



## IMPACTS OF INFORMATION TECHNOLOGY ON EMPLOYEE PERFORMANCE DURING THE COVID-19

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### ABSTRACT

The COVID-19 pandemic, an ongoing and fast-spreading virus outbreak caused the most recently discovered *coronavirus*, has changed the way the world community works, especially Indonesia. This new way of work is called remote online work or working from home. This diseases has changed people's culture by switching to digital culture using information technology. Information technology has several advantages because it can make people complete their work quickly, flexibly and qualitatively. This study uses a qualitative descriptive method that aims to provide effective information about the impact of information technology on the performance of government employees during the Covid-19 pandemic. Research information was obtained through library research, observations and interviews with employees of the Environmental Service of Padang City, West Sumatra. The results of the study show that there is good impact of information technology on employee performance. Information Technology can improve employee performance because it enables the employees to work faster. This condition provides space for work collaboration, and works can be carried out far more effectively. During the Covid-19 pandemic where information technology is a vital necessity at work, all works can be done online or work from home so that employee performance can still be maintained. Since Information technology has no space and time limits, work during the COVID-19 pandemic can be accomplished anytime and anywhere.

**KEYWORDS :** Information technology, Employee Performance, Work Quality

### INTRODUCTION

At the beginning of 2020, the whole world were shocked by the Covid-19 virus. With outbreaks emerging and spreading so quickly and being able to spread to other people very easily, this Covid-19 (Corona virus diseases) is troubling both the government and the public. In overcoming this situation, the Padang City government, West Sumatra Province, has issued regulations to be implemented to break the chain of spreading the Covid-19 virus as Covid-19 is a type of disease that is easily contagious after infecting and infecting a person's respiratory system and is capable of becoming a global epidemic because it is supported by world trade (Hasanat, D. 2020).<sup>1</sup> Since the first confirmed case in Indonesian citizen in March 2020, this Covid-19 virus outbreak has continued to spread from the capital city of Indonesia to other provinces and cities such as Padang City, West Sumatra. According to data from the Padang City Health Office, West Sumatra province, as of August 7, 2021, there are 37,014 confirmed COVID-19 cases, with 31,930 of recovery. This situation has disrupted all activities ranging from social, economic, office activities to formal education due to large-scale social restrictions. This also affects the revenue of Padang City, West Sumatra. In 2020, Padang City's Original Regional Revenue (PAD) decreased by 8.07 percent from the previous year. This decrease was due to the diversion of government funds allocation due to the addition of new activities in handling COVID-19. This certainly has an impact on employee performance due to restrictions on community activities so that those who usually work in the office every day are limited to working from home.

Facing this, almost all work units in the government, private and business sectors implement online policies and work from home. Work from home is the concept of doing work from home. This relies heavily on current information technology as information technology is very crucial in dealing with the Covid-19 pandemic. Even though there are restrictions on community activities, work performance must still be priorities. Therefore, nowadays various information technologies are used to improve performance, learning, public health and other forms of work such as information technology.

Information technology is the main source of competitive advantage for the community in any form. Information technology as access to share information with customers and current information technology makes it easier for people to work, interact anywhere, anytime in any way they want (Courtland L. Bovee and Jhon V. Thill, 2. B. (2013).<sup>2</sup> This obviously will bring big changes to the lives of employees and companies if they are always updated on technological developments. Information technology will improved thinking patterns to be more advanced in facing challenge, competition, needs and moreover it enables employees to find information so that employee performance during the pandemic can still be maintained

### CASE STUDY

#### Information Technology

Information technology is a technology that combines computers with high-speed communication lines that carry data, voice, and video (William & Sawyer, 2003).<sup>3</sup> This means that information technology is not only in the form of computer technology, but also includes communication technology. Information technology has now become a necessity of life for humans who have a role to interact, learn, read and transact, especially during the COVID-19 conditions as people are more restricted. Information technology has become a driving force for change in the social, educational, and other fields and is an integral part of national policies and plans. The introduction of information technology to society will bring a more positive attitude because information technology offers diversity in achieving goals, activities, and training and community activities.

The development of information technology brings major changes to various segments of people's lives, including government, industry, and education, especially learning that is increasingly facilitated and supported by the use of information technology (Munir 2009).<sup>4</sup> Communication strategy is a guide between communication and information that can improve employee competitiveness (Hasibuan, 2014).<sup>5</sup> Access to information technology will contribute to the world of work in Indonesia today. With access to technology, employees are provided with updated information, interaction and guidance making their services and performances to the public are to improving.

#### Performance Theory

The concept of employee performance basically consists of employee performance and organizational performance. Employee performance is the result achieved by individuals and an organization, while organizational performance is the totality of the work achieved by employees in an organization (Armstrong, M., & Taylor, S. 2014).<sup>6</sup> In carrying out work, employee performance and organizational performance have a very close relationship. Due to the Covid-19 period, there was a policy of imposing restrictions on community activities, however employees were still expected and required to achieve good performance results. This is where human resource efforts in managing the organization experience many challenges in achieving performance during the Covid-19 period.

Performance is a goal-oriented process directed at ensuring that organizational processes are in place in order to maximize productivity of employees (Prawirosentono (2008:2).<sup>7</sup> Employee performance has several elements, namely: quantity, quality, accuracy, presence, work ability, and loyalty (Mathis, & Jackson (2002).<sup>8</sup> Work ability is an awareness that exists in the individual or employee to be really efficient and effective in completing the work so as to improve the quality of work. One of the efforts made to improve the quality of work in Indonesia is to increase access to information technology in order to be able to add insight and knowledge (Febriani, 2017).<sup>9</sup>

## CONCLUSIONS

Information technology has a very vital role, especially in the world of work, education, and business. Working without utilizing information technology will reduce work results that can harm the company, especially during the covid-19 pandemic. All fields of work have now shifted to using technology to improve performance and gain profits. The information system supports the provision of information for management, employees and companies to support daily operational activities. The main advantage of the information technology system is that it is online and real-time and all transactions are recorded in softcopy and hardcopy so that they are easy to trace and flexible. The ease of using information technology is easy to learn, and can be accessed anytime and anywhere. Therefore, information technology can improve employee performance.

The impacts of information technology on employee performance include increasing employee performance because technology enables them to work and collaborate faster, more effective, easier and mobile anytime and anywhere so that distance is no longer an obstacle in performing their works. Even though during the Covid-19 period, there was a government policy regarding the implementation of restrictions on community activities, all works can still be carried out online remotely or from home. Therefore, information technology during the COVID-19 pandemic enables employees to maintain their performance and targets can still be accomplished. Furthermore, information technology also provides a collaboration space that can generate interactions and develop ideas for employees digitally.

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