

ABSTRACT

Covid-19 affects the company's employment system which changes the concept of work from offline to online. For company employees who have a marketing function and maintain accounts, the concept of building relationships with customers is a routine work activity carried out in achieving their targets. One of them is BPJS Ketenagakerjaan membership personnel whose work activities build good relations with stakeholders in order to achieve the target of protecting workers on employment social security protection. This study aims to determine the effect of work from home, information technology, and innovative behavior on employee performance through job satisfaction as an intervening variable (study of BPJS Ketenagakerjaan membership). The research method uses a quantitative approach. The population is 765 BPJS Ketenagakerjaan membership personnel with positions Account Representative (AR) and Special Account Representative (ARK). The sampling technique used is simple random sampling, with a total sample of 263 respondent. Research data were collected through the distribution of questionnaires. Quantitative data analysis method uses causality analysis method. Based on the results of the analysis in this study, the results obtained that: 1) Work From Home has an effect on Employee Job Satisfaction, 2) Information Technology has an effect on Employee Job Satisfaction, 3) Innovative Behavior has an effect on Employee Job Satisfaction, 4) Work From Home has an effect on Performance Employees, 5) Information Technology has an effect on Employee Performance 6) Innovative Behavior affects Employee Performance, 7) Job Satisfaction affects Employee Performance, 8) Work From Home, Information Technology, and Innovative Behavior simultaneously affect Employee Performance, 9) Work From Home, Information Technology, Innovative Behavior, and Job satisfaction simultaneously affects employee performance, 10) job satisfaction can mediate work from home on employee performance, 11) job satisfaction can mediate information technology on employee performance, 12) job satisfaction can mediate innovative behavior on employee performance.

Keywords: Work From Home, Innovative Behavior, Information Technology, Job Satisfaction, Employee Performance

ABSTRAK

Covid-19 mempengaruhi sistem ketenagakerjaan perusahaan yang merubah konsep kerja dari *offline* menjadi *online*. Bagi karyawan perusahaan yang memiliki fungsi pemasaran dan membina akun, konsep kerja menjalin hubungan dengan pelanggan menjadi aktivitas pekerjaan yang rutin dilakukan dalam mencapai targetnya. Salah satunya pada personel kepesertaan BPJS Ketenagakerjaan yang aktivitas pekerjaannya membangun hubungan baik dengan *stakeholder* dalam rangka untuk mencapai target melindungi tenaga kerja pada perlindungan jaminan sosial ketenagakerjaan. Penelitian ini bertujuan untuk mengetahui pengaruh *work from home*, teknologi informasi, dan perilaku inovatif terhadap kinerja pegawai melalui kepuasan kerja sebagai variabel intervening (studi pada personel kepesertaan BPJS Ketenagakerjaan). Metode penelitian menggunakan pendekatan kuantitatif. Populasi sebanyak 765 personel kepesertaan BPJS Ketenagakerjaan dengan jabatan *Account Representative (AR)* dan *Account Representative Khusus (ARK)*. Teknik sampling yang digunakan *simple random sampling*, dengan jumlah sampel sebanyak 185 orang. Data penelitian dikumpulkan melalui penyebaran kuesioner. Metode analisis data kuantitatif menggunakan metode analisis kausalitas. Berdasarkan hasil analisis dalam penelitian ini, diperoleh hasil bahwa: 1) *Work From Home* berpengaruh terhadap Kepuasan Kerja Pegawai, 2) Teknologi Informasi berpengaruh terhadap Kepuasan Kerja Pegawai, 3) Perilaku Inovatif berpengaruh terhadap Kepuasan Kerja Pegawai, 4) *Work From Home* berpengaruh terhadap Kinerja Pegawai, 5) Teknologi Informasi berpengaruh terhadap Kinerja Pegawai, 6) Perilaku Inovatif berpengaruh terhadap Kinerja Pegawai, 7) Kepuasan Kerja berpengaruh terhadap Kinerja Pegawai, 8) *Work From Home*, Teknologi Informasi, dan Perilaku Inovatif secara simultan berpengaruh terhadap Kinerja Pegawai, 9) *Work From Home*, Teknologi Informasi, Perilaku Inovatif, dan Kepuasan Kerja secara simultan berpengaruh terhadap Kinerja Pegawai, 10) Kepuasan Kerja dapat memediasi *Work From Home* terhadap Kinerja Pegawai, 11) Kepuasan Kerja dapat memediasi Teknologi Informasi terhadap Kinerja Pegawai, 12) Kepuasan Kerja dapat memediasi Perilaku Inovatif terhadap Kinerja Pegawai.

Kata Kunci: *Work From Home*, Perilaku Inovatif, Teknologi Informasi, Kepuasan Kerja, Kinerja Pegawai