

The Influence of WFH Policies and It Facilities on Higher Education Performance That Impact on Public Trust in The Bandung Area

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ABSTRACT

This study aims to determine the effect of WFH policies and IT facilities on university performance which has an impact on public trust in the Bandung area. The method used is explanatory research with a sample of 96 respondents. The analysis technique uses statistical analysis with regression testing, correlation, determination and hypothesis testing. The results of this study WFH policy has a significant effect on university performance by 36.2%, hypothesis testing obtained a significance of $0.000 < 0.05$. IT facilities have a significant effect on university performance by 43.2%, hypothesis testing obtained a significance of $0.000 < 0.05$. WFH policy and IT facilities simultaneously have a significant effect on university performance by 50.2%, hypothesis testing obtained a significance of $0.000 < 0.05$. Higher education performance has a significant effect on public trust by 28.2%, hypothesis testing obtained a significance of $0.000 < 0,05$.

Keywords: WFH Policy; IT Facilities; Higher Education Performance; Community Trust

INTRODUCTION

On March 12 2020, the World Health Organization (WHO or the World Health Organization) has upgraded the status of Corona or Covid-19 globally to a pandemic. Referring to the Big Indonesian Dictionary (KBBI), a pandemic is an epidemic that spreads simultaneously everywhere, covering a wide geographic area. Almost all regional heads in Indonesia have reported that a member of the public in their area has tested positive for the corona virus (Hartati & Iskandar, 2021; Prawoto et al., 2020; Sulistiadi & Rahayu, 2020). Coronavirus is a large family of viruses that cause illness ranging from symptoms light to heavy. There are at least two types of coronavirus that are known to cause diseases that can cause severe symptoms such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). Coronavirus Disease 2019 (COVID-19) is a new type of disease that has never been identified in humans before.

The virus that causes COVID-19 is called Sars-CoV-2. Corona virus is a zoonotic (transmitted between animals and humans). Research states that SARS is transmitted from civet cats (civet cats) to humans and MERS from camels to humans. Meanwhile, the animals that are the source of transmission of COVID-19 are still unknown.

Regarding the government's announcement regarding the increase in the number of Covid-19 cases in Indonesia, WHO's designation of Covid-19 as a global pandemic, the government's designation of Covid-19 as a national disaster, as well as President Joko Widodo's directives at

the Bogor Palace on Sunday, March 15 2020, it is deemed necessary for the Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) to submit a national policy on adjusting the work system of the State Civil Apparatus (ASN) during the outbreak of the Covid-19 case as a guideline for government agencies as well as non-governmental government institutions and private companies to follow this policy.

In line with these provisions, the Ministry of Law and Human Rights of the Republic of Indonesia also applies the same thing. All agencies and institutions are required to carry out this circular letter without exception. In implementing WFH, there are pros and cons. Whereas on the other hand, advances in increasingly sophisticated technology can make it easier to be able to work from home or WFH. This WFH process is included in one part of work flexibility, namely telecommuting. According to Potter, the term telecommuting or "telework" became known in the 80s where workers were given the opportunity to complete tasks from home as opposed to coming directly to the office (Chandra et al., 2022; De' et al., 2020).

Universities, both public and private, as institutions that also implement a work from home (WFH) policy in accordance with the President's instructions where schools and campuses are closed because it is one of the efforts to suppress the spread of the corona virus in the campus environment. With the implementation of the work from home (WFH) system, all academic service activities have changed due to the prohibition on direct interaction between students and lecturers and staff who have now switched the system to online interaction including lectures/learning, administering exams, final assignment guidance services and academic services. other. In this emergency situation and condition, the entire academic community changed, including the heads of each work unit in higher education institutions in Bandung, in all faculties.

Since the implementation of work from home (WFH), everyone has welcomed it the academic community as the maximum possible effort in breaking the chain of Covid-19, especially in the higher education environment in the Bandung area. Seeing this reality during the Covid-19 emergency, it is necessary to conduct an empirical study regarding the level of motivation of work from home (WFH) lecturers in achieving performance during the Covid-19 pandemic, so that their performance is low because the time available is not used properly.

It should be a condition like this a university is able to present the advantages it has so that people have their own assessment of the image of the college that height. Institutional image according to student assessment will influence students to be loyal to the university.

Community or student trust will determine their assessment of the overall value they receive. Consumers who have trust will have loyalty. Based on the background above, the authors take the title The Influence of WFH Policies and IT Facilities on Higher Education Performance That Impacts Public Trust in the Bandung Region.

METHOD

The population in this study amounted to 96 respondents PT. Brilliant in Jakarta. The sampling technique in this study was saturated sampling, where all members of the population were used as samples. Thus the sample in this study amounted to 96 respondents. The type of research used is associative, where the aim is to find out the relationship between. In analyzing the data used instrument test, classical assumption test, regression, coefficient of determination

and hypothesis testing.

Instrument Test

In this test used validity test and reliability test.

1) Validity test.

The validity test is intended to determine the accuracy of the data regarding the suitability between what you want to measure and the measurement results. To carry out the validity test, it is seen that the significance value of 2 tailed is compared to 0.05 with the following provisions:

- (a) if the 2-tailed significance value is < 0.05 , then the instrument is valid,
- (b) if the 2-tailed significance value is > 0.05 , then the instrument is invalid,

2) Reliability Test.

Reliability test is a series of measurements or a series of measuring instruments that have consistency if the measurements are made with the measuring instrument is done repeatedly. A good instrument will not be tendentious in directing respondents to choose certain answers. The criteria used are as follows:

- (a) If Cronbach's Alpha > 0.600 , then the instrument is reliable.
- (b) If Cronbach's Alpha < 0.600 , then the instrument is not reliable.

Classic assumption test

The classic assumption test is intended to determine the accuracy of a data. In this study the classical assumption tests used included: Normality Test, Multicollinearity Test, Autocorrelation Test, and Heteroscedasticity Test. The results are as follows:

1) Normality test

The normality test is used to test whether in a regression model, the dependent variable, independent variable, or both have a normal distribution or not. The normality test uses the Kolmogorov-Smirnov test, provided that:

- (a) If the significance value is < 0.05 , then the data is not normally distributed.
- (b) If the significance value is > 0.05 , then the data is normally distributed

2) Multicollinearity Test

This multicollinearity test aims to test whether the regression model found a correlation between the independent variables. In this study used the tolerance limit and its opponent, the variance inflation factor (VIF) with the following conditions:

- (a) If the tolerance value is < 1 and the Variance Inflation Factor (VIF) is < 1 , then multicollinearity does not occur.
- (b) If the tolerance value is more than 1 and the Variance Inflation Factor (VIF) value is > 1 , then multicollinearity occurs.

3) Autocorrelation Test

The autocorrelation test is used to determine whether or not there is a deviation from the classic assumption of autocorrelation, that is, there is a correlation between sample members. In this study, the Durbin Watson Test was used.

4) Heterskedasticity Test

The heteroscedasticity test aims to determine whether in the regression model there is an inequality of variance from one residual observation to another. The Glejser Test is used to predict whether or not there is heteroscedasticity.

a. Statistic test

1) Linear Regression

Linear regression analysis is a statistical technique used to find a regression equation that is useful for predicting the value of the dependent variable based on the values of the independent variables. In this study used multiple linear regression.

2) Coefficient of Determination

Analysis of the coefficient of determination is intended to determine the magnitude of the influence between the independent variables on the dependent variable either partially or simultaneously.

3) Hypothesis testing

Hypothesis testing is intended to determine whether a hypothesis should be accepted or rejected. In this study used the t test (Partial) and the F test (Simultaneous).

RESULT AND DISCUSSION

Instrument Test Results

- From the test results, it was obtained that all WFH Policy variable questionnaire items obtained a significance value of 2 tailed of $0.000 < 0.05$, thus a valid instrument.
- From the test results, it was obtained that all items on the IT facility variable questionnaire obtained a 2-tailed significance value of $0.000 < 0.05$, thus the instrument is valid.
- From the test results, it was obtained that all items on the Higher Education performance variable questionnaire obtained a significance value of 2 tailed of $0.000 < 0.05$, thus a valid instrument.
- From the test results, it was obtained that all questionnaire items on the public trust variable obtained a 2-tailed significance value of $0.000 < 0.05$, thus a valid instrument.
- From the results of reliability testing, the following results were obtained:

Table 1. Reliability Test Results

Variable	Cronbach's Alpha	Alpha Critical Standard	Information
WFH Policy (X1)	0.623	0.600	Reliable
IT Facility (X2)	0.631	0.600	Reliable
Higher Education Performance (Y)	0.614	0.600	Reliable
Public Trust (Z)	0.622	0.600	Reliable

Based on the test results above, all variables of WFH Policy (X1), IT facilities (X2), Higher Education performance (Y) and public trust (Z) obtained a cronbach alpha value greater than 0.600. Thus declared reliable.

Classical Assumption Test Results

1. Normality test

The results of the normality test with the Kolmogorov-Smirnov Test are as follows:

Table 2. Kolmogorov-Smirnov Test Normality Results

	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistics	df	Sig.	Statistics	df	Sig.
Higher Education Performance (Y)	.078	96	.187	.973	96	.041

a. Lilliefors Significance Correction

Based on the test results in the table above, a significance value of 0.187 is obtained, which is greater than the value $\alpha = 0.050$ or ($0.187 > 0.050$). Thus, the assumption of the distribution of equations in this test is normal.

2. Multicollinearity Test

The multicollinearity test is carried out by looking at the Tolerance Value and Variance Inflation Factor (VIF) values. The test results are as follows:

Table 3. Multicollinearity Test Results with Collinearity Statistics.

		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	std. Error	Beta ^s	t	Sig.	Toll	VIF
1	(Constant)	9,652	3,043		3.172	.002		
	WFH Policy (X1)	.309	.085	.329	3,632	.000	.654	1530
	IT Facility (X2)	.464	.091	.464	5.126	.000	.654	1530

a. Dependent Variable: Higher Education Performance (Y)

Based on the test results in the table above, the tolerance value for each independent variable is $0.654 < 1.0$ and the Variance Inflation Factor (VIF) value is $1.530 < 10$, thus this regression model does not have multicollinearity.

3. Autocorrelation Test

The test was carried out using the Darbin-Watson test (DW test). The test results are as follows:

Table 4. Autocorrelation Test Results

Summary model ^b						
Model	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson	
1	.709a	.502	.492	2,442	1871	

a. Predictors: (Constant), IT Facility (X2), WFH Policy (X1)

b. Dependent Variable: Higher Education Performance (Y)

The test results in the table above obtained a Durbin-Watson value of 1.871, this value is between the interval 1.550 – 2.460. Thus the regression model stated that there was no autocorrelation disorder.

4. Heteroscedasticity Test

Testing was carried out with the Glejser Test Model test tool. The test results are as follows:

Table 5. Heteroscedasticity Test Results with the Glejser Test Model
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
1 (Constant)	4,196	1730		2,426	.017
WFH Policy (X1)	-.144	048	-.365	-2,976	.064
IT Facility (X2)	.084	051	.199	1622	.108

a. Dependent Variables: RES2

The test results using the Glejser test obtained the value of Sig. >0.050. Thus the regression model does not have heteroscedasticity disturbances.

Descriptive Analysis

In this test it is used to determine the minimum and maximum scores of the highest scores, rating scores and standard deviations of each variable. The results are as follows:

Table 6. Descriptive Statistics Analysis Results

	N	Minimum	Maximum	Means	std. Deviation
WFH Policy (X1)	96	30	46	37.90	3,649
IT Facility (X2)	96	31	46	38.09	3,422
Higher Education Performance (Y)	96	32	46	39.03	3,426
Public trust (Z)	96	31	50	39.21	3,542
Valid N (listwise)	96				

The WFH policy obtained a minimum variance of 30 and a maximum variance of 46 with a rating score of 3.790 with a standard deviation of 3.649. TI facilities obtained a minimum variance of 31 and a maximum variance of 46 with a rating score of 3.809 with a standard deviation of 3.422. University performance obtained a minimum variance of 32 and a maximum variance of 46 with a rating score of 3.903 with a standard deviation of 3.426. Public trust obtained a minimum variance of 31 and a maximum variance of 50 with a rating score of 3.921 with a standard deviation of 3.542.

Quantitative Analysis

In this analysis it is intended to determine the effect of the independent variables on the dependent variable. The test results are as follows:

Multiple Linear Regression Analysis

This regression test is intended to determine changes in the dependent variable if the independent variable changes. The test results are as follows:

Table 7. Multiple Linear Regression Test Results

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
1 (Constant)	9,652	3,043		3.172	.002
WFH Policy (X1)	.309	.085	.329	3,632	.000
IT Facility (X2)	.464	.091	.464	5.126	.000

a. Dependent Variable: Higher Education Performance (Y)

Based on the test results in the table above, the regression equation $Y = 9.652 + 0.309X1 + 0.464X2$ is obtained. From these equations it is explained as follows:

- 1) A constant of 9.652 means that if the WFH Policy and IT facilities do not exist, then there is a Higher Education performance value of 9.652 points.
- 2) The regression coefficient for the WFH Policy is 0.309, this figure is positive, meaning that every time there is an increase in the WFH Policy by 0.309 points, higher education performance will also increase by 0.309 points.
- 3) The regression coefficient for IT facilities is 0.464, this figure is positive, meaning that every time there is an increase in IT facilities by 0.464 points, higher education performance will also increase by 0.464 points

Simultaneous Hypothesis Test (Test F)

Hypothesis testing with the F test is used to determine which simultaneous hypotheses are accepted.

Table 8. Simultaneous Results of Hypothesis Testing of WFH Policies and IT Facilities on Higher Education Performance.

ANOVA ^a						
Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	560,123	2	280,062	46,948	.000b
	residual	554,783	93	5,965		
	Total	1114,906	95			

a. Dependent Variable: Higher Education Performance (Y)

b. Predictors: (Constant), IT Facility (X2), WFH Policy (X1)

Based on the test results in the table above, the calculated F value > F table or (46.948 > 2.700), thus the fourth hypothesis proposed that there is a significant influence between WFH Policy and IT facilities simultaneously on Higher Education performance is accepted.

Discussion

The WFH policy has a significant effect on university performance with a determination coefficient of 36.2%. Hypothesis testing obtained t count $>$ t table or $(7.300 > 1.986)$. Thus the hypothesis proposed that there is a significant effect between WFH policies on higher education performance is accepted. IT facilities have a significant effect on university performance with a coefficient of determination of 43.2%. Hypothesis testing obtained t count $>$ t table or $(8.452 > 1.986)$. Thus the hypothesis proposed that there is a significant effect between IT facilities on higher education performance is accepted. This is supported by several studies which reveal that IT Facilities for higher education performance are very supportive of one another in the era of covid 19 (Al-Omoush et al., 2020; Anggadwita et al., 2021; Bhaskar et al., 2020; Dhawan, 2020; Fekadu et al., 2021; Hendri Hermawan Adinugraha, 2021; Ivanov, 2020; Kapoor et al., 2022; Masrul et al., 2020; Rosyidi et al., 2021).

WFH policies and IT facilities have a significant effect on university performance by obtaining a regression equation $Y = 9.652 + 0.309X_1 + 0.464X_2$, with a coefficient of determination of 50.2% while the remaining 49.8% is influenced by other factors. Hypothesis testing obtained F count $>$ F table or $(46.948 > 2.700)$. Thus the hypothesis proposed that there is a significant effect between WFH policies and IT facilities on university performance is accepted.

University performance has a significant effect on public trust with a coefficient of determination of 28.2%. Hypothesis testing obtained t count $>$ t table or $(6.079 > 1.986)$. Thus the hypothesis proposed that there is a significant effect between higher education performance on public trust is accepted.

CONCLUSION

The WFH policy has a significant effect on university performance with a contribution of 36.2%. The hypothesis test obtained by the value of t count $>$ t table or $(7.300 > 1.986)$. IT facilities have a significant effect on university performance with an influence contribution of 43.2%. The hypothesis test obtained by the value of t count $>$ t table or $(8.452 > 1.986)$. WFH policies and IT facilities simultaneously have a significant effect on university performance with a contribution of 50.2%, while the remaining 49.8% is influenced by other factors. Hypothesis testing obtained F count $>$ F table or $(46.948 > 2.700)$. University performance has a significant effect on public trust with an influence contribution of 28.2%. The hypothesis test obtained by the value of t count $>$ t table or $(6.079 > 1.986)$.

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