

## IMPACT OF WORK FROM HOME ON LONELINESS DURING THE COVID-19 PANDEMIC IN DKI JAKARTA

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### ABSTRACT

Coronavirus (CoV) or Covid-19 is a disease that attacks the respiratory system, where the first case was found in Wuhan City, China at the end of December 2019. One of the efforts that can be done to reduce the spread of Covid-19 is by implementing Work from Home. The application of WFH in the long term certainly disrupts economic stability, besides that it has another impact on human psychology, namely the emergence of feelings of loneliness (loneliness) as a side effect of the lack of direct socialization with closest friends, especially at work. After distributing questionnaires to a sample of 375 respondents using the Purposive Sampling technique, which was then analyzed with Simple Regression, it resulted in the conclusion that there was an effect of WFH on Loneliness during the Covid-19 Pandemic in DKI Jakarta.

**Keywords:** Work from Home, Loneliness.

### PRELIMINARY

Coronavirus (CoV) or Covid-19 is a disease that attacks the respiratory system, where the first case was found in Wuhan City, China at the end of December 2019. The transmission of Covid-19 initially came from animals to humans (Zoonosis), but now it has spread from human to human through droplets (saliva sprinkling).

Covid-19 disease is a development of SARS-CoV (Severe Acute Respiratory Syndrome) and was subsequently given a new name, namely SARS-CoV-2 (Oktiani, 2020).

At the beginning of January 2020, Covid-19 cases were found in various parts of the world, so that in March 2020 the World Health Organization (WHO) has determined the spread of Covid-19 as an outbreak or pandemic. (WHO, 2020). The Covid-19 pandemic has had an impact on all levels of society, especially the economy. Many industries, offices, small businesses, and even schools must be inactive to prevent its spread from spreading further. Every effort has been made, one of which is implementing health protocols, such as: keeping a distance, using masks, washing hands more often, limiting going out of the house, self-isolation, to Large-Scale Social Restrictions, Regional Lockdown, and Work from Home. One of the efforts that can be done to reduce the spread of Covid-19 is by implementing Work from Home. Mungkasa (2020) explained that WFH is actually not a new thing in the world of work, because since 1970 it has been implemented as an effort to overcome traffic congestion. Purwanto, et al (2020) provide an explanation that actually WFH is a dream for some people, especially the current Millennial Generation, because there is no need to wake up in the morning, take a shower and then dress neatly to go to the office, there is no need to even go through a very time-consuming traffic jam. The government implements the WFH policy so that the Covid-19 outbreak does not expand, even though this policy actually raises a lot of

pros and cons, especially among workers. The application of WFH in the long term certainly disrupts economic stability, besides that it has another impact on human psychology, namely the emergence of feelings of loneliness (loneliness) as a side effect of the lack of direct socialization with closest friends, especially at work.

Wright (2005) in his research explains that although the workplace is often considered a social institution that allows interpersonal relationships to occur, friendships between coworkers can also develop, so that when WFH is carried out, the feeling of loneliness that is formed cannot be ignored.

Research conducted by Wright (2005) on Loneliness in Workplace concludes that when a person is at work, the social and communication structures that are formed will be more complex, so that if they are understood in depth, they will find the cause of a person feeling lonely at work with the nature of being lonely at work more complex than just interpersonal and organizational relationships. Based on this research, in order to study more deeply the effect of the WFH policy on a worker on the loneliness he feels, the researcher is interested in conducting further research with the title "The Impact of Work from Home on Loneliness During the Covid-19 Pandemic in DKI Jakarta".

### **Formulation of the Problem**

After being explained in depth on the background, a problem formulation in this study was formed, namely:

"Is there any effect of Work from Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta?"

### **Research Objectives and Benefits**

The objectives that can be achieved in this research are:

"To analyze in depth the influence of Work from Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta". As for the benefits that can be obtained include:

1. Theoretical Benefits  
Theoretical benefits as a reference in the rationale for further research related to Work from Home and Loneliness.
2. Practical Benefits  
Practical benefits will provide the reality of employees' lives about loneliness (Loneliness) experienced when undergoing Work from Home.

## **LITERATURE REVIEW**

### **Work from Home (WFH)**

Heathfield in Mungkasa (2020) provides various descriptions of the work process, namely:

1. Working full time (full time job), with standard company hours in general from 07.00 to 17.00.
2. Work part time (part time job), by doing work only at certain times and not every day.
3. Work freely (flexible schedule), by doing work during conventional work hours so as to form a balance between work and personal life.
4. Working remotely (telecommuting), by doing work at home or other locations outside the office with flexible time rules, either round the clock or part time.

Gordon in Mungkasa (2020) explains that the naming of remote work actually varies, such as using the term flexy (flexibility working) which emphasizes flexibility or flexibility in working. The WFH concept itself is part of working remotely (telecommuting) which is actually often applied in the world of work and urban planning, but in normal community activities, not

during the Covid-19 pandemic. The benefits of implementing the WFH policy for workers (Mungkasa, 2020) :

- a) Balance time between work and gathering with family.
- b) Saves travel time to the office and fuel efficiency as well as public transportation costs.
- c) Ease in managing work schedules and working atmosphere.
- d) Work can be done according to the mood.

While the obstacles that can occur when the WFH policy is applied to workers, include (Mungkasa, 2020) :

- 1) Workers who are accustomed to a conventional office atmosphere will have difficulty coordinating their work.
- 2) There is no clear boundary between office hours and home hours, in fact there is often an unlimited working time.
- 3) Remote workers look like they are unemployed and are often the talk of neighbors.

### **Loneliness**

Suadirman in Wicaksono (2019) defines loneliness as a condition that will appear and feel sad when a person is alone, excluded from his group, isolated from the surrounding environment, feels unnoticed and has no place to share his feelings or experiences. In contrast to Nurhayati (2018), who explains loneliness as a person's mental and emotional state because they feel alienated or limited in social relationships, which can cause negative emotions such as anxiety, unhappy, dissatisfied, depressed, and always blame themselves.

Sears in Wicaksono (2019) has distinguished loneliness based on social determination into two types, including:

- 1) Emotional Loneliness

This loneliness arises as a result of the loss of a person of love, such as a parent to his child or the loss of a loved one.

- 2) Social Loneliness

Loneliness occurs when a person feels integrated in a group or community socially.

## **RESEARCH METHODOLOGY**

### **Data Types and Sources**

This study uses the type of quantitative data obtained through respondents' answers to the questionnaire, which is then translated in the form of Likert Scale numbers to do statistical calculations and form further analysis. Then this study also uses Primary Data Sources obtained directly through the distribution of questionnaires and of course closely related to WFH and Loneliness.

### **Population and Sample**

The selected population in this study were workers who were domiciled in DKI Jakarta, while the sample selection used the Purposive Sampling technique with the criteria, namely: workers who were domiciled in DKI Jakarta and had been in the profession of work for more than 2 years, in addition to having undergone WFH at least at least seven days.

Based on the research criteria that have been determined, the researcher chose to use a sample of 375 respondents, where this number has been adjusted to the number of research samples belonging to Wright (2005) which is the basis of this research.

### Variable Operational Definition

The selection of variables in this study will be defined operationally, which is then measured by indicators to produce a favorable and unfavorable statement.

1. Work from Home (Independent Variable X) is defined as the process of working remotely, with free or flexible time, where work can be done at home or in other environments (outside the office). Measurement of WFH variables through the following indicators (Lead and Mustabsat in Simamarta, 2020) :
  - a. Flexible environment
  - b. Work stress
  - c. Closeness to family
  - d. Travel time
  - e. Health and work balance
  - f. Creativity and productivity
  - g. Ability to separate between home and office work, as well as perceived self-pressure
2. Loneliness (Y dependent variable) is defined as mental and emotional which can form feelings of sadness because they feel alienated or have limited social relationships. Measurement of WFH variables through the following indicators (Wright, 2005):
  - a. Personal Characteristics
  - b. Social Support
  - c. Job Characteristics
  - d. Organizational Climate
  - e. Emotional Deprivation
  - f. Social Companionship
  - g. Wellbeing Outcomes
  - h. Employee Attitude

### Data Analysis Techniques

The most appropriate data analysis technique to be able to analyze more deeply about the relationship between WFH's influence on Loneliness is Simple Regression Analysis because it only uses one independent variable and one dependent variable through the following formulation (Tumewu, Pramudianti, and Wany, 2016):

$$Y = \alpha + \beta \cdot X$$

Information:

- Y = Loneliness Dependent Variable
- $\alpha$  = Constant
- $\beta$  = WFH coefficient
- X = independent variable WFH

### DATA ANALYSIS

After distributing the questionnaires to 375 respondents, the respondents who have answered can be classified based on the following criteria:

#### 1) Gender

Based on the respondents' answers that have been accepted, 195 respondents (52 percent) are male and 180 respondents (48 percent) are female.

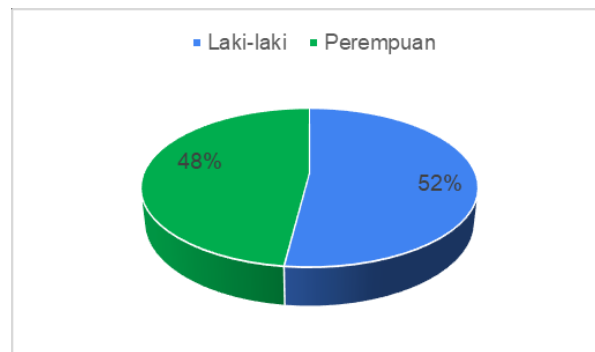


Figure 1. Frequency of Respondents by Gender

## 2) Age

Based on the respondents' answers that have been accepted, obtained 105 respondents (28 percent) aged 25-35 years, 200 respondents (53 percent) aged 36-45 years, and 70 respondents (19 percent) aged more than 45 years.

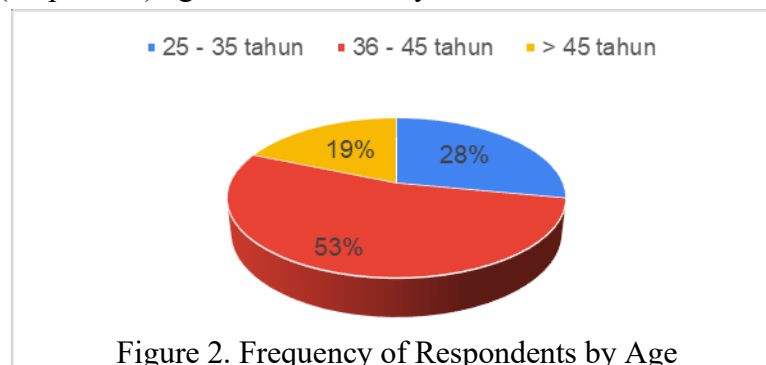


Figure 2. Frequency of Respondents by Age

## 3) Working Time

Based on the respondents' answers that have been accepted, it was found that 175 respondents (47 percent) worked for 2-5 years, 180 respondents (48 percent) worked for 6-30 years, and 20 respondents (5 percent) worked more than 30 years.

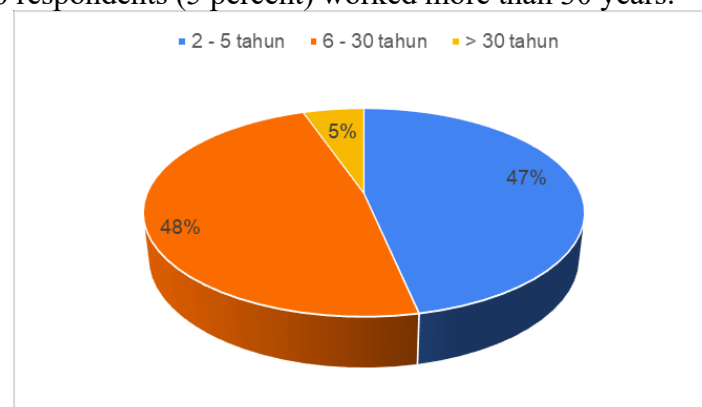


Figure 3. Frequency of Respondents Based on Length of Work

Then, the validity of each indicator variable was tested which was accumulated through the scores on each question in the questionnaire with a significance determination of Pearson Correlation  $<0.05$  so that all question items on the questionnaire were valid (Tumewu, Pramudianti, and Wany, 2016), then the results obtained following:

Table 1. Validity

Work From Home (X)		Loneliness (Y)	
Indikator	Sig. Pearson Correlation	Indikator	Sig. Pearson Correlation
X1	0,000	Y1	0,000
X2	0,000	Y2	0,000
X3	0,000	Y3	0,000
X4	0,000	Y4	0,000
X5	0,000	Y5	0,000
X6	0,000	Y6	0,000
X7	0,000	Y7	0,000
X8	0,000	Y8	0,000
X9	0,000	Y9	0,000
X10	0,000	Y10	0,000
X11	0,000	Y11	0,000
X12	0,000	Y12	0,000
X13	0,000	Y13	0,000
X14	0,000	Y14	0,000
	0,000	Y15	0,000
	0,000	Y16	0,000

Source: SPSS 22

The results of the validity test show that all question items on the questionnaire are valid because they have met the Pearson Correlation significance determination of  $0.000 < 0.05$ . Then proceed with reliability testing to measure the consistency of respondents' answers on each variable indicator with the determination of Cronbach's Alpha  $> 0.7$  so that all respondents' answers are reliable for use in research (Tumewu, Pramudianti, and Wany, 2016), then the following results are obtained:

Table 2. Reliability

<i>Cronbach's Alpha</i>	0,758
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Source: SPSS 22

The results of reliability testing show that respondents' answers to each variable indicator are consistent or reliable for use in research because they have met the provisions of Cronbach's Alpha  $0.758 > 0.7$ .

The test is continued by analyzing simple regression to see the relationship between the influence of the WFH variable on Loneliness, which is explained in the following formulation:

$$\text{Loneliness} = 34,262 + 0.465 \cdot \text{WFH}$$

- 1) The constant worth 35.363 is the fixed value on the Loneliness variable, where when the WFH variable is zero/fixed, Loneliness increases by 34,262 units.
- 2) The WFH coefficient is 0.465 and has a positive sign explaining that there is a unidirectional relationship between the Loneliness variable and WFH, namely when WFH has increased by 1 unit, Loneliness will also increase by 0.465 units.

After that, the hypothesis or assumption is tested that:

H0: There is no effect of Work from Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta.

H1: There is an effect of Work from Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta.

Where H1 is accepted and H0 is rejected if it meets the determination of the significance value of the t-test  $<0.05$ , then the following results are obtained:

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.493 <sup>a</sup>	.243	.241	5.607	1.734

a. Predictors: (Constant), TOTAL\_X  
b. Dependent Variable: TOTAL\_Y

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	34.262	2.372		14.443	.000
	TOTAL_X	.465	.042	.493	10.948	.000

a. Dependent Variable: TOTAL\_Y

Figure 4. Hypothesis Testing

The results of hypothesis testing show that H1 is accepted and H0 is rejected, meaning that there is an effect of Work From Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta because it has met the determination of the significance value of the t-test  $0.000 < 0.05$ .

The relationship formed between WFH and Loneliness can be seen from the R-square value of 0.243 or 24.3 percent WFH is able to explain its effect on Loneliness, while the Adjusted R-square value of 0.241 or 24.1 percent WFH is able to influence changes in Loneliness, while 75.9 the remaining percent is influenced by other variables such as caring (Wicaksono, 2019).

## DISCUSSION

In testing the hypothesis, the results showed that the hypothesis was accepted, meaning that there was an effect of Work from Home on Loneliness during the Covid-19 Pandemic in DKI Jakarta. The results of this test are in line with Wright's (2005) test that when a person is at work, the social and communication structures that are formed will be more complex, so that if they are understood in depth, they will find the cause of a person feeling lonely when not at work because of the emergence of negative traits more complex than just interpersonal and organizational relationships.

Work from Home is a process of working remotely, with free or flexible time, where work can be done at home or in other environments, while Loneliness is mental and emotional that can form feelings of sadness because they feel isolated or have limited social relationships. For some people in DKI Jakarta, they agree that WFH will cause loneliness (Loneliness) because WFH limits direct interaction between co-workers in building interpersonal relationships. However, when viewed from another perspective, workers who spend more time outside the home every day to work, feel more comfortable when doing WFH.



They spend more time resting, chatting with family, or doing many other household-related activities to make their time more productive. Therefore, based on the respondents' answers, only 24.1% WFH was able to affect Loneliness while the rest, Loneliness was influenced by other factors.

## CONCLUSION

Research that has been conducted on 375 respondents has concluded that there is an effect of WFH on Loneliness during the Covid-19 Pandemic in DKI Jakarta and the results of this test are in line with Wright's (2005) research which is the implication of this research.

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