

**ANALYSIS OF EMPLOYEE PRODUCTIVITY DURING THE PANDEMIC COVID 19 CASE  
STUDY OF KANTOR BADAN PUSAT STATISTIK PROVINSI SULAWESI UTARA***ANALISIS PRODUKTIVITAS KARYAWAN SELAMA PANDEMI COVID 19 STUDI KASUS KANTOR  
BADAN PUSAT STATISTIK PROVINSI SULAWESI UTARA*

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**Abstract:** This study aims to disclosure work productivity at the BPS office of north Sulawesi province during the covid-19 pandemic. This type of research is qualitative research, research informants as many as 24 people, namely by taking samples from various fields in the office. Sources of research data used are primary and secondary data sources. Data collection techniques using interviews and comments. The data analysis technique used descriptive qualitative analysis. The results showed that the covid-19 pandemic did not significantly impact productivity at the BPS office of north Sulawesi province in terms of every job produced by each respondent in this study had a positive output that was carried out professionally with positive integrity and trust by every employee at the north Sulawesi bps office.

**Keywords:** Employee productivity, professional, integrity, output, job produced.

**Abstrak:** Penelitian ini bertujuan untuk mengungkap produktivitas kerja di kantor BPS Provinsi Sulawesi Utara selama masa pandemi covid-19. Jenis penelitian ini adalah penelitian kualitatif, informan penelitian sebanyak 24 orang yaitu dengan mengambil sampel dari berbagai bidang yang ada di kantor. Sumber data penelitian yang digunakan adalah sumber data primer dan sekunder. Teknik pengumpulan data menggunakan wawancara dan komentar. Teknik analisis data menggunakan analisis deskriptif kualitatif. Hasil penelitian menunjukkan bahwa pandemi covid-19 tidak berdampak signifikan terhadap produktivitas pada kantor BPS Provinsi Sulawesi Utara dalam hal setiap pekerjaan yang dihasilkan oleh setiap responden dalam penelitian ini memiliki output positif yang dilaksanakan secara profesional dengan integritas dan kepercayaan positif oleh setiap orang. karyawan. di kantor bps sulawesi utara.

**Kata Kunci:** Produktivitas karyawan, profesional, integritas, output, pekerjaan yang dihasilkan.

## INTRODUCTION

### Research Background

Based on observations, the authors see that employees who work in BPS offices are productive and have a professional work attitude. Based on the duties and functions of BPS North Sulawesi province. So to ensure the implementation of tasks in accordance with what has been planned by the agency/organization is required high productivity of employees by adjusting to the circumstances with the Pandemic Covid-19 virus by analyzing the productivity of employees in the office whether to have a significant impact on the office through the employees who work whether to influence the attitude of work and services that refer to the productivity of the BPS office, although with the pandemic of virus Covid-19. Office and employees are expected to provide quality of work-life

and job satisfaction to the provision of services to the community in accordance with the duties and responsibilities of the BPS office.

This is evidenced by the findings obtained by researchers on the work of each employee in the BPS office, who remain productive in their respective fields of work to serve the community and fulfil their obligations in the midst of the current pandemic, by implementing a new normal protocol system in accordance with government standards in BPS. In this study, the authors used qualitative research methods with an employee productivity approach with the aim of knowing the events or realities experienced by BPS North Sulawesi employees with the presence of Covid-19. The current Covid-19 pandemic certainly creates different conditions in the BPS Office of North Sulawesi there are several services that must be provided to adjust without repeating the quality of service in the face of the pandemic.

In the office of the Central Bureau of Statistics and the leadership itself measures the productivity of each employee, it can be seen from each employee's own performance results or in the monthly CKP data made by the office to measure the effectiveness of the office and is confidential data for the benefit of the office and can only be seen by the leadership in each related department also with the monitoring of the head of Processing Integration and Dissemination Division of the statistical center office of the province of North Sulawesi. a measure of time, or hourly work results, or output per unit time in completing the work given in accordance with the field of work in the sense of looking at the input used by employees in terms of the working hours of employees in the office and the number of jobs or outputs completed each day and can be compared before the pandemic and during the pandemic or when researchers conduct research.

### **Research Objective**

Based on the description that has been stated in the background above then the research objective is to examine the extent of the productivity of employees in the office of the central statistics agency during the pandemic Covid-19.

## **THEORITICAL FRAMEWORK**

### **Work Productivity**

Hasibuan (2010) states that employee productivity is a comparison between output and input, where the output must have added value and better processing techniques. Greenberg in Sinungan (2003) defines productivity as a comparison between the totalities of expenditure at a certain time divided by the totality of inputs during that period. Mulyono (2004) argues that productivity is the result of each production process using one or more factors of production. Employee productivity according to Gaol (2014) is the achievement of employees in their work environment. On the other hand, work productivity is the use or use of human resources effectively and efficiently. High productivity is a reflection of employees who are satisfied with their work and will fulfil all their obligations as employees. Wartana (2011) defines work productivity as a person's ability to produce something from the tasks and jobs assigned by the company.

### **Previous Research**

Mawu, Tewal, and Walangitan (2018) determined the effect of the quality of work life and job satisfaction simultaneously or partially on employee work productivity. This research is categorized as quantitative research and uses associative research methods. The population in this study were all employees of the Regional Secretariat of the Minahasa Regency. The samples used were 62 respondents. Data collection methods using questionnaires and data analysis using statistical techniques such as validity test, reliability test, multiple linear regression test, t test, and F test. The results showed that the quality of work life and job satisfaction simultaneously had a positive and significant effect on employee work productivity, the quality of work life partially had a positive and significant effect on employee work productivity, and job satisfaction partially had a positive and significant effect on employee work productivity.

Müller, Georg F. Mueller, Alexander A. Navarini, and Oliver Brandt (2020) determined which factors could be decisive for the publication productivity during the crisis of COVID-19 pandemic. In a cross-sectional, observational, retrospective study they compared and correlated 17 epidemiologic, health care system-related and health-economic factors from medical databases and intergovernmental organisations potentially influencing the COVID-19 and non-COVID-19 publication productivity between 1 January and 30 April 2020 amongst the 30 countries most severely affected by the pandemic. These factors were additionally correlated with the national

pre-COVID-19 publication rate for the same pre-year period to identify potential changes in the general publication behaviour. COVID-19 and non-COVID-19 publication rates correlated strongest with access to and quality of health care, COVID-19 cases per capita, GDP per capita, health spending per capita and the pre-COVID-19 Hirsch-Index. Ratios of publication rates for “Cancer”, “Diabetes” and “Stroke” in 2020 versus the pre-year period were  $0.88 \pm 0.06$ ,  $1.02 \pm 0.18$  and  $0.9 \pm 0.20$ , resulting in a pooled ratio of  $0.93 \pm 0.06$  for non-COVID-19 publications.

Kaushik (2020) analyzed the positives and negatives aspects of work from the home concept as during this COVID-19 crisis, people working on WFH, are compelled to live in social isolation and emotional distancing. One can balance the responsibilities of work-life domains, especially when life domain needs as much attention as to work, during these difficult times. The study has focused on the impact of the COVID-19 virus pandemic on the working life of employees. This research paper also emphasized how employers as well as HR managers are required to think out of the box and bring forth best practices as well as redefining HR roles during any adversity. This research paper will also give light on few important issues such as People-Connect, adoption of a system of Skilling, re-skilling, Up-skilling and multi-skilling people about technology, design thinking, storytelling, analytics, and artificial intelligence to prepare the workforce to become more competent and talented by enhancing their skill set.

## RESEARCH METHOD

### Research Approach

This research uses qualitative methodology to discover the consumer’s response and behavior towards productivity during Pandemic Covid-19. The phrase qualitative methodology refers in the broadest sense to research that produces descriptive data – people’s own written or spoken words and observable behavior.

### Population, Sample, and Sampling Technique

In this research, purposive sampling will be used. According to Sugiyono (1997), purposive sampling is a technique to collect data sample of data sources with some consideration like people who are considered to understand the matter, can be trusted or people who have authority that will make it easier for the researcher to explore the certain object or social situation. The population is the total number of individual units or individuals whose characteristics are to be studied. And these units are called analytical units and can be people, institutions, objects, etc. The population in this study was employees in the provincial office of BPS at North Sulawesi, the sample used was 24 employees from several parts of the department in the BPS of North Sulawesi office because of the limited number of employees who entered because of the policy from the office to supervise with the intention and purpose to reduce the spread of Covid-19 so that both the author and employees are protected, and in accordance with the approval of respondents. The sampling technique is a sampling technique of the population. Samples that are part of the population are then studied and the results of the study are then imposed on the population. Sampling techniques in this study are nonprobability sampling techniques that are, sampling techniques found or determined by researchers or according to expert considerations.

### Data Collection Method

This research uses both primary data and secondary data. The triangulation method is used to collect the primary data. The triangulation method consists of in-depth interview, moderate observation, and documentation. The in-depth interview is conducted through direct interview, phone call and zoom meeting. In moderate observation, the researcher involves in some activities that the informants do, such as work Productivity at the office during pandemic in order to have better understanding about the work productivity of the employee it elf at BPS province of North Sulawesi in Manado. The documentation are in forms of pictures and voice recordings. The secondary data has gathered through literature review, articles, journals, handbook, previous studies, and any other sources that already exists before.

### Operational Definition of Research Variable

This research has one variable to analyses employee productivity. The variables are Productivity, the researcher will find out the perspective of informants or Employees under the influence of the pandemic. Employees have an obligation to be aware of any condition that can threaten work Productivity and to be able to overcome the influence of the pandemic.

1. Productivity is basically a mental attitude that always has the view that the quality of life today is better than yesterday and tomorrow must be better than today.
2. In general productivity contains an understanding of the results achieved with the overall resources used.
3. Production and productivity are 2 different understandings. The increase in production indicates an increase in the number of results achieved. While the increase in productivity contains the understanding of increased yields and improvements in the way of achieving production.
4. Physiologically productivity contains a view of life and mental attitudes that always strive to improve the quality of life. Today's situation should be better than yesterday tomorrow should be better than today.

## RESULTS AND DISCUSSION

### Interview Result

According to respondent 1, the work system at the Central Statistics Agency office runs as usual in normal office offices but applies the Covid 19 protocol system such as keeping a distance from checking body temperature, paying attention to the safe distance between employees, also by applying the WFH and WFO systems periodically, both 25% reduction. 50% 75% follow government recommendations and the number of increases in the spread of the Covid-19 virus and also various transfers of activities that are usually carried out offline such as census training, data collection in the field, work operations to fellow employees who now tend to go online or E-Office which also saves more resources but does not reduce the quality of the work produced and for the tasks and work carried out as the head of the Central Statistics Agency office of North Sulawesi Province is to supervise every development of the office itself starting from the operational system and its officers so that do it n their duties and responsibilities and prior to the Pandemic period, duties in the form of responsibilities and their completion, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for days Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and for work produced before the Pandemic period on average around 10 to 14 jobs a day work and for the work produced, during the Pandemic the average ranged from 13 to 16, but with the implementation of WFH the quality of work carried out by the respondents themselves still met the standards set by the office, also with the implementation of WFH the respondents themselves did not feel any problems.

According to the respondent 2, The work system at the Central Statistics Agency office applies the Covid-19 health protocol system to avoid the spread of the virus and also by protecting employees in the office, and also for the tasks and responsibilities that are carried out by the respondents themselves are Associate Expert Statistics and before the Pandemic period the task is in the form of responsibility. the answer and solution, in accordance with office hours in general, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and as an expert in statistics.

Respondent 3 said that The work system at the Central Statistics Agency office is generally the same as in other offices that apply the Covid-19 Protocol system by implementing WFH and WFO maintaining distance and others to protect employees who work in the office, as well as Head of the Nerwilis Division as well as the head of the section that monitors every activity.

According to respondent 4, The work system at the BPS Office adapts to the Covid 19 Protocol implemented by the government, also by implementing employee shift changes such as WFH and WFO in the sense that it refers more to the application of utilizing virtual facilities in the form of services to employees and data collection in the field to maintain the security of the respondents themselves, fellow employees, as well as to the community in terms of collecting data in the field in accordance with the respondent's own duties as the Head of the Processing Integration and Dissemination Division which regulates every operational field from the BPS office itself.

According to respondent 5, the work system at the BPS office of North Sulawesi Province is running normally by following the health protocol to prevent the spread of the Covid-19 virus, which is more directed towards the Virtual system by adapting existing technological developments, and as the Finance Staff of the BPS Prov. North Sulawesi who takes care of the finance department. at the BPS North Sulawesi office in terms of financial reports and so on, and before the Pandemic period the tasks were in the form of responsibilities and their completion, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Sunday Thursday and 8 working hours for Fridays from 9 am to 5 pm, and the same applies now

or during this Pandemic, also cut 1 hour of rest for employees Before the Pandemic period respondents could complete an average of 10 to 12 jobs given by the field and during a pandemic can complete 12 to 15 jobs in a working day, and with the implementation of WFH, the respondent's own performance and quality of work, according to him, can be carried out optimally, and does not have significant obstacles and for work assessments when WFH and WFO have no difference and continue to apply the same supervision when WFH and both from WFO themselves have no obstacles in completing work both before and during the current Pandemic, and for WFH itself it is more profitable because each job in the respondent's own field has its own advantages when implementing WFH which is assisted by the infrastructure and technology provided by the office during the pandemic which makes it possible to complete the processing time on time and have no problems at all when WFH on the contrary benefits the respondents themselves because they use an online system for processing office financial data with an online system that can save time and energy is also more economical because it uses an online system.

According to respondent 6, the work system at the Central Statistics Agency office is generally the same as other offices in general, following directions from the local government to suppress the spread of the virus, such as the application of health protocols, also by learning more towards the virtual, especially in this case according to with the respondent's duties and responsibilities, namely in the field of office finance, and before the Pandemic period the tasks were in the form of responsibilities and settlements, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Friday.

According to respondent 7, the work system at the Office of the Central Statistics Agency of North Sulawesi Province is more adapted to health protocols to maintain the health of employees in the office and many activities are shifted to changing work shifts and are also more likely to use technology to support any changes that occur in order to avoid setbacks and The respondent's own task is as the First Expert Statistician for the Balance Sheet Function and before the Pandemic period the task is in the form of responsibilities and settlements, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 working hours for Fridays from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and before the pandemic period respondents can complete work on average 15 to 20 per day and during the pandemic period it ranges from 20 to 25 jobs that can be completed per day, with the implementation of WFH according to the respondents themselves, it improves performance as well as with quality because it tends to be virtual and does not take much time and cost when doing tasks, and the difficulties faced in WFH are not difficulties which means such as network disturbances or power outages, also for assessment more or less the same as before the pandemic period by assessing how much work is done and its quality is assessed by superiors, as well as supervision through various attendance technologies and virtual task entry so that leaders can control the development of the respondents themselves, and WFO during the pandemic has been greatly helped by technology and innovation as well as WFH, thanks to the availability of good infrastructure from the office to prevent a decrease in the performance of the respondents themselves or employees in the office

According to the respondents 8, the work system at the Central Statistics Agency office is more inclined to virtual services, as well as for the entry of each task and responsibility, both for monitoring from superiors, and for the duties and responsibilities of the respondents themselves as Staff of the Industrial Statistics Function in the part of processing industrial data under also take it down in data collection to objects in the field at seven and before the Pandemic period the tasks are in the form of responsibilities and their completion, in accordance with office hours in general, namely applying 8 hours of work from 8:30 am to 4:30 pm for the day Monday to Thursday and 8 working hours for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and during the Pandemic Period respondents can complete work or find respondents for the census itself 25 to 30 and for the pandemic period 30 to 35, with the why is WFH work quality and performance increasing because it is difficult to reach respondents because of the limited time and energy every day, and for the difficulties experienced by the respondents themselves when WFH is not so impactful because the respondents themselves quite understand the application of the technology used.

According to respondent 9, the work system at the BPS office during the pandemic continued to run well by implementing an online system and the application of technology to prevent the spread of the virus and apply health protocols, and as Head of the Agricultural Statistics Section who in addition to monitoring employees in their fields also completed individual work in their fields and before the Pandemic period, tasks in the form of responsibilities and their completion, in accordance with office hours in general, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am until 5 pm, and the

same applies now or during this Pandemic, also cut 1 hour of rest for employees, and before the pandemic, the average respondent can complete 18 to 20 jobs in a day of work and at mass times.

According to respondent 10, the work system at the Central Statistics Agency office runs as usual and only has a few changes and before the pandemic period, the BPS office also implemented various online systems that allow every employee to carry out their duties and work without having to meet face to face but for various purposes, kinds of training, if there are census activities or other activities which are usually technical in nature and training, is carried out at hotels, now they are expertized to online systems or via virtual or social media also applies to data collection to the public and also as SKF.

According to respondent 11, the work system at the BPS office was running as usual before the pandemic period, it is just that currently they use a lot of innovation and technology to make services more effective and prevent the spread of the virus in terms of establishing health protocols, and as Head of the Production Statistics Division who works and analyses production statistics in the province of North Sulawesi are also responsible for taking data directly to the field and in charge of supervising subordinates in their fields and prior to the Pandemic period, tasks in the form of responsibilities and completion, in accordance with office hours in general, namely applying 8 working hours from 8 am: 30 am to 4:30 pm for Monday to Thursday and 8 working hours for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour rest for employees and respondents can complete 5 to 10 jobs in a day n working in the office and during the current pandemic, respondents can complete 10 to 12 jobs in a day when they enter the office with the implementation of WFH, the performance and quality of the respondents themselves can be carried out to the maximum, and the constraints themselves are only small obstacles such as networks and time sharing.

According to the respondent 12, the work system at the BPS office has used an online application system to prevent the spread of viruses such as WFH and WFO and as assistant officers from the provincial BPS office in charge of carrying out all assistance requested by employees, especially leaders in the office in terms of transportation and others, before During the Pandemic period, tasks are in the form of responsibilities and their completion, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am to 4:30 pm. at 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and for the number of work respondents can complete work on average 10 to 15 in a day office hours and during the current pandemic period an average of 8 to 10 per day and for the quality of work during WFH the quality and performance of the respondents n cannot be done optimally because the respondent's own field of work requires direct presence to be able to complete any requested work, and for work discipline when changing work shifts goes well because the respondent behaves in accordance with the direction of the office, and there is also monitoring through the application for the presence of the leadership to the respondent, and for the technology applied by the office to the respondent himself during the pandemic period according to the respondent it is maximal and very helpful in its implementation

According to the respondent 13, the work system at the Central Statistics Agency office of North Sulawesi Province basically refers to the system that existed before the pandemic but now uses an online system for all types of activities, both service training and others and as the Head of Procurement of Goods/Services the respondent is responsible for the procurement of goods and services in the inventory office and various others related to this and for own working hours and before the Pandemic period the tasks are in the form of responsibilities and completion, in accordance with office hours in general, namely applying 8 working hours from 8:30 morning to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour rest for employees and respondents can complete an average of 20 to 25 jobs in a day's work in the office p there was a time before this pandemic period, and during the pandemic the average job that could be completed was 25 to 30 jobs in a day working hours starting from Monday to Friday, and for the quality of the implementation of WFH the respondent's own work could be carried out maximally by using a little input compared to the output that is produced in the sense that it can save resources such as office expenses and also the time and energy spent by the respondent to do work due to the application of the online system, and the difficulties faced during WFH in the form of network and network constraints.

According to respondent 14, the work system at the North Sulawesi Central Statistics Agency office uses an online system both in service and data collection outside to prevent the spread of the virus, and to keep employees and the public safe and as a secretary in the office assisting the Head of the North Sulawesi BPS office in implementing formulation of program and activity plans, coordinating, monitoring, general administrative affairs and before the Pandemic period tasks in the form of responsibilities and their completion, in accordance with general office hours, namely implementing 8 working hours from 8:30 am to 4:30 pm for the day Monday to Thursday and 8 working hours for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic,

also cut 1 hour of rest for employees and before the pandemic period the average respondent can complete work 7 to 8 in a working day and during a pandemic can be completed an average of 8 to 9 jobs in a working day and when WFH is implemented the quality and quantity of the respondent's work can be carried out to the maximum because it can be carried out using fewer resources such as time and money assisted by the application of an online system, and for the WFH problem itself when the leader gives directions in the form of orders in the work and is blocked by a network that is not possible, and from the supervision of the leadership itself it is done online, and when the WFO is carried out, and from completing work can save time because of hours flexible work due to the application of WFO, also with the WFO office providing facilities and innovations that are improved during this pandemic to improve the performance of the respondents themselves.

According to respondent 15, the work system at the Office of the Central Statistics Agency currently uses an online system that is more improved than before and more specifically in the field of General Section respondents have the task of carrying out some of the tasks of the General Administration Assistant in the formulation of technical policies, coordination, and reporting of activities in the general field. and for working hours before the Pandemic period, tasks in the form of responsibilities and their completion, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for days Friday from 9 am to 5 pm, and the same applies at this time or during this Pandemic, also cut 1 hour of rest for employees and respondents can complete an average of 13 to 16 work in a day working hours and during periods of During this pandemic, respondents can complete 16 to 19 jobs, with the implementation of performance WFH and the quality of the respondents themselves have no effect or decrease due to the request for completion that is requested to be completed due to the use of online methods in completing work which makes work more effective in the sense of helping to reduce the time spent and costs incurred and for the difficulties faced by the respondents themselves are network constraints and technology adjustment, at the time of WFO work completion time is also assisted by the application of technology to adapt to the situation, and for the constraints that are felt when WFH and WFO are different time divisions than before which are flexible.

According to respondent 16, the work system at the Provincial BPS office carries out an online work system and also applies health protocols and is for own responsibility as administrative head in charge of coordinating the tasks assigned by the leadership, monitoring the work of administrative staff and daily workers, managing and being accountable household expenses and before the Pandemic period, duties in the form of responsibilities and their completion, in accordance with general office hours, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am to 5 pm, and the same applies at this time or during this Pandemic, also cut 1 hour of rest for employees and during this Pandemic the average respondent can complete 9 to 12 jobs and during this time the current pandemic the average work completed by respondents is 12 to 15 and with n in the implementation of WFH, the quality of work can be carried out maximally like WFO because of the increase and vigilance of work during the pandemic also in stone with the improvement of existing technology and for the assessment of WFH and WFO themselves, respondents carry out escort and monitoring to each of their subordinates in the office, especially in their fields so that employees continue to maintain their productivity during the pandemic, for changing work shifts themselves do not affect the work attitude of the respondents themselves, because according to him the work attitude that is maintained is Professional Integrity Trustworthiness in order to maintain the service and quality of the respondent's own work, and for time issues when WFO and WFH respondents themselves did not have any significant difficulties thanks to the facilities supported by the office.

According to the respondent 17, working conditions at the Central Statistics Agency office during the pandemic were expected to the online system to prevent the spread of the virus and for all types of services and activities to fellow employees, they continued to apply health protocols, and as the Sub Coordinator of Dissemination and Statistical Services who carried out the most advanced services.

According to respondent 18, the work system in the office currently uses an online system by establishing an online work system by increasing innovation and existing facilities as well as implementing health protocols such as hand washing, checking employee temperatures and spraying rooms, and changing employee entry days and for duties and work. the respondent himself is the Coordinator Staff of the Commerce and Service Statistics Function at the BPS office of the province of North Sulawesi for and before the Pandemic period, his duties are in the form of responsibilities and completion, according to office hours in general, namely applying 8 hours of work from 8:30 am to 4:30 am afternoon for Monday to Thursday and 8 hours of work for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and during this Pandemic the respondent can complete an average of 8 to 10 jobs and during this pandemic an average of 10 up to 12 and for the quality of work produced by the respondents themselves when WFH can be carried out optimally,

even though it has obstacles but does not have a significant impact and is only a network and flexible work time sharing and for WFH and WFO assessments superiors conduct assessments through an online system when WFH and WFO with a new system implemented, the completion of work time during this pandemic is running efficiently without spending resources that are usually spent due to the application of technology and innovation that is improved.

According to respondent 19, the work system at the Central Statistics Agency office during the pandemic was generally the same as other office offices by implementing a health protocol work system and also focusing more on services using online Via both to fellow employees and to the outside community and for duties and work as The employee at the Provincial BPS office is the Sub-Coordinator of the Network Function and Statistical Reference who handles matters relating to technicians at the BPS office that require the respondent to be at work to carry out his duties and responsibilities as an employee in the field and also as a field census officer.

According to respondent 20, the work system at the central statistical office of the province of North Sulawesi uses an online service system and enforces the application of health protocols and as the holder of work duties and responsibilities as the Mining, Energy and Construction Statistics Function in its implementation and for before the Pandemic period the task is in the form of responsibility.

According to respondent 21, the work system at the Central Statistics Agency office of the province of North Sulawesi during the pandemic period is more likely to carry out an online system and the implementation of WFH and serve as a Sub-Coordinator of the Statistics Function Mr. James has office hours before the Pandemic period, tasks in the form of responsibilities and completion, according to office hours In general, that is to apply 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Fridays from 9 am to 5 pm, and the same applies now or later.

According to the respondent 22, the work system at the Central Statistics Agency office of North Sulawesi Province is more inclined to the online system by also using the health protocol system and as a statistical function which is the task and responsibility in his field of work and also for his own hours of work and before the Pandemic period, tasks in the form of responsibilities and settlements, in accordance with office hours in general, namely applying 8 hours of work from 8:30 am to 4:30 pm for Monday to Thursday and 8 hours of work for Friday from 9 am to 5 pm, and the same applies now or during this Pandemic, also cut 1 hour of rest for employees and the average work produced by respondents before the pandemic period is 8 to 10 jobs in a day of work and during the pandemic period an average of 10 up to 12 jobs in a day's work and for WFH semidir the respondent's performance and quality of work can be carried out do it as best as possible with the help of several facilities provided by the office, and for the difficulties faced by the respondents themselves it is only limited to the first adjustment when undergoing WFH in the sense of getting used to doing coordination that tends to the online system, and for the employee assessment system itself, it applies the same for WFH and WFO, which is seen from the attitudes and behavior of respondents and Employee Performance Achievements, which also from the respondents themselves, changing employee work shifts does not affect the work discipline of the respondents themselves and their co-workers because each employee has and does their respective duties and responsibilities.

According to respondent 23, the work system at the Central Statistics Agency office itself is more or less the same as usual, the only difference being the application of a health protocol system such as checking body temperature, keeping distance, and others as well as implementing WFO and WFH.

According to respondent 24, the work system at the Central Statistics Agency office implements an online work system that minimizes direct contact, both in their services and also various kinds of training which are usually held at hotels, but during the current pandemic, they are expertized to zoom meetings, as well as with the work system. When entering the employee's office, their body temperature is always checked and also periodic cleaning of the employee's workspace and also as the holder of the duties and responsibilities of the coordinator of the population statistics function who is engaged in the census section and for the respondent's own working hours and before the Pandemic period, the task is in the form of responsibility.



**Table 2. Coding Categorizing**

Respondent	Productivity Analysis During Pandemic	The Average Number of Works Produced (Output)		The Average Time of Work Produced	
		Before Pandemic	Current Situation	Before Pandemic	Current Situation
Respondent 1	Work productivity during the pandemic is increasing, marked by saving time on work, effort and increasing results and quality	10 to14	13 to 16	30 Minute	26 Minute
Respondent 2	Work productivity during a pandemic has a positive impact on making the work system more efficient	9 to11	9 to 12	38 Minute	35 Minute
Respondent 3	Productivity during the pandemic increases due to the implementation of the new system making job production faster, and monitoring more flexible through technology	8 to 10	9 to 10	42 Minute	42 Minute
Respondent 4	Work productivity during a pandemic uses fewer inputs and good output	18 to 20	20 to 22	21 Minute	19 Minute
Respondent 5	Productivity during the pandemic has increased, seen from the results of the quality of work, especially in the financial sector	10 to 12	12 to 15	35 Minute	28 Minute
Respondent 6	Work productivity during a pandemic allows the use of less resources	12 to 16	14 to 18	26 Minute	23 Minute
Respondent 7	Productivity during the pandemic has not increased in terms of quality, quantity, and time spent on work	15 to 20	20 to 25	21 Minute	16 Minute
Respondent 8	Productivity during the pandemic has increased considerably, due to work attitudes, responsibilities and the application of new technologies and methods	25 to 30	30 to 35	14 Minute	12 Minute
Respondent 9	Productivity during the pandemic is quite increasing due to the skills and application of technology in the office	18 to 20	20 to 24	21 Minute	17 Minute
Respondent 10	Productivity during the pandemic increases the results of online-based data processing	5 to 10	10 to 14	42 Minute	30 Minute
Respondent 11	Work productivity during a pandemic allows employees to work optimally and safely	5 to 10	10 to 12	42 Minute	35 Minute
Respondent 12	Productivity during the pandemic has decreased slightly because some work must be carried out offline	10 to 15	8 to 10	28 Minute	42 Minute
Respondent 13	Productivity during the pandemic has a positive impact with more work being completed with less time spent	20 to 25	25 to 30	16 Minute	14 Minute
Respondent 14	Productivity during a pandemic makes work results increase, followed by work attitudes and facilities provided	7 to 8	8 to 9	52 Minute	46 Minute
Respondent 15	Productivity during a pandemic makes time savings resulting in good output	13 to 16	16 to 19	42 Minute	22 Minute
Respondent 16	Productivity during a pandemic increases alertness which leads to efficient work attitudes and work outputs	9 to 12	12 to 15	35 Minute	28 Minute
Respondent 17	Productivity during the pandemic has increased considerably with the number of services being improved through the online system, as well as the number of guests served.	15 to 20	20 to 30	21 Minute	14 Minute
Respondent 18	Productivity during the pandemic leads to a better way of doing office work	8 to10	10 to 12	42 Minute	35 Minute
Respondent 19	Productivity during the pandemic has decreased slightly due to differences in working methods	6 to 8	4 to 6	52 Minute	70 Minute

Respondent 20	Productivity during a pandemic increases work output by conserving existing resources	13 tot 14	14 to 15	30 Minute	28 Minute
Respondent 21	Productivity during a pandemic has a slight but not significant impact	6 to 8	6 to 7	52 Minute	60 Minute
Respondent 22	Productivity during a pandemic is very important as evidenced by increase in the number of jobs in a day	8 to 10	10 to 12	42 Minute	35 Minute
Respondent 23	Productivity during a pandemic does not have a decline that is helped by the application of technology	15 to 17	17 to 20	24 Minute	21 Minute
Respondent 24	Productivity during a pandemic makes people more aware, and further improves work results	8 to 9	9 to 10	46 Minute	42 Minute

## Discussion

Based on the explanation above and from the Indicator that the author use to conduct this research and to get the data from the respondent basic on Quality, Quantity and Timeliness of employee at BPS Province of North Sulawesi they all mastered their work of field based on the requirement and the responsibility that been given to them from all the respondent that the author took for interview for this research from the several parts of department that represent the office itself to see their productivity during the pandemic era and looking by the working hours that apply at the office during pandemic and other policy that has been apply at this office and by looking the interview result of the employee from the working hours itself they can produce an output from the input that they have by means the work that they completed during the working hours and be compared the result at pandemic era that all only 2 out of 24 respondent have a decreasing productivity but 2 of respondent do not have a major setback for their responsibility as an employee because this 2 employee almost all of their work must be done manually different with the rest of the respondent at this research that their work can be done by online working system and that beneficially both for the office and the respondent itself.

## CONCLUSIONS AND RECOMMENDATION

### Conclusions

According to the data obtained by the researcher through trusted sources with the results of open interviews, Pandemic Covid-19 have impact on the employee productivity itself and leads to increasing numbers of output by looking the numbers of work that they complete per by using less resource compared with work productivity before Pandemic, such as time and energy, from all the respondent which almost all answered mastered his work field can be seen from the indicator answered the Quantity, Quality, and the time limit. The result of achieved from input or skills and time of working hours that the respondent have and output or numbers of task they completed in one day have increase that because of the help of the facilities that the office provide and the attitude of the employee itself makes the working process is effective and efficient by using little time from the respondent itself as an employee of BPS.

### Recommendation

1. Employees at the Central Bureau of Statistics office have been fairly Productive and still maintain such attitudes in carrying out their work and services, and in the time of the covid-19 pandemic are needed a high attitude productive in providing extra services related to the prevention of the spread of covid-19. Therefore, it is recommended for the Central Bureau of Statistics office to continue to carry out a commitment to clean and may continue to provide training for employees in the face of the current pandemic period.
2. For the next researcher who may be using the same research material, it is better to conduct a more in-depth interview and before conducting the research, it is better to equip yourself with the knowledge of the world of work.

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