
ANALYSIS OF THE EFFECT OF WORK FROM HOME AND THE USE OF INFORMATION TECHNOLOGY ON EMPLOYEE PERFORMANCE THROUGH JOB SATISFACTION AS INTERVENING VARIABLE (Study at the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch)

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ABSTRACT

The purpose of this study was to determine directly or indirectly the effect of work from home and the use of information technology on employee performance through job satisfaction as an intervening variable (study at the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch). The number of samples is 78 people. The analytical technique used is WarpPLS 5.0. The results of data analysis show that: 1). The work from home variable has a positive and insignificant effect on both job satisfaction and employee performance of 0.210; 2). The variable of the use of information technology has a positive and significant effect on both job satisfaction and employee performance of 0.074; 3). The satisfaction variable has a positive and significant effect on employee performance of 0.001; 4). Information technology has a positive and significant effect on employee performance of 0.001; 5). job satisfaction has a positive and significant effect on employee performance of 0.001; 6) There is an indirect effect of work from home on employee performance variables through employee job satisfaction whose value is smaller than the direct effect, also not significant at 0.188 with details of the direct effect of 0.158 and the indirect effect of 0.074; 7). There is an indirect effect of the variable use of information technology on employee performance through job satisfaction whose value is smaller than the direct effect of 0.54 with details of the direct effect of 0.386 and the indirect effect of 0.177.

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1. INTRODUCTION

Human resources are a very important central element for an organization, because their superior quality can mobilize financial, physical and technological resources optimally that will lead the organization to achieve its goals. Human resources are also the subject of planners as well as implementers of organizational policies and operational activities, which require management in their management.

Good performance is optimal performance, namely performance that is in accordance with organizational standards and supports the achievement of organizational goals. Employee performance is an absolute concern for the organization, because it can affect the achievement of organizational goals and progress in order to survive in dynamic global competition. Corona Virus Disease 2019 (Covid-19) which has hit the world since the beginning of 2020 has become a big challenge that demands management changes with the development of creative and innovative ideas so that workflow and employee performance can be maintained and even improved. Change during a pandemic is not an easy thing for organizations because the system is forced to change automatically and requires organizational members to adapt to things that are not necessarily acceptable. .

The work from home that is currently being carried out in Indonesia is a follow-up to President Joko Widodo's call at a press conference at the Bogor Palace, West Java on March 15, 2020. The Lumajang Regional Forestry Service Branch and the Jember Regional Forestry Service Branch are East Java Provincial Government agencies that are also has implemented a work from home system in carrying out its main tasks and functions. The implementation is still implementing health protocols, namely providing a place to wash hands with soap, advice to wear masks, maintaining distance and presenting 50% of the total number of employees with a work schedule of one day working in the office and one day working from home (work from home) and not doing activities that are non-essential. accumulate a large amount of time.

Employee performance is one of the criteria used in measuring the ASN Professionalism Index which is calculated with a weight of 30% of the overall measurement. While the other criteria, namely qualification is calculated with a weight of 25%, competence is calculated with a weight of 40% and discipline is calculated with a weight of 5%. Measurement of Professionalism Index is an instrument used to quantitatively measure the level of professionalism of ASN employees whose results can be used as a basis for assessment and evaluation in efforts to develop ASN professionalism. The Performance Dimension is used to measure data / information regarding performance appraisals carried out based on performance planning at the individual level and unit or organizational level by paying attention to targets, achievements, Employee Work Target (SKP) and Employee Work Behavior (PKP). In the performance assessment, SKP is calculated with a weight of 60% and PKP is calculated with a weight of 40%.

The Lumajang District Forestry Service Branch and the Jember District Forestry Service Branch continue to strive to improve performance in providing public services in the forestry sector. One of them is by making efforts to improve the quality of employee resources through the National Civil Service Professionalism Index (IP ASN) continuously and continuously through good human resource management. Based on the problems that exist in the East Java Provincial Forestry Service, the researchers raised the performance phenomenon which is a strategic issue in the East Java Provincial Forestry Service, namely the effectiveness of employee performance that has not been optimal. This can be seen in the realization of the financial achievements of the 2020 fiscal year, although the overall budget realization can be achieved at 97.94% at the end of the year but the effectiveness of its performance is not optimal, the targets that have been set in the first, second and third quarters are not met. The realization of financial achievements in the first quarter reached 56.97%, the realization of financial achievements in the second quarter reached 50.32% and in the third quarter it reached 46.86%. Accumulation of the target was achieved in the fourth quarter with a spike in the realization of financial achievements to reach 237%.

Work from home with its various advantages can improve performance, both in terms of quantity, quality, skills, morale and self-development. Purwanto et al. (2020) stated in the results of his research that work from home has a direct and significant effect on performance. After university leaders followed the government's recommendation to implement work from home, several positive things were obtained, including more flexible work, reduced transportation costs, increased work productivity, job satisfaction, work-life balance, and avoided distractions.

Although working from home (work from home), employees still have performance targets that must be met periodically, either daily, monthly or yearly. The supervisory and coaching function of the leadership becomes very important in overseeing and directing the performance of each employee so that they continue to focus on the main tasks and functions and strategic goals of the organization. In this condition, the use of information technology becomes a necessity so that efficiency, effectiveness, and work productivity are maintained.

The use of information technology is very dependent on the reaction and user perception of the availability and ability to apply it. People with adequate facilities and have the ability to apply them can improve their performance. On the other hand, information technology becomes a new burden that hinders performance for people who do not have the means and abilities to apply it. Research conducted by [1] shows the results that the use of information technology has a positive and significant effect on individual performance.

While research [2] gives the result that the use of information technology has no effect on individual performance in the baby boomers generation (people born between 1945 – 1964). This is because the baby boomers are not always directly related to the use of information technology and are more manual in nature such as decision making, learning, correspondence, signatures, teaching, laboratories, and non-IT fields.

Job satisfaction is also something that needs to be considered in improving performance at the Lumajang Regional Forestry Service Branch. Job satisfaction is a feeling that supports or does not support employees related to their work or condition. [3] stated that job satisfaction is very important for employee self-actualization. An employee who does not get job satisfaction will never reach psychological maturity, and will eventually become frustrated. Information technology has a positive influence on employee activities or activities in carrying out their duties so as to increase employee performance in almost all elements of the organization. Job satisfaction is indicated to be an intervening variable between the use of information technology and employee performance, where the level of job satisfaction will affect the results

of the influence of the use of information technology on employee performance. Research result [4] shows that job satisfaction is able to moderate the effect between the effectiveness of accounting information systems and the use of information technology on employee performance by strengthening the effect.

Based on existing theories and phenomena as well as several "research gaps" of previous research on the relationship between work from home, use of information technology, job satisfaction and employee performance, the researchers are interested in conducting research with the title "Analysis of the Effect of Work From Home and the Use of Information Technology on Performance. Employees Through Job Satisfaction as an Intervening Variable (Studies at the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch)."

1.1 LITERATURE REVIEW

1.1.1 Work From Home

Work from home defined as someone who telecommutes otherwise known as a "telecommuter", "teleworker", and sometimes as a "home-based" employee, or "homeworker" ("Wikipedia," nd). According to "Dictionary.com," WFH is an abbreviation often used in digital communications to let colleagues know that someone is working from home on a certain day or for a temporary period instead of regularly reporting to a physical place of business.

Some experts call work from home as teleworking [5] Teleworking occurs when employees complete work within a different geographic distance from the place where the work is traditionally done. Other terms that can also be used are remote working, teleworking, telecommuting, and e-working [5].

1.1.2 Use Information Technology

Information technology is a combination of computer technology and telecommunications with other technologies such as hardware, software, databases, network technology, and other telecommunications equipment [6]. Information technology is part of the information technology system and information technology refers to the technology used in conveying and processing information. Information technology has brought fundamental changes to both private and public organizations. Therefore, information technology systems are very important in determining the competitiveness and ability of companies to improve performance in the future [6].

1.1.3 Satisfaction Work

Defines job satisfaction as positive feelings about the job as a result of evaluating its characteristics [7]. Work requires interaction with coworkers and superiors, following organizational rules and policies, meeting all performance standards, living with less than ideal working conditions.

1.1.4 Performance Employee

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given [8]. Whereas [9] states that employee performance is the result of work achieved by a person in carrying out assigned tasks including the quality and quantity of output as well as reliability at work

2. RESEARCH METHOD

2.1 Research Approach

The research approach used in this study is a quantitative approach that relies more on numbers in the form of scores as the basic framework for analysis. This method is used to test hypotheses and to determine the effect between variables that have been built into the research model. Stages of the research process carried out by researchers starting from initial research to explore the problems that exist in the object of research. Then proceed with a literature study to explore the theoretical basis and the results of empirical studies in previous studies to be used as the basis for building a research model. After that, continued observation in the field, collecting data through questionnaires and after the data was collected then analysis was carried out and conclusions were drawn.

2.2 Research design

Research design is the overall design of a research plan that will be carried out and will be used as a guide in conducting research. The research method is basically a scientific way to get valid data with the aim of being able to find, prove and develop a knowledge so that in turn it can be used to understand, solve and identify problems [10].

Data collection in this study was carried out by distributing questionnaires whose data was collected from a saturated sample of the entire population (census). Respondents' answer data is calculated using a numerical scale (quantitative), so it is also called quantitative research, namely research that seeks to explain and describe the conditions of each variable in detail and see the relationship or relationship between these variables using data measured by numbers or mathematical models [10]. In this quantitative study, the results of numerical calculations and mathematical models will be analyzed so that research results are obtained that support the submission of the hypothesis

From the answers to the problems on the results of temporary research (hypotheses) regarding the relationship between the three variables, namely variables X, Y and Z, an analysis was taken using statistical data calculations, thus through verification research it can be seen how the influence of work from home and the use of technology information on employee performance through job satisfaction as an intervening variable in the Lumajang and Jember District Forestry Service Branches.

2.3 Operational definition

The operational definition is to attach meaning to a variable by specifying the activities or actions necessary to measure the variable. The operational definition of this variable is then described into empirical indicators which include:

2.3.1 Dimensionalization of work from home (X1)

Work From Home defined as someone who telecommutes otherwise known as a “telecommuter”, “teleworker”, and sometimes as a “home-based” employee, or “homeworker” (Wikipedia, nd). according to [11] There are 7 indicators of work from home, namely: Flexible work environment, Stress disorders, Closeness to family, Travel time, Health and work balance, High creativity and productivity, and Separating home and office work and self-pressure.

2.3.2 Dimensionalization of Information Technology Use (X2)

The definition of this variable is the ability of employees to take advantage of organizational information technology, especially computers and the internet. according to [12] there are 7 indicators of the use of information technology, namely: software/applications are easy to use, hardware is complete, local computer network (intranet) is good, internet network is installed well, data/information transmission is relatively fast, data/information sent is received intact and data/information information can be kept confidential.

2.3.3 Dimensionalization of Employee Job Satisfaction (Z)

Defines job satisfaction as positive feelings about the job as a result of evaluating its characteristics. Work requires interaction with coworkers and superiors, following organizational rules and policies, meeting all performance standards, living with less than ideal working conditions [13]. Revealed that there are five job dimensions to interpret the most important job characteristics in which employees have an affective response, namely: Satisfaction with the job itself, Satisfaction with salary, Satisfaction with promotion opportunities, Satisfaction with supervision, and Satisfaction with coworkers [14].

2.3.4 Dimensionalization of Employee Performance (Y)

The definition of this performance variable is. work results in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given [15]. according to [16] There are six indicators used to measure employee performance, namely: quality (quality), quantity (amount), time (term), cooperation between employees, cost suppression, and supervision.

2.3.5 Population and Sample

Population refers to the whole group of people, events, things of interest that the researcher wants to investigate [10]. The population in this study was 78 people consisting of 45 employees of the Lumajang Regional Forestry Service Branch (44 civil servants and 1 temporary administrative staff), as well as 33 employees of the Jember Regional Forestry Service Branch (29 civil servants and 4 civil servants). administrative fee).

The sampling method using a saturated sampling technique (census) is a sampling technique when all members of the population are used as samples [10]. This was done because the population was relatively small, less than 100 people, so all the populations in this study were used as samples, namely 78 people. The error rate, in social research, the maximum error rate is 5% (0.05). The greater the error rate, the smaller the number of samples. However, it should be noted that the larger the number of samples (closer to the population) the smaller the chance of generalization error and vice versa, the smaller the sample size (away from the population), the greater the chance of generalization error.

3. RESEARCH RESULTS AND DISCUSSION

3.1 Data Analysis Results

3.1.1 Test Outer Model

The outer model test is used to measure the validity and reliability of the indicators that form the latent construct. Validity testing is carried out to determine whether each indicator can form and explain the measured latent construct. While the reliability test aims to determine whether the latent construct indicators can perform repeated measurements more than twice with consistent and accurate results.

After testing the validity and reliability of the indicators forming this latent construct, in general it can be concluded that all elements of the statements in the questionnaire can be used to measure the variables in this study.

3.1.2 Validity test

This validity test shows the suitability of each indicator with the theories used to define a construct

[17] This validity test uses construct validity consisting of:

- a. Convergent validity which aims to test the correlation between indicators and constructs.
- b. Discriminant Validity from the measurement model can be done by comparing the value of the square root of the AVE with the correlation between constructs in the model with the criteria that the value of the square root of AVE must be greater than the correlation between constructs.

The validation test criteria are using the loadings factor criteria (cross-loadings factor) with a value of more than 0.50 and the average variance extracted (AVE) with a value exceeding 0.50 for the convergent validity test and for the discriminant validity test using a comparison of the roots of the AVE with correlation between variables. The construct AVE value should be higher than the correlation between latent variables [18]. The results of WarpPLS 5.0 are as follows:

Table 1 Combined loadings and cross-loadings

| | X1 | X2 | Z | Y | Type (a) | SE | P value |
|------|--------------|--------------|--------------|--------------|----------|-------|---------|
| X1.1 | 0.785 | -0.068 | 0.170 | -0.204 | Reflect | 0.089 | <0.001 |
| X1.2 | 0.830 | -0.200 | 0.106 | 0.065 | Reflect | 0.088 | <0.001 |
| X1.3 | 0.776 | -0.043 | 0.010 | -0.104 | Reflect | 0.089 | <0.001 |
| X1.4 | 0.736 | -0.148 | -0.153 | 0.106 | Reflect | 0.090 | <0.001 |
| X1.5 | 0.821 | 0.258 | -0.037 | -0.102 | Reflect | 0.088 | <0.001 |
| X1.6 | 0.817 | 0.149 | -0.011 | 0.015 | Reflect | 0.088 | <0.001 |
| X1.7 | 0.764 | 0.037 | -0.102 | 0.235 | Reflect | 0.090 | <0.001 |
| X2.1 | -0.034 | 0.746 | -0.235 | 0.159 | Reflect | 0.096 | <0.001 |
| X2.2 | 0.092 | 0.723 | -0.111 | 0.157 | Reflect | 0.091 | <0.001 |
| X2.3 | 0.025 | 0.790 | -0.282 | -0.139 | Reflect | 0.089 | <0.001 |
| X2.4 | -0.049 | 0.850 | -0.249 | -0.103 | Reflect | 0.087 | <0.001 |
| X2.5 | 0.018 | 0.829 | -0.023 | 0.055 | Reflect | 0.088 | <0.001 |
| X2.6 | -0.082 | 0.789 | 0.425 | 0.116 | Reflect | 0.092 | <0.001 |
| X2.7 | 0.022 | 0.791 | 0.535 | -0.186 | Reflect | 0.092 | <0.001 |
| Z1 | 0.122 | 0.187 | 0.768 | -0.045 | Reflect | 0.089 | <0.001 |
| Z2 | 0.191 | 0.198 | 0.775 | -0.136 | Reflect | 0.095 | <0.001 |
| Z3 | -0.014 | -0.046 | 0.792 | -0.117 | Reflect | 0.089 | <0.001 |
| Z4 | -0.135 | -0.157 | 0.829 | 0.242 | Reflect | 0.088 | <0.001 |
| Z5 | -0.101 | -0.114 | 0.799 | 0.006 | Reflect | 0.089 | <0.001 |
| Y1 | 0.151 | 0.048 | 0.091 | 0.845 | Reflect | 0.087 | <0.001 |
| Y2 | 0.030 | -0.101 | -0.017 | 0.786 | Reflect | 0.089 | <0.001 |
| Y3 | 0.228 | 0.129 | -0.265 | 0.779 | Reflect | 0.089 | <0.001 |
| Y4 | -0.152 | -0.063 | 0.062 | 0.756 | Reflect | 0.090 | <0.001 |
| Y5 | -0.026 | -0.014 | -0.133 | 0.739 | Reflect | 0.090 | <0.001 |
| Y6 | -0.282 | -0.005 | 0.283 | 0.789 | Reflect | 0.092 | <0.001 |

Source: Processed Data

The results of the WarpPLS 5.0 calculation in table 1 show that each value in the cross-loading factor has reached a value above 0.7 with a p value below 0.001. Thus the convergent validity test criteria have been met.

Table 2 Comparison of Roots of AVE with Correlation between Variables

| | X1 | X2 | Z | Y |
|----|----------|----------|----------|----------|
| X1 | 0.789857 | -0.00214 | -0.00243 | 0.001571 |
| X2 | -0.00114 | 0.788286 | 0.008571 | 0.008429 |
| Z | 0.0126 | 0.0136 | 0.7926 | -0.01 |
| Y | -0.0085 | -0.001 | 0.3515 | 0.782333 |

Source: Processed Data

In Table 2, information can be obtained that the AVE root value for the same variable is higher than the AVE root value in different variables. This shows that the discriminant validity test criteria have been met. Thus, the instrument used in this study has met all the provisions of the validity test.

3.1.3 Reliability Test

Reliability testing is carried out with the aim of ensuring that the research instrument used can provide a consistent measurement of the concept without any bias. The results of WarpPLS 5.0 data processing are as follows:

Table 3 Reliability Test

| Variable | Composite reliability | Cronbach's alpha |
|-------------------------------|-----------------------|------------------|
| Work from home | 0.921 | 0.900 |
| Use of information technology | 0.891 | 0.856 |
| Job satisfaction | 0.870 | 0.811 |
| Employee performance | 0.895 | 0.859 |

Source: Processed Data

The basis used in the reliability test is the value of Composite reliability coefficients and Cronbach's alpha coefficients above 0.7. The results in table 3 show that the questionnaire instrument in this study has met the requirements of the reliability test.

3.1.4 Hypothesis testing

A hypothesis is a provisional assumption that research needs to prove to test its truth. Hypothesis testing using Partial Least Square with WarpPLS 5.0 software aims to evaluate the structural relationship in path analysis between latent variables, namely work from home variables, use of information technology, job satisfaction and employee performance. Hypothesis testing on the path coefficient between variables by comparing the p-value with = 0.05 (alpha 5%). The research hypothesis can be declared accepted if the p-value < 0.05. The amount of p-value is obtained from the output on WarpPLS 5.0. Testing this hypothesis is also intended to prove the truth of the alleged research which is described as follows:

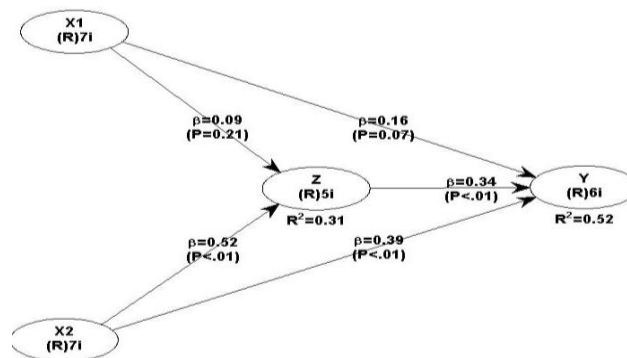


Figure 1 Path Analysis Results

3.1.5 Calculation Direct Influence Path Coefficient

This section describes each path in the model section using path analysis. Each path tested shows the direct and indirect effect of work from home (X1) and the use of information technology (X2) on job satisfaction (Z) and employee performance (Y) for the Lumajang and Jember District Forestry Service Branches. By knowing whether or not each path is significant, it will answer whether the proposed hypothesis is accepted or rejected. Each path tested represents the hypothesis in this study. The path coefficient values can be seen in the following table:

Table 4 Coefficient Value of Direct Effect Path

| No. | Variable Free | Variable Bound | Path Coefficient (β) | -value | Description |
|-----|------------------|----------------|----------------------|--------|-----------------|
| 1. | Work from home | Satisfaction | 0.089 | 0.210 | Not significant |
| 2. | Work from home | Performance | 0.158 | 0.074 | Not significant |
| 3. | IT Usage | Satisfaction | 0.518 | 0.001 | Significant |
| 4. | IT Usage | Performance | 0.386 | 0.001 | Significant |
| 5. | Job satisfaction | Performance | 0.342 | 0.001 | Significant |

Source: Processed Data

a. The effect of work from home (X1) on job satisfaction (Z)

Based on Table 4, it can be seen that for testing the work from home (X1) variable on job satisfaction, the path coefficient value is 0.089 with an -value of 0.210. Because the -value is greater than (0.210 > 0.05), Ha is rejected, thus there is no significant effect of work from home (X1) on job satisfaction (Z).

b. The effect of work from home (X1) on employee performance (Y)

Based on Table 4, it can be seen that for testing the work from home (X1) variable on employee performance (Y), the Path coefficient value is 0.158 with an -value of 0.074. Because the -value is greater than (0.074 > 0.05) then Ha is rejected, thus there is no significant effect of work from home (X1) on employee performance (Y).

c. The effect of using information technology (X2) on job satisfaction (Z)

Based on Table 4, it can be seen that for testing the variable use of information technology (X2) on job satisfaction (Z), the Path coefficient value is 0.518 with an -value of 0.001. Because the -value is smaller than ($0.001 < 0.05$), H_0 is rejected, thus there is a significant effect of using information technology (X2) on job satisfaction (Z).

d. The effect of using information technology (X2) on employee performance (Y)

Based on Table 4, it can be seen that for testing the variable use of information technology (X2) on employee performance (Y), the path coefficient value is 0.386 with an -value of 0.001. Because the value of -value is smaller than ($0.001 < 0.05$), H_0 is rejected, thus there is a significant effect of using information technology (X2) on employee performance (Y).

e. The effect of job satisfaction (Z) on employee performance (Y)

Based on Table 4, it can be seen that for testing the job satisfaction variable (Z) on employee performance (Y), the path coefficient value is 0.342 with an -value of 0.001. Because the -value is smaller than ($0.001 < 0.05$), H_0 is rejected, thus there is a significant effect of job satisfaction (Z) on employee performance (Y).

3.1.6 Influence Indirect Influence Path

The indirect effect test is carried out by looking at the results of the path tested, if all the paths traversed are significant then the indirect effect is also significant, and if there is a non-significant path then the indirect effect is said to be non-significant. The indirect effect path coefficient is presented in table 5.

Table 5 Coefficient of Indirect Effect Path

| Variable Free | Variable Intervening | Variable Bound | Path coefficient | p-value | description |
|----------------|----------------------|----------------|------------------|---------|-----------------|
| Work From Home | Satisfaction | Performance | 0.031 | 0.351 | Not significant |
| IT Usage | Satisfaction | Performance | 0.177 | 0.001 | Significant |

Source: Processed Data

Indirect effect of work from home (X1→) on the employee performance variable (Y) through job satisfaction (Z) as an intervening variable of 0.031 which is smaller than the direct effect of the work from home variable (X1) on the employee performance variable (Y) which is 0.158.

The indirect effect of the variable use of information technology (X2) on employee performance (Y) through job satisfaction (Z) as an intervening variable is 0.177 which is smaller than the direct effect of the variable use of information technology (X2) on the variable employee performance (Y) that is equal to 0.386.

3.1.7 Calculation Total Influence Path Coefficient

Calculation of the total effect or total effect is to add up the value of direct and indirect effects. The total influence path coefficient is presented in table 6.

Table 6 Total Effects

| No. | Variable Free | Variable Bound | Direct | Indirect | Total Effects |
|-----|------------------|----------------|--------|----------|---------------|
| 1. | Work from home | Satisfaction | 0.089 | - | 0.089 |
| 2. | Work from home | Performance | 0.158 | 0.031 | 0.188 |
| 3. | IT Usage | Satisfaction | 0.518 | - | 0.518 |
| 4. | IT Usage | Performance | 0.386 | 0.177 | 0.564 |
| 5. | Job satisfaction | Performance | 0.342 | - | 0.342 |

Source: Data processed

Based on the calculation of the path coefficient, it appears that:

- The total effect of work from home (X1) on employee performance (Y) is 0.188 with details of the direct effect of 0.158 and the indirect effect of 0.031.
- The total effect of the use of information technology (X2) on employee performance (Y) is 0.564 with details of the direct effect of 0.386 and the indirect effect of 0.177.

From the above calculation, the independent variable that has the strongest influence on the job satisfaction variable (Z) is the variable using information technology (X2), which is 0.518. Meanwhile, the independent variable that has the strongest influence on the employee performance variable (Y) is the use of information technology (X2), which is 0.386. And the independent variable that has an influence on the employee performance variable (Y) through job satisfaction (Z) as the intervening variable is the variable using information technology (X2), which is 0.177.

3.1.8 Coefficient Determination

The results of testing the structural model (inner model) can be seen in the R-square (R²) on each endogenous construct, the path coefficient value, t value and p value for each path relationship between constructs. The path coefficient values and t values in each path will be explained in the sub-discussion of the results of hypothesis testing. The value of R² is used to measure the level of variation in endogenous variables explained by a number of influencing variables.

The higher the R² value, the better the prediction model of the proposed model. The results of the analysis of the effect of work from home and the use of information technology on job satisfaction, show the

value of the coefficient of determination or R^2 of 0.311, from these results it means that all independent variables (work from home and use of information technology) have a contribution of 31.1% to the dependent variable. (job satisfaction) or categorized as low, and the remaining 68.1% is influenced by other factors not included in the study.

The results of the analysis of the effect of work from home, the use of information technology and job satisfaction on employee performance, shows the value of the coefficient of determination or R square of 0.519, from these results means that all independent variables (work from home, use of information technology and job satisfaction) has a contribution of 51.9% to the dependent variable (employee performance) or is categorized as strong enough, and the remaining 48.1% is influenced by other factors not included in the study.

3.2 Discussion

3.2.1 Effect of work from home on job satisfaction

Based on the results of testing the work from home variable on job satisfaction, the coefficient value is 0.089 with an $-t$ -value of 0.210. Because the $-t$ -value is greater than ($0.210 > 0.05$) then H_a is rejected so that there is no significant effect of work from home on job satisfaction. This means that work from home has a positive and significant effect on job satisfaction for the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch and cannot be proven true or H_1 is rejected.

Work from home is considered to be able to provide flexible working hours for employees so that the work they do can be completed easily. A quieter home environment, no travel time and lunch/break times make work done faster [19]. This allows employees who work from home to complete more tasks and report higher job satisfaction as stated by [20] who noted that employees who worked from home were not only happier and less likely to quit but were also more productive and had significantly higher job satisfaction.

3.2.2 The Effect of Work from Home on Employee Performance

Based on the results of testing the work from home variable on employee performance, the coefficient value is 0.158 with an $-t$ -value of 0.074. Because the $-t$ -value is greater than ($0.074 > 0.05$) then H_a is rejected, thus there is no significant effect of work from home on employee performance. This means that work from home has a positive and significant effect on the performance of employees of the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch which is not proven true or H_2 is rejected.

The shift in work from home methods is an organizational change in assigning duties and responsibilities to employees by 'forbidding' employees from working in the office and gathering in the room, so employees have to work at home [11]. This prohibition does not mean to 'damage' performance but rather for a specific purpose, namely preventing the spread of the corona virus that occurs [21].

Research Pristiyono et al. shows the results that work from home (WFH) has a direct and significant effect on performance. This is in line with Suranto in his research entitled The Effect of Work From Home on Performance at KPPN Nabire KPPN Jayapura and the Regional Office of DJPB Papua Province which results that work from home has a positive and significant influence on employee performance.

3.2.3 The Influence of the Use of Information Technology on Job Satisfaction

Based on the results of testing the variable use of information technology on job satisfaction, the coefficient value is 0.518 with an $-t$ -value of 0.001. Because the $-t$ -value is smaller than ($0.001 < 0.05$), then H_a is accepted so that the use of information technology has a positive and significant effect on job satisfaction. This means that the use of information technology has a positive and significant effect on job satisfaction for the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch, which is proven true or H_3 is accepted.

Stated that before there was an increase in technological progress, individuals in the organization carried out the recording, processing and use of information manually, but after the advancement of information technology and increasingly fierce competition, many organizations turned to the utilization of computer-based information technology [22]. Argues that user satisfaction of information systems is one of the key measures developed in the early 1990s in assessing the success of a system [23].

3.2.4 Influence of the use of information technology on employee performance

Based on the results of testing the variable use of information technology on employee performance, the coefficient value is 0.386 with an $-t$ -value of 0.001. Because the value of $-t$ -value is smaller than ($0.001 < 0.05$), then H_a is accepted, thus there is a positive and significant effect of using information technology on employee performance based on the fourth hypothesis that the use of information technology has an effect on employee performance. This means that the use of information technology has a positive and significant effect on the performance of the employees of the Lumajang Regional Forestry Service Branch and Jember District Forestry Service Branch, proven true or H_4 is accepted.

The rapid development of information technology lately allows various jobs to be carried out more easily, quickly, precisely, and accurately so as to improve performance. Performance in this study is the achievement of a series of tasks by individuals. Entitled The Effect of Accounting Information System Effectiveness and the Use of Accounting Information Technology on Individual Performance at PT. The Bali

Regional Development Bank Singaraja Branch Office obtained the results that the use of information technology has a positive and significant effect on individual performance [1].

In a study entitled *The Effect of Information Technology Use, Work Discipline, Incentives, Turnover on Employee Performance* stated that there was a significant influence between information technology on employee performance [24].

3.2.5 The Effect of Job Satisfaction on Employee Performance

Based on the results of testing the job satisfaction variable on employee performance, the coefficient value is 0.342 with an t -value of 0.001. Because the value of t -value is smaller than $0.001 < 0.05$ then H_0 is accepted, thus there is a positive and significant effect of job satisfaction on employee performance. This means that job satisfaction has a positive and significant effect on the performance of employees of the Lumajang Regional Forestry Service Branch and Jember District Forestry Service Branch, which is proven true or H_5 is accepted.

Stated that job satisfaction is very important for employee self-actualization. An employee who does not get job satisfaction will never reach psychological maturity, and will eventually become frustrated [3]. Job satisfaction is one of the variables that can affect the productivity or performance of employees [25]. Other variables that can also affect employee productivity include motivation to work, level of work stress experienced by employees, physical conditions of work, compensation, and other economic, technical and behavioral aspects.

3.2.6 Influence Work from home on employee performance through job satisfaction

After testing and analyzing the data, the results showed that the indirect effect of work from home ($X_1 \rightarrow$) on the employee performance variable (Y) through job satisfaction (Z) as an intervening variable of 0.074 which is smaller than the direct effect of the work from home variable (X1) on the employee performance variable (Y) which is 0.158. The total effect of work from home (X1) on employee performance (Y) is 0.188 with details of the direct effect of 0.158 and the indirect effect of 0.074.

It can be concluded that work from home has a positive and significant effect on performance through job satisfaction of employees of the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch rejected or H_6 is rejected.

3.2.7 Influence The use of information technology on employee performance through job satisfaction

After testing and analyzing the data, the results show that the indirect effect of the variable use of information technology (X2) on employee performance (Y) through job satisfaction (Z) as an intervening variable is 0.177, which is smaller than the direct effect of the variable using technology. information (X2) on the employee performance variable (Y) that is equal to 0.386. The total effect of the use of information technology (X2) on employee performance (Y) is 0.54 with details of the direct effect of 0.386 and the indirect effect of 0.177.

It can be concluded that the use of information technology has a positive and significant effect on performance through job satisfaction of the employees of the Lumajang Regional Forestry Service Branch and Jember District Forestry Service Branch if the truth is accepted or H_7 is accepted.

4. CONCLUSION

The results of the analysis and discussion on the analysis of the influence of work from home and the use of information technology on employee performance through job satisfaction as an intervening variable at the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch based on the results of distributing questionnaires to 78 employees obtained descriptive and verification conclusions. as follows:

- a. The test results prove that work from home has a positive and insignificant effect on job satisfaction of the employees of the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch.
- b. The test results prove that work from home has a positive and insignificant effect on the performance of the employees of the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch.
- c. The test results prove that the use of information technology has a positive and significant effect on job satisfaction of employees of the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch.
- d. The test results prove that the use of information technology has a positive and significant effect on the performance of the employees of the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch.
- e. The test results prove that job satisfaction has a positive and significant effect on the performance of the employees of the Lumajang District Forestry Service Branch and Jember District Forestry Service Branch.

- f. The test results prove that there is an indirect effect of work from home on performance variables through job satisfaction of employees of the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch whose value is smaller than the direct effect is also not significant.
- g. The test results prove the indirect effect of the variable use of information technology on performance through job satisfaction of the employees of the Lumajang Regional Forestry Service Branch and Jember Regional Forestry Service Branch whose value is smaller than the direct effect.

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