

PERFORMANCE EFFECTIVENESS OF PT BANK NEGARA INDONESIA (Persero) Tbk AGAINST COVID PANDEMIC 19

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ABSTRACT

This writing is intended to determine the effectiveness of the performance of PT Bank Negara Indonesia (Persero) Tbk against the Covid pandemic 19. Effectiveness of performance puts forward the aspects of performance and the perspective of performance indicators. Research data using quantitative methods of 100 millennial employees at PT Bank Negara Indonesia (Persero) Tbk. The results showed that there was an effect of the company's effectiveness on the covid pandemic 19.

Keywords: effectiveness, performance, PT Bank Negara Indonesia, covid 19, split operation, indicators, aspects.

INTRODUCTION

At the end of 2019 the world was stirred by the outbreak of a virus called Covid 19 which is known to originate from Wuhan, Tiongkok. At first the transmission of this virus was not yet known whether it was through human to human. As the number of cases increases and there are cases of infected medical personnel from patients it is suspected that this virus can spread from human to human. There are currently 189 countries infected with the corona virus, one of which is Indonesia. WHO as a world health agency explained that Covid 19 is a virus that infects the respiratory system.

Corona virus that spreads has disrupted business activities and created huge uncertainty. In addition to the health sector affected, other sectors such as the economy and business are also affected. The economic system used by a country to allocate its resources to both individuals and organizations in the country becomes unstable.

The investment, trade, micro and macro businesses, and the banking sector are affected by the covid virus 19. This pandemic effect also changes the effectiveness of work to a less optimal extent, one of which is PT Bank Negara Indonesia (Persero) Tbk. in its effectiveness is to do a split operation to 50% work from home and 50% work from office and work place separation as one of the physical distancing. Working hours are also shortened to six to seven hours per day. Effectiveness also decreases for companies due to limited access, communication, regulation and work environment.

Human resources, which are assets for companies on how to manage people in an organization in the company as best and as much as possible, are ultimately constrained by the covid pandemic 19, which in several lines of companies in the banking industry sectors results in unproductive companies generating maximum profits so impact the termination of employment (layoffs) for some companies to employees. One important factor of a country's

economic progress is human resources and the country's character, if human resources are inadequate, then the country's economy will be affected by the crisis.

The performance implemented from the plans that have been prepared and the implementation carried out competently, mature and motivated by human resources is not in accordance with expectations based on the order of size applicable to the work concerned due to the impact of covid 19.

LITERATURE REVIEW

A. Performance Effectiveness Theories

The word effective comes from the effective word in English, which means it works or something done well. Effectiveness itself is defined as the ability to choose the right goals or objectives in achieving them. Effectiveness relates to outputs or what has been achieved or actual results achieved with the goals or what has been set in the plan or expected results. Agreeing with that intention, Abdurahmat and Othenk (2008: 7) explained that effectiveness is the utilization of a certain amount of resources, facilities and infrastructure that are consciously determined in advance to produce a number of jobs on time.

The views of several experts regarding the approach used to measure the effectiveness of the organization / company include:

- Gibson, Donnely and Ivancevich (1997: 27: 29) argue that the approach to measure effectiveness is the goal approach and the systems approach.
- Robin (199: 58) divides four approaches in measuring organizational effectiveness, namely the approach to achieving goals, the systems approach, the constitutional-strategic approach and the competitive values approach.

Effectiveness is defined as the level of implementation of goals that indicate the extent to which the design goals have been put forward (Julia, 2010: 26). A program is said to be effective if the effort or action taken is in accordance with the expected results. Effectiveness is used as a measure to compare plans and processes carried out with the results achieved.

Performance is the result or composition of a person's success widely during a certain period of time in carrying out the task compared to various possibilities, such as work standards, targets or targets or measurements that have been determined in advance and have been mutually agreed upon. When viewed from its origin, the word performance is

interpreted from the word performance, which is based on The Scribner-Bantam English Dictionary, United States and Canada editions (1979), derived from the root word "to perform" with several "definitions" namely: (1) do , fulfill, carry out, (2) carry out the obligations of an intention or vows; (3) doing or perfecting responsibilities and (4) doing something that is expected by a person or machine.

The following explanations will enrich our insights about performance.

1. Performance is a set of results achieved and refers to the act of achieving and actualizing the work requested (Stolovitch and Keeps: 1992).
2. Performance is one of the combined total of existing work in workers (Griffin: 1987).
3. Performance is influenced by intentions and goals (Mondy and Premeaux: 1993).
4. Performance is a function of encouragement and capability. To complete a task or job, a person must have a certain degree of willingness and level of ability. A person's abilities and skills are not effective enough to do something without a clear understanding of what will be done and how to do it (Hersey and Blanchard: 1993).
5. Performance refers to the achievement of employees' intentions and mission for the tasks assigned (Casio: 1992).
6. Performance refers to the level of success in carrying out the task and the ability to achieve the goals set. Performance is stated as good and successful if the desired goals can be achieved well (Donnelly, Gibson and Ivancevich: 1994).
7. Achieving the goals set is one of the benchmarks of individual performance. There are three parameters in assessing individual performance, namely: (a) individual tasks; (b) individual behavior; and (c) individual characteristics (Robbin: 1996).
8. Performance as the quality and quantity of achieving tasks, whether carried out by individuals, groups or institutions / organizations (Schermerhorn, Hunt and Osborn: 1991).

Based on the opinion above, performance is the willingness of a person or group of people to do an activity and perfect it in accordance with their responsibilities with the results as expected. If it is associated with performance as a noun in which one of the entries is the result of something done (thing done), the notion of performance or performance is the work that can be achieved by a person or group of people in an organization according to their respective authority and responsibilities - in an effort to achieve organizational goals legally, does not violate the law and does not conflict with morals or ethics. We can conclude that an employee will not be able to reflect good performance if he does not have the ability, motivation and opportunity to excel. Performance in carrying out its functions does not stand alone, but is related to job satisfaction and reward levels, influenced by the skills, abilities and individual traits. Therefore, according to the partner-lawyer model (Donnelly, Gibson and Invancevich: 1994), an individual's performance is basically influenced by factors; (a) expectation of reward; (b) encouragement; (c) ability; needs and nature; (d) perception of the task; (e) internal and external rewards; (f) perception of the level of benefits and job satisfaction. Thus, performance is basically determined by three things, namely: (1) ability, (2) desire and (3) environment.

Therefore, in order to have good performance, one must have a high desire to do and know the work. Without knowing these three factors, good performance will not be achieved. In other words, individual performance can be improved if there is a match between work and ability. Individual performance is influenced by job satisfaction. Job satisfaction itself is an individual's feelings about his work. This feeling is in the form of an assessment of how far the work as a whole is able to satisfy or meet their needs.

Satisfaction is related to individual factors, namely: (a) personality such as self-actualization, ability to face challenges, ability to deal with pressure, (b) status and seniority, the higher the hierarchical level in an organization the easier the individual is to be satisfied;

(c) compatibility with interests, the more suitable individual's interests the higher job satisfaction; (d) individual satisfaction in his life, namely individuals who have high satisfaction with elements of life that are not related to work, usually will have high job satisfaction.

B. Aspects of Effectiveness

Aspects of effectiveness in the opinion of Muasaroh (2010: 13), effectiveness can be explained that a program can be seen from the following aspects:

- Aspects of the task or function, namely the institution can be said to be effective if it carries out its tasks or functions.
- Plan or program aspects. What is meant by the aspect of a plan or program is that if all plans can be implemented then the plan or program is said to be effective.
- Terms and conditions. The effectiveness of a program can be seen from the functioning or not the rules that have been made in order to maintain the ongoing process of its activities. This aspect includes the rules in accordance with the provisions and rules that have been effective.
- Aspects of goals or ideal conditions. A program of activities is said to be effective from the point of view if the goals or ideal conditions of the program can be achieved.

C. Effectiveness Indicators

The effectiveness indicator perspective was developed by Smith (1997) into several indicators, namely:

- Finance. Measured by indicators, cash flow and sales growth.
 - Customers. Measured by indicators, sales of new products, on time delivery and quality of service.

- Internal processes with indicators. Improved technology, productivity and unit costs.
- Innovation with indicators. The time spent developing a product, the time spent responding to market needs, focus on new products.

Employee performance indicators are also influenced by variables related to work including stress the role of conflict and work or not working (Riyanto, 2002: Jayaweera, 2015). A person's performance is a combination of ability, business and opportunity that can be assessed from their work (Handayani, 2015). Individual performance is influenced by efforts, abilities and environmental situations (Riyanto, 2016)

RESEARCH METHOD

This type of research method uses quantitative methods using primary data in the form of surveys. This study aims to determine the effectiveness of the performance of PT BNI (Persero) Tbk at this time on Covid 19. In this study researchers used library research in the process of taking data that does not need to go directly into the field but take a variety of reference sources that support this research. The study population is millennial generation employees with birth periods between 1985 - 2000. Samples are in part according to the population that describe the nature of the study population, therefore sampling must represent the study population in order to produce accurate generalizations. The population in this study are employees of PT Bank BNI (Persero) Tbk. The sampling technique in this study was 100 employees. This research data collection method is the results of a questionnaire that is distributed randomly through absent data and the number of employees at PT Bank BNI (Persero) Tbk.

NO	CATEGORY	Amount	PERCENTAGE
1	GENDER		
	MALE	60	60%
	FEMALE	40	40%
2	LEVEL OF EDUCATION		
	DIPLOMA	13	13%
	BACHELOR	87	87%
3	LENGTH OF WORK		
	1-2 YEARS	25	25%
	2-5 YEARS	30	30%
	> 5 YEARS	45	45%
4	POSITION LEVEL		
	Manager	10	10%
	Supervisor	30	30%
	Staff	60	60%
5	Employment Status		
	Permanent	30	30%
	Outsourcing Power	70	70%

DISCUSSION

World Health Organization (WHO) explains that covid 19 is a virus that affects the respiratory system. This virus spreads quickly and has spread to several countries including Indonesia. Individuals who can contract Covid 19 can be various ways, namely:

- Exposed to splashes of saliva from coughing or sneezing Covid sufferers 19.
- Touching the mouth, nose or eyes and the area around the face without washing hands first after touching an object affected by a Covid virus patient 19.
- There is close contact with people with Covid 19 such as shaking hands or touching.

Currently there are 18,010 Covid 19 sufferers in Indonesia with 4,324 recovered victims and 1,191 died as of May 19, 2020 (source: Babe Read the News). The large number of losses arising from Covid 19 has an impact on Indonesian banks, especially PT. BNI (Persero) Tbk, which causes high inflation so that the decline in banking transactions affects the interest rate and consumption function.

Performance effectiveness also decreases due to the split operation carried out than usual, causing communication problems, limited access, limited human resources, shortened working hours, and limited distance arising from different work locations.

CONCLUSION

It can be concluded that the main objective of this analysis is to look at the impact of the effectiveness of the performance of PT Bank Negara Indonesia (Persero) Tbk on the Covid 19 pandemic. separation of workplaces as one of the physical distancing.

The effectiveness of the performance referred to in this study consists of aspects of the task or function, aspects of the plan or program, aspects of the provisions and regulations, aspects of goals or ideal conditions. Performance effectiveness indicators consist of several indicators, namely financial, customers, internal processes with indicators, innovation with indicators.

The research methodology used is quantitative of 100 millennial employees with an age range of 20 years to 30 years, male and female with a diploma to bachelor degree and length of work in a company with a span of one year to over five years and the level of office of the employee usual until the manager.

The results of the study indicate that the effectiveness of the performance of PT Bank Negara Indonesia (Persero) Tbk has decreased due to communication problems, limited access, limited human resources, limited working hours, and limited distance arising from the placement of different work locations.

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