

CHAPTER 2

LITERATURE REVIEW

2.1 Performance

2.1.1 Definition of Performance

Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period according to (Kasmir, 2019:181).

According to (Bintoro and Daryanto 2017: 105) performance is the result obtained by an organization, both the organization is profit oriented and non profit oriented which is generated over a period of time.

According to (Furtasan, 2017: 108) performance is the result obtained by an organization, both the organization is profit oriented and non profit oriented which is generated over a period of time.

Meanwhile, according to (Hery, 2012: 1) performance is a continuous communication process in partnership between employees and their direct superiors, concerning clear expectations and mutual understanding of the work that must be done.

2.1.2 Factors Affecting Performance

According to Prawirosento in (Edy Sutrisno, 2016: 9), the factors that affect performance are as follows:

a. Effectiveness and Efficiency

In relation to organizational performance, the measure of good and bad performance is measured by effectiveness and efficiency. It is said to be effective when it reaches the goal, it is said to be efficient if it is satisfying as a driving force to achieve the goal, regardless of whether it is effective or not.

b. Authority and Responsibility

In a good organization, authority and responsibility are well delegated, without any overlapping tasks. Each employee in the organization knows what their rights and responsibilities are in order to achieve organizational goals. Clarity of authority and responsibility of each person in an organization will support the performance of these employees.

c. Discipline

In general, discipline shows a condition or attitude of respect for employees towards company rules and regulations. Discipline includes obedience and respect for agreements made between companies and employees.

d. Initiative

Someone's initiative is related to thinking power, creativity in the form of ideas to plan something related to organizational goals. Every initiative should get attention or a positive response from the boss, if he is a good boss.

2.1.3 Performance Indicators

According to (Kasim, 2019: 208-210) there are 6 performance indicators, including the following:

a. Quality

Performance measurement can be done by looking at the quality (quality) of work produced through certain processes.

b. Quantity

To measure performance can also be done by looking at the quantity or amount produced by a person

c. Time

For certain types of work, a time limit is given to complete the work, meaning that there is a minimum and maximum time limit that must be met.

d. Cost Emphasis

Costs incurred for each company activity have been budgeted before the activity is carried out in the sense that the budgeted costs are a reference so that they do not exceed what has been budgeted.

e. Supervision

Basically, situations and conditions always change from a good state or vice versa

f. Relations Between Employees

Performance appraisal is often associated with cooperation or harmony between employees and between leaders.

2.2 Work From Home

2.2.1 Definition Of Work From Home

According to (Mungkasa, 2020: 130) Work From Home is part of the concept of remote working (telecommuting) which is actually not new in the world of work and urban planning, it has even been known since the 1970 as an effort to overcome traffic congestion from home-office trips. commute every day.

According to (Ashal, 2020: 236) Work From Home is one of the terms working remotely (remote working), to be more precise doing work that is usually done at the office from home so that workers don't have to come to the office face-to-face with other workers.

According to (DeRossette, 2016: 35) remote work is intended as a way of working in an organization that is carried out partially or completely outside a conventional office with the help of telecommunications and information services.

According to (Narayanan et., Al, 2017: 47) although there are several definitions of telecommuting, telecommuting can be briefly defined as an alternative work arrangement for working through technology. In other words, it is generally used to refer to opportunities given to employees to work from home or satellite offices, hotels, or other places other than traditional office settings.

According to (Gedecki et al., 2018: 32) work and tasks carried out remotely, namely from the household, need to be understood not only in the definition category but especially in the category of practice: working at home means experiencing two worlds (private and public, family, and work) simultaneously with limited space.

2.2.2 Advantages of Work From Home

The advantages of Work From Home According to (Dewayani, 2020: 25), it has several advantages over ordinary work in the office, including:

- a. Decreased office operating costs because there is no need to provide office facilities and infrastructure
- b. More flexibility because employees can manage their time to work and can move rooms to find a new atmosphere
- c. Productivity increases because employees do not have to face traffic jams, problems with coworkers, and other problems commonly faced in the office, thereby reducing employee stress levels.
- d. Job satisfaction increases due to decreased stress levels.

- e. Work-life balance improves because employees are closer to their families and the surrounding environment.

2.2.3 Disadvantages of Work From Home

According to (Dewayani, 2020: 27) states that Work From Home also has disadvantages that will not be obtained if you work normally in an office, including:

- a. It is difficult to monitor employees when compared to working in an office.
- b. The loss of work motivation is due to the many temptations at home and the absence of direct supervision from superiors.
- c. The number of work disorders, such as many disturbances, especially from family, is caused by the inability to put boundaries at work.
- d. Miscommunication due to reduced communication frequency
- e. Data security issues, so it is recommended to send important work data not using a normal network.
- f. Home operating costs increase as operating costs move from the office to the house
- g. Many jobs cannot be done at home.

2.2.4 Work From Home Dimensions

According to (Gedecki et al., 2018: 56) there are three dimensions of the application or realization of Work From Home, namely:

- a. Space: the transformation of the private space of the house (as a place for the realization of one's liking and self-expression) into a pseudo public space
- b. Time: the use of personal space by workspaces leading to the collision of two different time systems: cyclic time (household chores) and linear time (professional tasks), which overlap;

- c. Social roles: a narrative about oneself as a worker from home, a constant emanation of teleworker roles and positions.

2.3 Work Life Balance

2.3.1 Definition Of Work Life Balance

According to (Lewis et al, 2016: 28) Work Life Balance is a social construct that originated in the industrialized West, the relevance of the WLB discourse within broader social and cultural context it has been questioned.

According to (Gonzalez, 2019: 2) Work Life Balance is a current concept that may be understood as the existing relationship between work and personal life, but with a great impact on factors such as health, absence of stress, well-being, quality of life, organizational performance, and sustainable human and social development, among others

Work Life Balance has a 6-hour working system and is divided into 4 shifts which replace the traditional work system, namely the 8-hour working system which is divided into 3 shifts, so that employees have more time to spend with their families. The results achieved from the new system are to improve employee morale, have a more positive view of other things in their work, including: improved service quality, pride in the organization, feelings of bondage and responsibility towards work and organizational efficiency (Risna., 2017: 43)

Work Life Balance is the ability to join work with other dimensions of human life: home, family, health, social activity, private interests, etc (Anita Richert-Kazmierska and Katarzyna Stankiewicz, 2016: 682).

Employees not only spend time doing work tasks, but have another life outside of work, but have another life outside of work, such as family

life and social life so that a balance is formed that will make employees satisfied and happy in carrying out work tasks (Pertiwi, 2019 : 95).

2.3.2 Factors Affecting Work Life Balance

The following are the factors that influence individuals to achieve work-life balance according to (Paulose and Sudarsan, 2014:1), namely:

a. Gender

The role of individuals based on gender is something that is often applied in the traditional system of division of tasks in the family environment. So vulnerable to role conflict if trapped in the world of work.

b. Work planning

Flexible hours planning and policies - employment policies also help employees to be able to balance their roles on the job and their roles outside of work.

c. Organizational Support

As support from superiors or co-workers for an employee to provide a work-life balance effect. The higher the support provided and obtained in the workplace, the higher the employee's work-life balance.

d. Family support

This is very important because the beginning of an employee's life is from family life first. With family support, positive energy impacts to work well in order to achieve work-life balance.

e. Job Stress

Discomfort or tense situations in the work environment make employees tend to be depressed and affect life both at work and outside work.

2.3.3 Work Life Balance Indicator

Indicators for measuring Work Life Balance according to (Greenhaus, J.H., Collins, K.M., & Shaw, J.D, 2019: 513) are as follows:

a. Time Balance

Time balance refers to the amount of time a person is given both for work and things outside of work such as time for his family. The balance of time owned by employees determines the amount of time allocated by employees for work or personal life with family, various office activities, family or other social places that only employees can have. The time balance achieved by employees shows that family demands on employees do not reduce professional time in completing work, and vice versa.

b. Involvement Balance

Engagement balance refers to the amount or level of psychological involvement and commitment a person has in his or her job or things outside of his job. Time that is allocated properly is not necessarily sufficient as a basis for measuring the level of work-life balance of employees, but must be supported by the amount or quality capacity of involvement in every activity undertaken by the employee. So that employees must be physically and emotionally involved in work, family and other social activities, then a balance of involvement will be achieved.

c. Satisfaction Balance

Satisfaction Balance refers to the total level of satisfaction of a person with work activities and things outside of his job. Satisfaction will appear naturally if employees feel that what they have done so far is good enough to accommodate work and family needs. This can be seen from the conditions that exist in the family, relationships with friends and colleagues, as well as the quality and quantity of work done.

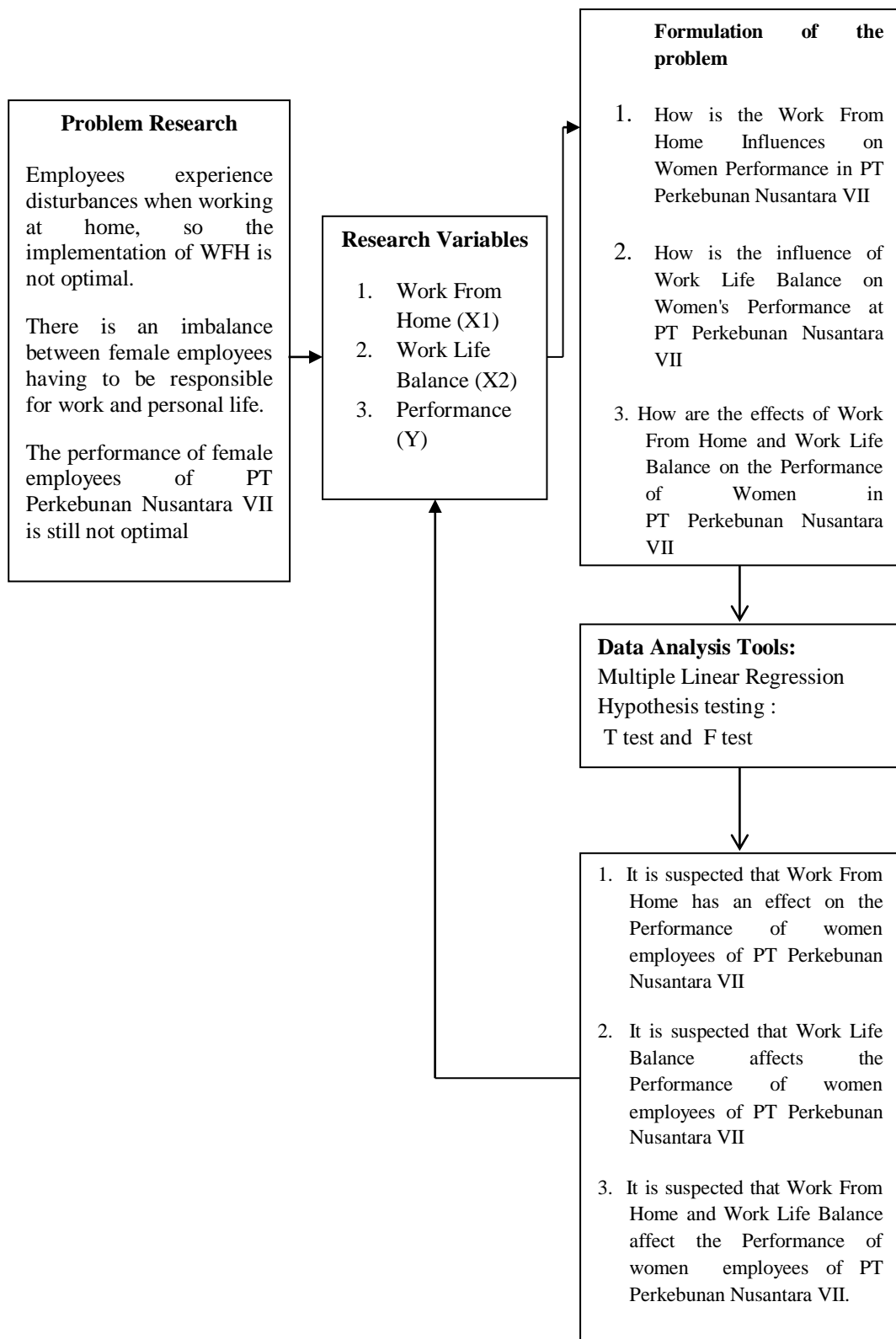
2.4 Previous Research

Table 2.1

Previous Research

No	Title	Name	Result
1.	The Impact of Individuals Needs on Employee Performance while Teleworking (Work From Home)	Sonali Bhattacharya, 2020	Teleworking/Work From Home variables are significant for dependent variable
2.	A Conceptual Study On Work Life Balance and Its Impact on Employee Performance	Meenakshi Kaushik, Neha Guleria, 2020	There is affect between Work Life balance and employee performance are equally proportional to each other.
3.	Effectiveness of E-Training, E-Leadership, and Work Life Balance on Employee Performance During Covid-19	Christian, Solikhah, Fidhyallah, Deniar Puji Lestari , 2020	The effect of work-life balance on employee performance is positive (0.22) and significant (2.81> 1.96). Thus, it can be said that work-life balance has a direct positive effect on employee performance.
4.	Work Life Balance And Employee Performance In Selected Commercial Banks In Lagos State	Dr. Orogbu Lilian Obiageli, Dr. Onyeizugbe Chinedu Uzochukwu & Chukwuemeke Deborah Ngozi, 2016	There is a positive relationship Between work life balance and employees performance
5.	Impact of Work Life Balance, Happiness at Work, On Employee Performance	Khaled Adnan Bataineh , 2019	Work Life Balance has a positive significant impact on employee performance.

2.5 Framework



2.6 Hypothesis Development

2.6.1 Effect of Work From Home on Women Employee Performance

Working from home is a new work system that has recently been implemented by many companies or agencies. In this system employees are required to work at home. This refers to the performance provided by employees, even though they work remotely from the office, employees are required to be able to coordinate with the work being carried out so that they can provide timely work to their superiors and superiors continue. to encourage the performance of employees of PT Perkebunan Nusantara VII. so that it remains good even if the work is done at home.

According to (Kasmir,2019: 181) Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period.

This is supported by research conducted by (Rezeki Ana Hasal, 2020: 239) which states that working from home affects the performance of women employees. Based on this, the hypothesis proposed is:

H1: Work From Home Affects the Performance of Women Employees
at PT Pekebunan Nusantara VII

2.6.2 Effect of Work Life Balance on Women Employee Performance

Work Life Balance is a social construct that originated in the industrialized West, the relevance of the WLB discourse within broader social and cultural context its has been questioned (Lewis et al, 2016: 28), So from this explanation, employees of PT Pekebunan Nusantara VII are required to be able to balance between work and non-work.

This is supported by research conducted by (Ayu Sutriani Lingga: 2020: 9) which states that work life balance affects the performance of women employees. Based on this, the hypothesis proposed is:

H2: Work Life Balance Affects Employee Performance of PT Perkebunan Nusantara VII.

2.6.3 Effect of Work From Home and Work Life Balance on Women Employee Performance

According to (Kasmir, 2019: 181) Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period

Work Life Balance is a social construct that originated in the industrialized West, the relevance of the WLB discourse within broader social and cultural context it has been questioned (Lewis et al, 2016: 28

Working from home shows the differences in the work system applied by all employees, to do their work at home, and employees must be able to adjust to this kind of work system. This means that when employees do work activities at home, they will also fulfill non-work activities simultaneously. Especially for women employees who basically have more responsibility when they are at home. This refers to the balance between the role of employees in the world of work and non-work for women employees, where when asked to work from home, women employees must also face non-work activities at home.

This is supported by research conducted by (Rezeki Ana Hasal: 2020) which states that working from home affects the performance of women employees and according to (Ayu Sutriani Lingga: 2020) which states that work life balance affects employee performance. Based on this, the hypothesis proposed is:

H3: Work From Home and Work Life Balance Affect the Performance of Women Employees of PT Perkebunan Nusantara VII.