

Overview of Work Engagement with Remote Worker

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ABSTRAK

Bekerja dari rumah atau WFH telah diterapkan sejak pandemi COVID-19. WFH, atau bekerja dari rumah, sudah ada sejak dulu, tetapi tidak digunakan dalam COVID-19 dan digunakan dalam situasi normal. Dengan work-from-home, sistem juga berubah. Sistem ini disebut pekerja jarak jauh. Penelitian ini bertujuan untuk menganalisis gambaran pekerja jarak jauh yang dialami oleh para pekerja. Jenis penelitian ini adalah penelitian kualitatif dengan metode fenomenologis. Metode pengumpulan data menggunakan wawancara dan observasi. Teknik pengumpulan data yang digunakan adalah teknik purposive sampling. Sedangkan teknik analisis data yang digunakan terdiri dari menyiapkan data, membaca seluruh data, mengkodekan data, menerapkan hasil pengkodean data ke dalam tema yang akan dianalisis, menyajikan tema dalam bentuk naratif, dan menginterpretasikan data. Hasil penelitian menunjukkan bahwa keempat subjek yaitu NH, MR, ISF, dan LA mengalami peningkatan motivasi pada pekerja jarak jauh. Temuan lain menunjukkan bahwa selama bekerja dari rumah, subjek memiliki produktivitas dan ketahanan kerja yang baik. Itu dipengaruhi oleh faktor-faktor dalam diri mereka masing-masing ketika mereka memutuskan untuk bekerja dari jarak jauh. Berdasarkan hasil penelitian dapat disimpulkan bahwa pekerja jarak jauh mengalami peningkatan motivasi melalui work from home (WFH). Selain itu, ditemukan bahwa pekerja jarak jauh lebih produktif dan memiliki daya juang yang baik. Temuan ini memperkuat bahwa kerja jarak jauh juga membuat pekerja yang terlibat dalam pekerjaan menjadi lebih terlibat.

ABSTRACT

Work from home, or WFH, has been implemented since the COVID-19 pandemic. WFH, or work from home, has existed since the past, but it is not used in COVID-19 and is used in normal situations. With the work-from-home, the system also changed. This system was called a Remote worker. This study aims to analyze the description of remote workers experienced by workers. This type of research was qualitative research with phenomenological methods. Data collection methods used interviews and observation. The data collection technique used was the purposive sampling technique. While the data analysis techniques used consisted of preparing the data, reading the entire data, coding the data, applying the results of data coding into themes to be analyzed, presenting the themes in narrative form, and interpreting the data. The results showed that the four subjects, NH, MR, ISF, and LA, experienced increased motivation in remote workers. Other findings show that while working from home, the subject had good productivity and work resilience. It was influenced by factors within each of them when they decided to work remotely. Based on the results of the study, it can be concluded that remote workers have an increase in motivation through work from home (WFH). In addition, it was found that remote workers are more productive and have good fighting power. These findings reinforce that remote work also makes workers engaged in work even more engaged.

1. INTRODUCTION

Because of the COVID-19 pandemic, numerous organizations have shifted to remote work, telework, or work-from-home for the employees' safety. It has been two years since COVID-19 hit the world. New habits include wearing a mask when traveling outside the house, maintaining a minimum distance of 100 meters, avoiding crowds, and more. In 2020, since the beginning of the pandemic, there has been a circular from the government for people to stay at home for a fairly short time. Many schools,

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MSMEs, shophouses, entertainment venues, and markets are closed to workers who must be furloughed and work from home. Work from home, or WFH, has been implemented since the COVID-19 pandemic. WFH, or work from home, has existed since the past, but it is not used in COVID-19 and is used in normal situations. With the work-from-home, the system also changed. This system was called a Remote worker. Remote workers are work systems where workers work with a remote and free system anywhere (Messinger & Gschwind, 2016). In other words, these remote workers can be out of the office to complete their tasks. Before the term remote worker, it used to be known as a mobile worker.

Mobile workers spend most of their working time away from home or work (Crawford et al., 2011). As the name implies, mobile workers use technology to do their jobs, and work from home is included in remote workers, but it is not the same. A remote worker is a working system that allows employees to choose a workplace outside the office, according to the productivity of each employee. Even so, employees are still bound by the company's work provisions and rules, such as continuing to work 8 hours, still wearing formal clothes, and so on, unlike work from home, which requires employees to work by staying at home. With this new system, the company hopes there will still be work engagement from each employee. According to Khan, the first figure on the conceptualization of work engagement, stating that work involvement is the use of members of the organization to play a role in work: in engagement, hiring, and expressing themselves physically, cognitively, and emotionally during work (Schaufeli, 2012). In other words, the individual brings himself into their work. Meanwhile, according to Schaufeli & Baker, work engagement is a condition of employees fully being involved in their work by establishing vigor, dedication, and absorption (Maura Magnalia, 2021). With remote working, it is hoped that employees can increase work engagement by choosing a comfortable and optimal workplace atmosphere.

Research conducted with interviews with subjects on 21 March 2002 through WhatsApp media found that subjects, when working in remote working systems, were only constrained in the communication and socializing section since the pandemic. The subjects admitted the difficulty of working remotely at the beginning of the pandemic due to constraints in dividing time between homework and other work. Finally, the subjects began to adapt and feel comfortable with the remote working system. The subject also admits that remote working does not lose motivation but is sometimes lazy. The subject overcomes it by going to bed, which will do a light job when asleep. Based on the description above, remote working can certainly affect work engagement in a person. During this COVID-19 period, they seemed abrupt in changing the work pattern system from previously WFO to WFH. Therefore, researchers are interested in researching "Work engagement Remote workers."

2. METHODS

This research is a qualitative study with theme analysis. Qualitative research is research to explore and understand the meaning of several individuals or groups of people who are considered to be derived from social or humanitarian problems (Creswell, 2013). This qualitative research includes analysis and understanding of specific and orderly behavior and social processes of society as its mission. This research focuses on case studies on "Work Engagement Remote Workers." The subjects in this study consisted of four remote workers aged 20-35 years. The subjects include S1, age 29, as a lecturer and practitioner: subject S2, age 21, sales work. Subject S3, age 35, is an insurance employee, and Subject S4, age 20, is a student. All four subjects recruited with sampling techniques tend to be purposive because they are associated with capturing the depth of data with a plurality. Then data is collected from the subjects by conducting observations and interviews. After all the data has been collected, the data is further analyzed. Data analysis techniques include data reduction, data presentation, and drawing conclusions or verification

3. RESULTS AND DISCUSSIONS

Results

Four subjects who were work-from-home workers agreed to participate in the study. This research can provide an overview that represents the work welfare of workers who work as remote workers. Figure 1 is a visualization of the findings of the research results on the picture of work welfare in remote workers.

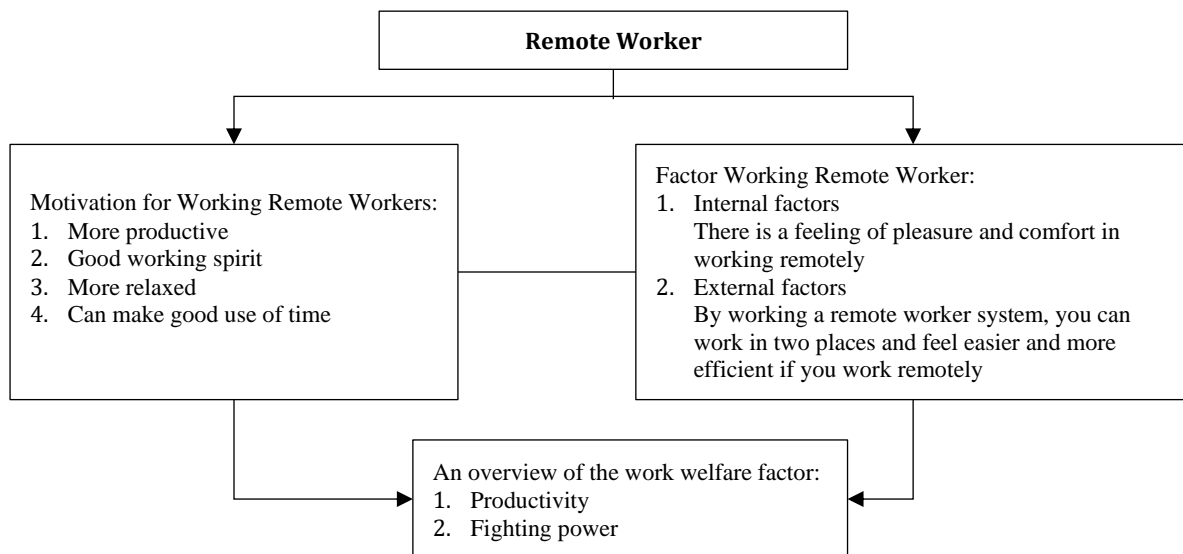


Figure 1. Dynamics of the Work Welfare Picture on the Remote Worker

Based on Figure 1 shows that there are four motivations for working remote workers. There are more productive, have a good working spirit, are more relaxed, and can use time well. Two factors of Working Remote Worker are the internal factor (There is a feeling of pleasure and comfort in working remotely) and the external factor (By working a remote worker system, you can work in two places and feel easier and more efficient if you work remotely).

Normality test to see the storage of observation frequencies studied from theoretical frequencies. The normality assumption test uses analytical statistics techniques, the Shapiro-Wilk normality test, because the subjects are less than 50. The rule is that if $p > 0.05$, the distribution is normal, and if $p < 0.05$, the distribution is abnormal. The subject of S1 is a 29-year-old woman who works simultaneously as an academic and practitioner. In academia, he worked as a lecturer, and in the field of practitioners, he worked as a psychologist. The subject works on two jobs at once because the subject can manage them. At first, the subject feels stuck because he is not used to it, but he gets used to it over time. As a lecturer, he tends to work with remote systems because nowadays, learning is still online psychologists. Subjects come to the office only when there is an assessment schedule. The subject manages the time well between his work and his life so that everything can be safely controlled.

The subject of S2 recounts the work he is currently doing. The subject works as a salesperson; therefore, the subject can be done without going to work because the work can be done from home. The subject also works as a salesperson of his own accord without coercion from parents or other people. Subject S2 tells the efforts made in overcoming the difficulties he feels, such as managing time which affects the productivity of the work he lives. The subject feels his performance while at home should be balanced between his homework and personal work. S2 subjects have their way of balancing work and home activities. S2 subjects have difficulty achieving targets but can still achieve their monthly targets by doing more work. If it has been achieved, then the subject feels calm in working without any burden of thought. The subject prioritizes his monthly targets in order to be achieved first.

The subject of S3 talks about his daily life working remotely. Initially, the subject was a worker who was required to come to the office because the subject was an insurance employee of one of the banks in Indonesia. However, with the outbreak of COVID-19 in early 2020, subjects also had to work remotely. Initially, this policy ran 100%, but the bank company lowered it to 70% because of the work that had to be done in the office, so the system was like a shift. The subject also recounted that when he first worked remotely, the worker experienced difficulties adapting because it seemed abrupt. However, the subject was quick to adapt even though it was very difficult to interact with and the limitations of office tools. When the motivation decreases, the subject will walk around looking for the wind or ideas and atmosphere to dilute the atmosphere. Subject constraints when working with remote workers, such as sometimes children interfering with the subject's working time.

The subject of S4 is a 20-year-old woman who is currently also a female student. The subject said his decision to become a remote worker was based on the COVID-19 pandemic in early 2020. The subject is looking for a side job by taking advantage of the time to increase income, which at that time, lectures were conducted online. The subject also recounted obstacles when running a remote worker, such as the

procrastination attitude carried out, decreased motivation, confusion about determining the marketing strategy of the product being sold, and not being able to meet directly with colleagues and customers, and the subject also talked about daily activities while being a remote worker.

All three participants produced positive productivity (S1, S2, S4). Each subject explained that working with remote workers increased productivity because participants felt that many things could be done simultaneously in remote work. Another result obtained is that this product can increase and can increase focus on work. Besides that, working remotely allows participants to manage time well. In the results of the interview on the subject of S3, it was explained that initially, the subject felt that his productivity had decreased due to the limitations of tools at work, and the subject felt that there must be a new adaptation. However, the subject liked to meet other people over time subject to carrying out his job well.

The fighting power obtained by the four participants (S1, S2, S3, S4) was obtained those four participants had good fighting power. It can be seen from the results of interviews with the four participants, such as that working remotely and discussing problems with colleagues does not experience obstacles; besides, the four subjects can divide their time between work and homework. Good time management is the positive side that all four participants have good fighting power.

Discussion

Based on the analysis results, it is known that working from home or working from home (WFH) increases the motivation of remote workers. This result is in line with work from home increases motivation and productivity. Besides that, workers also feel decreased work stress and quality of life (Pura, 2022; Sadida, 2013). In addition, employees experience more pleasure, satisfaction, and motivation working from home to increase work performance (Susilo, 2020). Previous research found that working from home affects worker motivation (Nurhasanah & Winarno, 2021; Patria, 2020; Stasiuk-Piekarska, 2021).

Motivation greatly affects a person's behavior. Motivation is crucial in understanding why a person performs an activity (Andreas, 2022). The motivation of work-related employees is influenced by how they determine their destinies. It makes the work experience more interesting and enjoyable for employees (Salma Sultana et al., 2021). For example, if a person considers his work interesting and has deep-rooted values, they will have intrinsic motivations that can improve his performance. Internal motivation is needed to have a great impact on a person. The stronger one's feeling of fulfillment, the greater the motivation to achieve it (Johnson et al., 2016; Lee, 2021; Veld et al., 2016). In addition to increasing the motivation of findings in this study, remote workers have good productivity and fighting power.

According to S1, S2, and S4, "can get much work done if it is remote." Flexible time is the impact of working from home. The advantages of involving but not being limited to working from home are flexibility, access to global talent, cost savings, a better work environment, and environmental impact (Jalagat, R.C. & Jalagat, 2019). Remote workers take advantage of working from home, namely time flexibility. Remote workers enjoy the advantages and privileges of having a flexible schedule where they can attend other events while working. They feel no hassles and obstacles in completing their tasks (Jalagat, R.C. & Jalagat, 2019). All three participants produced positive productivity (S1, S2, S4). Each subject explained that working with remote workers increased productivity because participants felt that many things could be done simultaneously in remote work. Another result obtained is that this product can increase and can increase focus on work. Besides that, working remotely allows participants to manage time well. In the results of the interview on the subject of S3, it was explained that initially, the subject felt that his productivity had decreased due to the limitations of tools at work, and the subject felt that there must be a new adaptation. However, the subject liked to meet other people over time subject to carrying out his job well.

In line with this, remote workers are happier and more productive than traditional workers (Nield, 2016). Survey results show remote workers are more satisfied, happy, and valued even though their presence is not physically observed in the workplace (Peeters et al., 2014). The previous research, about 91% of remote workers said that they are more productive if they do their work away from the office because they feel more comfortable and can work independently with the tasks given (Jalagat, R.C. & Jalagat, 2019). Furthermore, workers who work at home are happier and less likely to quit while being more productive than home workers who come to the office (Bloom, 2014). Based on the support of previous research shows that with work from home can increase employee productivity. It is in line with the research showing that working from home has a relationship with productivity (Alghaithi & Sartawi, 2020; Beauregard et al., 2019; Farooq & Sultana, 2021; Kazekami, 2020; Monteiro et al., 2021; Mustajab et al., 2020).

This COVID-19 pandemic produces a climate of uncertainty in the community and places a significant burden on their inner resources to overcome the resulting challenges (Ojo et al., 2021). During a pandemic crisis like today, company resilience or fighting power is important for recovery and business continuity. Fighting power is a concept from positive psychology literature. Fighting power emphasizes the individual's organization, strength, and virtues to overcome unusual situations (Cooke et al., 2019).

From an organizational perspective, fighting power is a capacity that can be developed to recover or bounce back from difficulties, conflicts, and failures or even positive events, progress, and increase responsibility (Ojo et al., 2021). Thus, fighting power is a source of positivity. It is possible to help employees navigate a stressful workplace and unexpected events such as the covid-19 pandemic. The study results from S1, S2, S3, and S4 said, "discussing problems with colleagues does not experience obstacles." In addition, the four subjects showed that working from home can divide their time between their work and homework. Time management indicates that all four participants have good fighting power. The element of positive emotions can lead to an increase in dedication at work and also a reduction in the pressure that may arise psychologically or physically (Amir & Mangundjaya, 2021). Fighting power has a positive relationship with work engagement (Amir & Mangundjaya, 2021; Wang et al., 2017). The fighting power obtained by the four participants (S1, S2, S3, S4) was obtained those four participants had good fighting power. It can be seen from the results of interviews with the four participants, such as that working remotely and discussing problems with colleagues does not experience obstacles; besides, the four subjects can divide their time between work and homework. Good time management is the positive side that all four participants have good fighting power.

4. CONCLUSION

Based on the results of the study, it can be concluded that remote workers have an increase in motivation through work from home (WFH). In addition, it was found that remote workers are more productive and have good fighting power. These findings reinforce that remote work also makes workers engaged in work even more engaged. Motivation greatly affects a person's behavior. Motivation becomes very important in understanding why a person performs an activity. The motivation of work-related employees is influenced by how they determine their destinies. It makes the work experience more interesting and enjoyable for employees. Remote workers have good productivity and fighting power. Remote workers enjoy the advantages and privileges of having a flexible schedule where they can attend other events while working. Working from home has a relationship with productivity. The fighting power obtained by the four participants was obtained that four participants had good fighting power. It can be seen from the results of interviews with the four participants. Good time management is the positive side that all four participants have good fighting power.

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