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Resilience and Employee Productivity Who Works from Home During the Covid-19 Pandemic

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Author's short biographies

SRI MULYANI NASUTION



Completed undergraduate education at the Faculty of Psychology, Gadjah Mada University, Yogyakarta in 1990. From 2006 to 2008 took a Master's in Professional Psychology at the University of North Sumatra, Specializing in Clinical Adults. Currently as a teaching staff at the Faculty of Psychology, University of Jayabaya Jakarta, and is pursuing a Doctoral degree (S-3) Islamic Religious Education Program at PPS Islamic University of Jakarta.

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Completed undergraduate education at the psychology faculty, Jayabaya University, Jakarta 2021. Has experience in several companies as a recruiter (BNI Life, Shopee Indonesia, Citibank NA).

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Completed undergraduate education in Social and Political Sciences majoring in Sociology, Sumatera Utara University, Medan, Indonesia. Brenda has experience as a broadcaster and journalist in several media (Most FM Medan, Elshinta Radio Jakarta, and Holopis.com Jakarta).

Introduction

- Changes in the situation as a result of the Covid-19 pandemic have required all aspects of life to adapt in order to be able to survive. Many companies and government centers have implemented a Work from Home (WFH) scheme for their employees. This may affect work productivity. Employees who are able to adapt to new work patterns and are able to maintain their work productivity can be indicated as resilient individuals.

The Literature Review

- Resilience is the ability to survive and adapt when faced with difficult and stressful situations (Reivich & Shatte, 2002).
- A dynamic process whereby individuals show adaptive functioning in the face of significant adversity is then defined as resilience (Schoon, 2006).
- Humans need to strive for more advanced growth in order to realize or actualize their full potential. (Schultz, 1991).

The Literature Review

- Every company demands employees to have optimal work productivity. Work productivity for a company is very important as an indicator of success in work in order to achieve the target desired by the company. The International Labor Organization (ILO) reveals that productivity is the ratio between the amount produced and the amount of raw materials used during the production process. These raw materials can be in the form of land, machinery, and labor. (Hasibuan, 2005).

The Study

- Nicholas Bloom's (2014) research regarding the productivity of employees who worked from home in 2014 on the Chinese Travel Website Trip, states that the comparison between employees who come to the office and employees who worked at home is that employees who work at home happier they can even work more productively.
- Another study showed that the Work from Home (WFH) scheme and Work Environment influence the Productivity of Bekasi Municipal Government employees (Narpati, Lubis, Meutia, and Ningrum, 2022).

Research Question(s)

- Researchers want to examine whether there is a relationship between resilience and work productivity of employees who Work from Home.
- Whether The higher the level of resilience of employees who work from home, the higher the level of work productivity.

Methodology

- In this study, we used quantitative methods using a questionnaire, and data collected from employees who are undergoing a work-from-home scheme during the Covid-19 pandemic in the Greater Jakarta area.

Methodology

- The population in this study were:

  (a) Employees who underwent a Work From Home scheme during the COVID-19 pandemic.

  (b) work in the Greater Jakarta area.

  (c) Male or female aged (18-40 years).

- The sampling technique used in this study is convenience sampling techniques.

Methodology

- The results of the test measuring instrument in the form of a questionnaire with a Likert scale model resulted in a validity score of 0.195 and a reliability score of 0.881 (resilience) and 0.909 (work productivity).

Results

- The study results showed that there is a positive relationship between resilience and work productivity of individuals who undergo **Work-from-home** schemes.
- The results of testing the data get a Pearson correlation value of 0.228 and a confidence level of 0.05 (5%). That means, if employees have high resilience, then their work productivity is high; if the resilience is low, the work productivity is low too.

Discussion

- Difficult conditions make a person tough and able to have more productivity than before. This is also shown by the results of Nasution, et al. research (2020) where along with increasingly persistent efforts to rise from adversity, participants finally have adequate resources to achieve their resilience.
- This condition of resilience will in turn help a person to be more productive. In this study, based on hypothesis testing, a significant value of 0.228 was obtained. From these results, it can be seen that the p-value (significant value) < alpha (a) is 0.05 (5%). So H0 is rejected and H1 is accepted. This means that there is a significant relationship in a positive direction, that is, if resilience is high, work productivity is high, and vice versa. This means that there is a significant relationship between resilience and work productivity.

Implications

- It is hoped that the results of this research will contribute to companies in their efforts to increase employee productivity, where resilience becomes the focus of attention in various situations experienced

Suggestions for Further Research

- The researcher hopes that further research can explore other factors that influence resilience and productivity.
- Future researchers are also expected to be able to develop Resilience with Productivity research from levels of education, occupation, and age in more depth.

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