalimantan Province. Central Kalimantan province has been selected as the object on the grounds of research because it is one of the provinces affected by covid-19.

### Population and Sample

The primary data source of this research was interviews with the staff of the district secretariat of Pulang Pisau, totaling 118 people and the sample was taken by random sampling of 100 people.

**Data source**

Primary data is in the form of interviews obtained from employees and the results of field observations. Meanwhile, secondary data is data sourced from reports or related documents (BPS and sectoral data).

**Data collection technique**

1. Observation, namely data collection by observing the activity process of the local secretariat of Pulang Pisau Regency.
2. Interview structured, namely data collection using the questionnaire instrument.
3. In-depth interviews, namely data collection by conducting in-depth interviews with local secretariat employees in Pulang Pisau Regency.
4. Dokumentation, namely the collection of data derived from secondary sources such as documents.

**Data analysis**

Quantitative data in this study were analyzed through the steps of problem identification, literature study, conceptual framework development, identification and definition of research variables and questions, research design development, random sampling techniques, data collection and quantification, data analysis, and interpretation and communication. Research results (Creswell, 2010).

**RESEARCH RESULT****Description of the Research Area**

Central Kalimantan is a province to 17 in the capital of Palangka Raya. Central Kalimantan as a whole is 153,564 km<sup>2</sup>. At present, Central Kalimantan consists of 14 districts/city level regions. Pulang Pisau Regency was originally part of Kapuas Regency, precisely in the Kahayan Kuala Subdistrict area. This district is a new district that was established in 2002 with a total area of 8997 km<sup>2</sup> with a population of 120 062 inhabitants. Secretariat office district area will be the location of the research.

The organizational structure of the local secretariat of Pulang Pisau District refers to the Regulation of the Regent of Pulang Pisau Number 31 of 2016 concerning Position, Organizational Structure consists of the Regional Secretariat, Assistant for Government and People's Welfare, Assistant for Economy and Development, Assistant for General Administration, and Group of Positions with their parts. Overall, the number of personnel in the neighborhood secretariat in Pulang Pisau in 2018 a total of 112 (one hundred and twelve).

**Employee Characteristics**

Employees with ASN status are 40 people and non - ASN 20 people, the percentage is 60.7% ASN and 33.3% non - ASN. Employee tenure of more than 5 years As many as 35 people and more than 10 years 25 people, the percentage of 58.3% for > 5 years and 40% for > 10 years. Gender male employees are 36 and female 24, the percentage of 60% male and 40% female. Employee age <35 years is 1 person and > 35 years is 59 people with a percentage of 1.7% and 98.3 (primary data sources).

**Table 1. Employee Behavior**

|      | Frequency | Percent | Employee Behavior during a Pandemic   |
|------|-----------|---------|---|
| 1.00 | 49        | 81.7    | 81.7 said there were changes in regulations during the COVID-19 epidemic and 18.3 said there were not |
| 2.00 | 11        | 18.3    |   |
| 1.00 | 48        | 80.0    | 80.0 said there was a change in attendance and 20.0 said there was no                                 |
| 2.00 | 12        | 20.0    |   |
| 1.00 | 33        | 55.0    | 55.0 said there was a change in sanctions for arriving late and 45.0 said there were no               |
| 2.00 | 27        | 45.0    |   |
|      | Frequency | Percent | Post-Pandemic Employee Behavior   |
| 1.00 | 50        | 83.3    | 83.3 said there was a change regarding attendance during and 16.7 said there was no                   |
| 2.00 | 10        | 16.7    |   |
| 1.00 | 50        | 83.3    | 83.3 said there was a change in absenteeism and 16.7 said there was no                                |
| 2.00 | 10        | 16.7    |   |
| 1.00 | 33        | 55.0    | 55.0 said there was a change in the sanctions and 45.0 said there was no change                       |
| 2.00 | 27        | 45.0    |   |

**Table 2. Employee Performance**

|       |      | Frequency | Percent | Quality                          |
|-------|------|-----------|---------|----------------------------------|
| Valid | 1.00 | 60        | 100.0   | Have discipline at work          |
| Valid | 1.00 | 60        | 100.0   | Have a meticulous nature at work |

Quality (Primary data source)

**Table 3. Quantity (Primary data source)**

|      | Frequency | Percent | Quantity  |
|------|-----------|---------|---|
| 1.00 | 59        | 98.3    | 98.3 said they always did the work according to the target set and 1.7 said they did not have |
| 2.00 | 1         | 1.7     |   |
| 1.00 | 49        | 81.7    | 81.7 said they had the nature of setting targets at work and 18.3 said they did not           |
| 2.00 | 11        | 18.3    |   |

**Table 4. Discipline (Primary data source)**

|       |      | Frequency | Percent | Discipline  |
|-------|------|-----------|---------|---|
| Valid | 1.00 | 60        | 100.0   | 100.0 says there are regulations on hours of entry and return from work |

**Table 5. Quantity**

|      | Frequency | Percent | Quantity   |
|------|-----------|---------|--|
| 1.00 | 53        | 88.3    | 88.3 said there was a data collection system for attendance at feelings and 11.7 said there was no                 |
| 2.00 | 7         | 11.7    |  |
| 1.00 | 59        | 98.3    | 98.3 said there was a boss who gave a warning if the work could not be completed and 1.7 said there was no warning |
| 2.00 | 1         | 1.7     |  |

**Table 6. Activity (Primary data source)**

|      | Frequency | Percent | Activity  |
|------|-----------|---------|---|
| 1.00 | 50        | 83.3    | 83.3 said there was an effect of work atmosphere in carrying out work and 16.7 said there was no                              |
| 2.00 | 10        | 16.7    |   |
| 1.00 | 51        | 85.0    | 85.0 said there was an option for employees to be ready to be transferred if the job target could not be met and 15.0 said no |
| 2.00 | 9         | 15.0    |   |
| 1.00 | 52        | 86.7    | 86.7 said there were supporting tools/facilities to complete the work and 13.3 said there were none                           |
| 2.00 | 8         | 13.3    |   |

## DISCUSSION

Employee performance is the activity of employees in the process of carrying out their obligations and responsibilities, namely how an employee plans the results and goals to be achieved, carries out activities in the office according to the task, and evaluates and evaluates the results and objectives that have been achieved. Especially for ASN employees who have important duties and

functions in their respective fields. Employee performance is expected to boost the quality and relevance of the office where they work. Its implementation in the field depends on many factors that influence it and are interrelated, for example, the influence of behavior such as disciplinary factors and motivational factors.

Work discipline is one of the factors that affect performance. The research result Arifuddin

& Napirah (2015) argued that employees must have given each bear responsibility for carrying out tasks following the duties and functions that it can not be said that the employees did not know what to do every day. Therefore, employees who have high work discipline will be responsible for the tasks given to be completed properly and on time. Employee discipline can be carried out by force, but this method will not be effective because employees will feel constrained and feel burdened.

The results of this study indicate that employee discipline has an effect on employee performance during the covid-19 pandemic conditions. The staff of Pulang Pisau Regency's regional secretariat must follow the health protocol under the Covid -19 Task Force reference, for example, they must wear a mask, wash their hands, and keep their distance. This makes employee behavior different during normal conditions.

Simatupang et al (2019) suggest that employees are expected to be disciplined in carrying out their duties so that work can be completed properly. The fact shows that not a few employees are not disciplined during working hours. The effect of indiscipline harms employment services. Some of the factors that are thought to affect employee discipline are a person's condition, motivation, and leadership.

Based on the results of the observations that the researchers observed, the behavior of employees during the pandemic and post-pandemic from the results of the analysis of primary data that had been collected using the questionnaire method, in each of the ASN work tasks, some regulations change during the pandemic, such as the hours to go to work and return from work, working system in turn, change the attendance system, more rely on internet access and implement health protocols. This has an effect on the performance of employees at the local secretariat office in Pulang Pisau Regency.

### Conclusion

Based on the results and discussion, it can be concluded that employee discipline and motivation have an effect on performance during the Covid-19 pandemic. Leaders can improve employee motivation through opt-training, courses, seminars, or continuing education to a higher level, both formal and informal so that employees can further increase motivation and performance.

### Suggestion

This study only examined the motivation and work discipline factors that affect employee performance. Therefore, it is necessary to conduct further research on other factors that influence employee performance which is not examined by the authors.

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