WFO, WFH, WFA ON TARGET ACHIEVEMENT: CASE OF MINUTES TAKER DIVISION OF THE SECRETARIAT GENERAL IN THE HOUSE OF REPRESENTATIVES REPUBLIC OF INDONESIA

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Abstract –   This research aims to determine the influence of WFO, WFH and WFA on the achievement level of meeting transcript targets by applying technology in the Minutes Section of the Secretariat General of the DPR RI. This research uses quantitative data from a population of all civil servants in the work unit of the Minutes Section of the Secretariat General of the DPR RI. The sample used in this research was 55 respondents. The data collection method used in this research uses the technique of distributing questionnaires via Google Forms. The analysis technique uses multiple linear regression and is processed using IBM SPSS. Based on the research results, shows that the variables WFO and WFA have a positive and significant effect on the level of achievement of meeting transcript targets and WFH does not have a significant effect on the level of achievement of meeting transcript targets, while the application of technology as moderation cannot moderate WFO, WFH and WFA on the level of achievement of meeting transcript targets.

Keywords: work from office, work from home, work from anywhere, performance

I. INTRODUCTION

Grammatically, a minute's taker (*risalah*) is a written record that records the main discussions, decisions, and action items during a meeting or meeting. They serve as a reference for attendees and absentees, summarizing what was discussed, agreed to, and assigned during the meeting. Formal minutes document the most important points discussed during a business meeting. It is not a complete transcript and should not contain too much detail. Instead, they should cover the essentials and most important details. The Minutes Section is a section under the auspices of the Trial Bureau I which produces transcripts and minutes of meetings held by the secretariat general of the House of Representatives Republic of Indonesia or in this paper will be called DPR RI. Making meeting transcripts is carried out by a Legislative Minutes Assistant, starting from recording, and making meeting transcripts, to submitting meeting transcripts to the editor or what can be called Legislative Minutes (DPR, 2024).

The 3 main types of meeting transcription consist of 1) a minute transcript which is a complete document that has been adjusted to make it easier to read; 2) verbatim transcription is a close copy of spoken speech, including pauses and non-verbal sounds such as throat or background noise; and 3) smart transcripts which are word-by-word reviews, aiming to retain the essence of the conversation while making edits to remove filler words, repetition, non-standard expressions, and pauses. This is done to eliminate irrelevant sentences (Bimtekpemerintah, 2024).

This research examines the effective and efficient work from office (WFO), work from home (WFH), and work from anywhere (WFA) to the work performance of the Minutes Taker Division of The Secretariat General in The House of Representatives Republic of Indonesia.

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II. LITERATURE REVIEW

In this research, there are three independent variables, namely work from office (WFO) (X1), work from home (WFH) (X2), and work from anywhere (WFA) (X3) as well as one dependent variable, namely the level of achievement of meeting transcript targets (Y) and application of technology (M) as the moderating variable. Hypothesis statement symbolized as the H1, H2, H3, H4, H5, H6, and H7 in the figure 1. This paper's research model consists of Effective and efficient WFO, WFA, and WFA (Aidla, Kindsiko, Poltimäe, & Hääl, 2022; Gupta, Haldar, & Srivastava, 2023; Kira Wilson, Tucker, & Dale, 2024). The supporting variables are having an effect, able to bring results, effective use, effectual, starting to be applied (rules), it is appropriate or proper to do something without wasting time, safe on energy, safe on cost, and able to carry out tasks accurately, carefully, efficiently, and appropriately (Amelia & Jogiyanto, 2012).

In specific definition, WFO is a work method in which employees carry out their duties at the office or company location, while still complying with the health protocols that apply in their workplace environment. While WFH refers to work activities carried out while at home. The term work from Home originates from the concept of working remotely but still around the employee's house or place of living. The WFA includes flexible work pattern adjustments, allowing employees to determine choices of working time. These adjustments include flexibility in scheduling working hours (Flexy Time); flexibility in the number of working hours (Shifting, Job Sharing); and flexibility in the workplace.

The dependent variable is target achievement how data recorded are complete, accurate, and original (Nia, Rusdianto, & Santoso, 2022). Meanwhile, the moderating variable of this research is confidence in implementing technology where the definition is believed that technology can complete the task (Ibrahim, Mohd Zin, Aman-Ullah, & Mohd Ghazi, 2023).
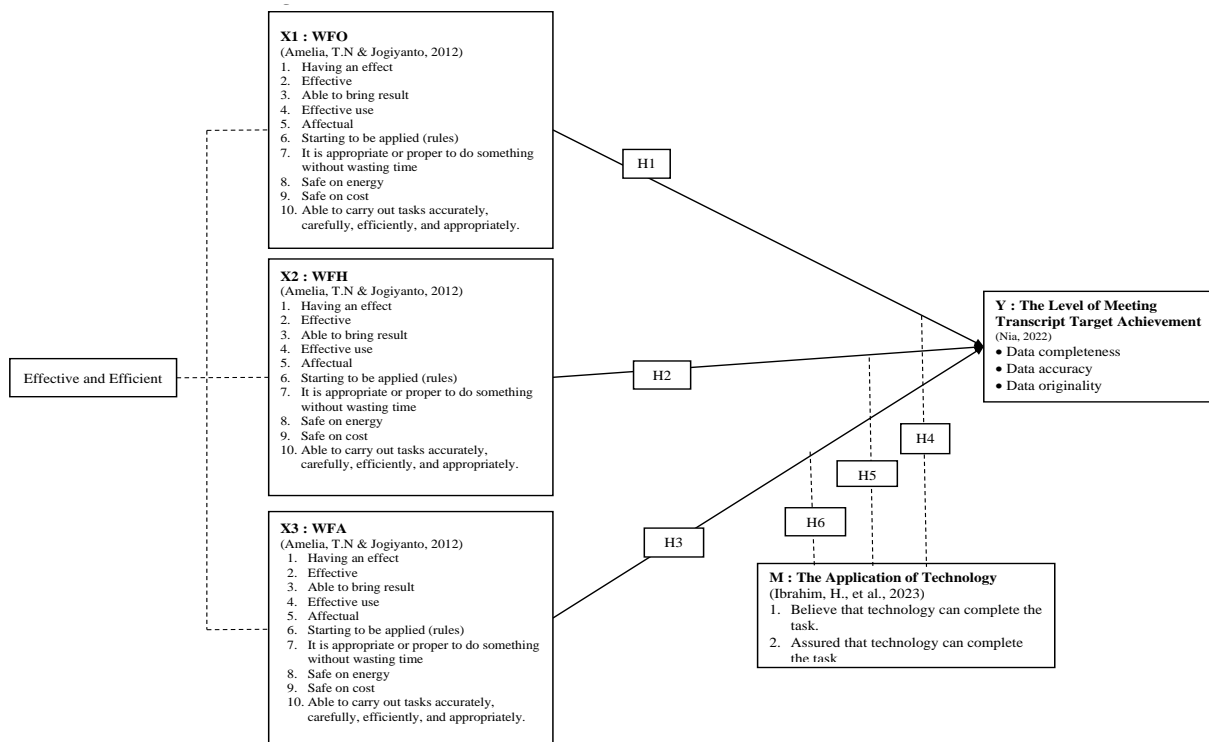

Figure 1. Research Model

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III. METHODS

This research links the relationship among variables. The variables assigned are 3 independent variables, 1 moderating variable and 1 dependent variable. The independent variables consist of effective and efficient WFA, WFO, and WFH. The moderating variable consists of technological skills. while the dependent variable is targeting achievement. As for this research, data collection uses a questionnaire technique using Google Forms, which is one of Google's services for creating surveys or questionnaires. The Likert scale applies a score range from 1 to 5 for each question. Before being used in research, the questionnaire needs to be tested to measure the level of validity and reliability of the instrument as an assessment of feasibility using validity and reliability tests. After that, like the regression test, the classification test stage also needs to be carried out. Classical tests consist of normality, heteroscedasticity, and multicollinearity tests. Next, a multiple regression formula is prepared, partial test (t-test), simultaneous test (f-test), and determines the coefficient of determination (adjusted R square).

The regression analysis used in this research is Moderated Regression Analysis (MRA). Moderated regression analysis (MRA) is used to analyze whether the moderating variable can moderate the relationship between the independent variable and the dependent variable. The moderating variable used in this research.

IV. RESULTS AND DISCUSSION

This research statistical test passes the requirement of validity, reliability, and classical test. The regression shows that the beta for all the hypotheses is positive, partially using the t-test shows that H1 and H1 are significantly correlated, simultaneously using the f-test shows that X1, X2, and X3 variables together affect the Y variable. Meanwhile, the MRS test shows that WFO, WFH, and WFA do not show any significant effect when moderated by technology applications.

1. H1: WFO has a positive and significant effect on the Meeting Transcript Target Achievement Level.
2. H2: WFH has no significant effect on the Meeting Transcript Target Achievement Level.
3. H3: WFA has a positive and significant effect on the Meeting Transcript Target Achievement Level.
4. H4: WFO moderated by the Application of Technology on the Level of Target Achievement of the Meeting Transcript does not show significance.
5. H5: WFH moderated by the Application of Technology on the Level of Target Achievement of Meeting Transcripts does not show significance.
6. H6: WFA moderated by the Application of Technology on the Level of Target Achievement of Meeting Transcripts does not show significance.
7. H7: WFO, WFH, and WFA have a positive and significant effect on the Meeting Transcript Target Achievement Level.

There was a 43% coefficient determination that shows the strength of the dependent variable in detecting the dependent variable. A moderate effect. This means that the research is valid for the short term. In long-term decision-making, research must be conducted again at least annually to check the improvement.

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IV. CONCLUSION

Based on the result and discussion above, this paper concludes that WFO and WFA are two preferable methods for the Minutes Taker Division of The Secretariat General in The House of Representatives Republic of Indonesia. WFH is not preferable because the employee must prepare their resources such as IT support, a peaceful spot, a noise-free location, a fun environment and so on. When WFO and WFA provide that for free. Technology is no longer a concern due to the technological liberation of the employee, and the nature of the job does not require advanced technology updates. The technology application does not affect significantly as moderating variables can be a concern for the working environment. This can be a working monotone activity, a missing link where there could be an advanced technology-related job in the organization, or the employee understands that the job only requires the bare minimum skill, so they do not have to adjust to the IT (information technology) skill related.

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