ABSTRAK

Nama : Johan Pratama

NIM : 030340557

Prodi : Administrasi Publik Bidang Minat Administrasi dan Manajemen Kepegawaian

Judul : Efektivitas Work From Home Berdasarkan Pengukuran Indeks Kepuasan

Masyarakat Dan Persepsi Pegawai Di Kantor Regional II BKN Surabaya Pada

Masa Pandemi Covid-19.

Covid-19 yang menyebar di Indonesia membuat pemerintah mengeluarkan

kebijakan Work from Home (WFH) agar PNS aman dari penyebaran covid-19. Namun

dalam pelaksanaan WFH ditemui banyak kendala yang mempengaruhi efektivitas WFH

yang dikaji melalui pengukuran indeks kepuasan masyarakat dan persepsi pegawai.

Desain penelitian yang digunakan adalah pendekatan deskriptif dengan pendekatan

kualitatif. Teknik pengambilan sampel menggunakan cluster sampling yang menghasilkan

sampel sebesar 63 orang dari populasi 141 orang. Instrumen penelitian menggunakan

kuesioner dan uji statistik Biserial, KR-20, dan Chi Kuadrat Satu Sampel.

Hasil penelitian menunjukkan 58,21% responden mengalami kendala selama WFH

yang berupa kendala infrastruktur sebesar 42,17%. Hasil uji Chi Kuadrat Satu Sampel

lebih besar dari signifikasi (α>0,05) menunjukkan bahwa H 0 diterima yang berarti persepsi

pegawai berpengaruh terhadap efektivitas WFH.

Disarankan agar pimpinan memberikan bantuan paket data selama pandemi,

melakukan pengelompokkan pegawai yang layak melaksanakan WFH, dan menetapkan

regulasi untuk memantau kinerja selama WFH.

Kata kunci : Work from Home, Efektivitas WFH, Indeks Kepuasan Masyarakat, persepsi

pegawai.

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ABSTRACT

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NIM : 030340557

Study Program : Public Administration Field of Interest Administration and Personnel

Management

Title : Work From Home Effectiveness Based on Measurement of Community

Satisfaction Index and Employee Perception at Regional Office II BKN

Surabaya during the Covid-19 Pandemic

Covid-19 that has spread in Indonesia has prompted the government to issue a

Work from Home (WFH) policy so that civil servants are safe from the infection of covid-

19. However, in the implementation of WFH there are many problems that affect the

effectiveness of WFH which is assessed through measuring the community satisfaction

index and employee perceptions.

The research design used is a descriptive approach with a qualitative approach.

The sampling technique used cluster sampling which resulted in a sample of 63 people

from a population of 141 people. The research instrument used a questionnaire form and

statistical tests using Biserial, KR-20, and Chi Square One Sample.

The results proved that 58.21% of respondents experienced problems during

WFH in the form of infrastructure constraints of 42.17%. The results of the Chi Square

One-Sample test are greater than the significance (α> 0.05), indicating that H 0 is accepted,

which means that employee perceptions have an effect on the effectiveness of WFH.

It is recommended that the Head of the aggency provide package data assistance

during the pandemic, group the appropriate employees to implement WFH, and establish

regulations to monitor performance during WFH.

Keywords: Work from Home, WFH Effectiveness, Community Satisfaction Index, ABSTRAK

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