

AN ONLINE COMMUNITY SERVICE ACTIVITY FOR SHARING KNOWLEDGE ON WORK PATTERN ADAPTATION TRENDS

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Abstract

The protracted COVID-19 pandemic has had an impact on many aspects of people's lives. One of the most noticeable effects is in the business world, where the adaptation of new work patterns and behavior follows government policies, where non-essential offices are encouraged to use the work from home method. This activity, in the form of community service (PKM) via an online webinar using Zoom media, aims to provide information, education, and knowledge to the larger community. Organizational management must invariably quickly and precisely adapt work methods that can be accepted and carried out by employees. On the one hand, this method of working from home has made it possible for workers to work remotely and to do more than one job, or to do multitasking jobs. On the other hand, this method of working from home is consistently proving to be unsuitable for this type of work. In practice, this activity is divided into three sessions: a theoretical presentation of the concept of work behavior by the first speaker; an explanation of adaptation trends and work patterns during a pandemic from scientific publications by the second speaker; and an explanation of how to find trends in novelty and work adaptation by the third speaker. Third-party presenters use dimensions, bibliometrics, and VOSviewer. In addition to the presenters' good mastery of the material, the participants thought the materials and activities provided had good elements of accountability, objectivity, and transparency. Furthermore, the participants thought the material presented to them was of high quality.

Keywords: work adaptation, work trends, work behavior, organizational behavior

Abstrak

Berkepanjangannya pandemi COVID-19 membawa dampak ke berbagai sektor kehidupan masyarakat. Salah satu dampak yang paling terasa yaitu pada dunia usaha dimana adaptasi pola dan perilaku kerja baru mengikuti kebijakan yang diatur pemerintah dimana kantor-kantor non esensial dihimbau untuk menerapkan metode kerja dari rumah. Kegiatan berbentuk Pengabdian kepada Masyarakat (PKM) melalui webinar daring dengan media ZOOM ini bertujuan untuk memberikan informasi, edukasi, dan pengetahuan kepada masyarakat luas. Manajemen organisasi mau tidak mau secara cepat dan tepat membuat metode kerja adaptasi yang dapat diterima dan dilakukan oleh para pekerja yang ada di dalam organisasi tersebut. Di satu sisi metode kerja dari rumah ini telah membentuk kebiasaan bagi para pekerja untuk bekerja dari jarak jauh dan memungkinkan untuk melakukan pekerjaan lebih dari satu pekerjaan atau dengan kata lain memungkinkan untuk melakukan pekerjaan secara multitasking. Namun di sisi lain, metode kerja dari rumah secara terus menerus ini ternyata tidak dapat diterima bagi jenis pekerjaan. Pada pelaksanaannya, kegiatan ini dibagi dalam 3 sesi yaitu pemaparan mengenai konsep perilaku kerja dari perspektif teoritis oleh pemateri pertama, penjelasan mengenai tren adaptasi dan pola kerja di masa pandemic dari publikasi ilmiah oleh pemateri kedua, dan penjelasan mengenai bagaimana mencari tren novelty pola dan adaptasi kerja menggunakan dimensions, bibliometriks, dan VOSviewer oleh pemateri ketiga. Selain pemateri dinilai memiliki penguasaan materi yang baik, para peserta juga menilai materi dan kegiatan yang diberikan memiliki unsur akuntabilitas, objektivitas, dan transparansi yang baik. Selanjutnya, para peserta juga menilai bahwa materi yang disajikan kepada para peserta dinilai sudah baik.

Kata Kunci: adaptasi kerja, tren kerja, perilaku kerja, perilaku organisasi

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Introduction

The long-running COVID-19 pandemic has had a wide-ranging impact on people's lives. The adaptation of new work patterns and behaviors in response to government policies is one of the most visible effects. Work-from-home options are encouraged in non-critical offices. This is enough to provide a range of responses, from approval to counter. This policy, however, must be implemented. Organizations face challenges when it comes to implementing work-from-home applications. Organizational management must quickly and precisely adapt to work methods that employees can accept and carry out.

Workers and managers have had to continue to change their work habits and behaviors due to a lack of information about this long-term pandemic. Developing habits will result in work behavior that is aligned with organizational goals. This method of working from home, on the other hand, has established a habit for workers to work remotely and allows them to do more than one job or multitasking work. However, this method of working from home is consistently proving to be unsuitable for this type of work. Some jobs, such as education, health, and transportation, will suffer as a result. This will change the level of work stress for some of these jobs, while it will make it more difficult to achieve optimal sales results as before the pandemic.

Because there is so much going on in the field, various parties are still attempting to educate, inform, and share their knowledge with the larger community. This is done so that the public can better understand what is happening in the world in general and in Indonesia in particular, in terms of adapting work patterns and behavior during a pandemic. This is also explained repeatedly in terms of publication in the form of community service (PKM) activities.

Table 1. Publication of PKM Regarding Work Behavior in Indonesia During the COVID-19 Pandemic

Author(s)	Partner/participant issues	PKM's location	The PKM procedure
Vhalery & Leksono (2022)	Human resources in Arida Tirta Jaya's trading business.	Pasar Rebo, Jakarta Timur	Training, mentoring, material provision, and science and technology application.
Andika (2021)	The public needs to be taught and told about online and offline recruitment.	Medan	Observation, counseling, and assessment.
Senen et al., (2021)	The public must be educated and informed about the concept of online and offline recruitment.	Pamulang Barat	Surveys, material distribution, and discussions.
Rosyidah et al., (2021)	Communities in the activity area need to be shown and told how to adjust to the new normal.	Kelurahan Kertapati	Providing materials and facilitating discussion.
Christian et al.,	People in the business of making salted fish must	Kalibaru,	Surveys, material distribution, and

(2022)	change in order to get the most out of online marketing and sales.	Cilincing	discussions.
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Source: Processed by the authors

The implementation team and presenters recognized the importance of sharing information, insights, and knowledge about adaptation trends and work behavior patterns during a pandemic with others, both practitioners and academics. As a result, the goal of this activity is to share information, insights, and knowledge with participants about the ongoing COVID-19 pandemic and the trend of adapting work patterns. The concept of PKM activities is expected to provide the benefits intended for those who attend. Vhalery & Leksono (2022) explain that the planned activity method is useful in exploring partner problems while providing benefits for solutions, one of which is increasing insight and knowledge for partner members to be able to handle various problems, through PKM activities carried out at a trading business in East Jakarta. Maintain good relationships with coworkers and superiors during crises and difficult working conditions.

Methods

On July 2nd, 2022, this PKM activity was completed online using Zoom media. Participants in this activity come from a wide range of backgrounds, including academics and practitioners from various fields of work. Participants range in age from recently graduated workers to those over the age of 40. The presenter team went through a series of preparations before launching the activity (Figure 1). This activity is divided into three sessions in practice. In the first session, participants will learn about the approach and the development of theoretical concepts related to work behavior. The presenter will go over the history of work behavior in this case, one of which arises as a result of changes. During the second session, participants will also be given an explanation of aspects of work-behavior findings in scientific publications. The speakers will present examples of research findings on workplace adaptation and trends, particularly during the COVID-19 pandemic. The third session will teach participants how to use dimensions, bibliometrics, and VOSviewer to look for trends and novelty in adapting work patterns. Participants in this session will also explain the stages of the process for obtaining novelty trends through work pattern adaptation. Each session will also include time for questions and answers between participants and presenters. The activity will be concluded by collecting feedback from participants and photographing the process.

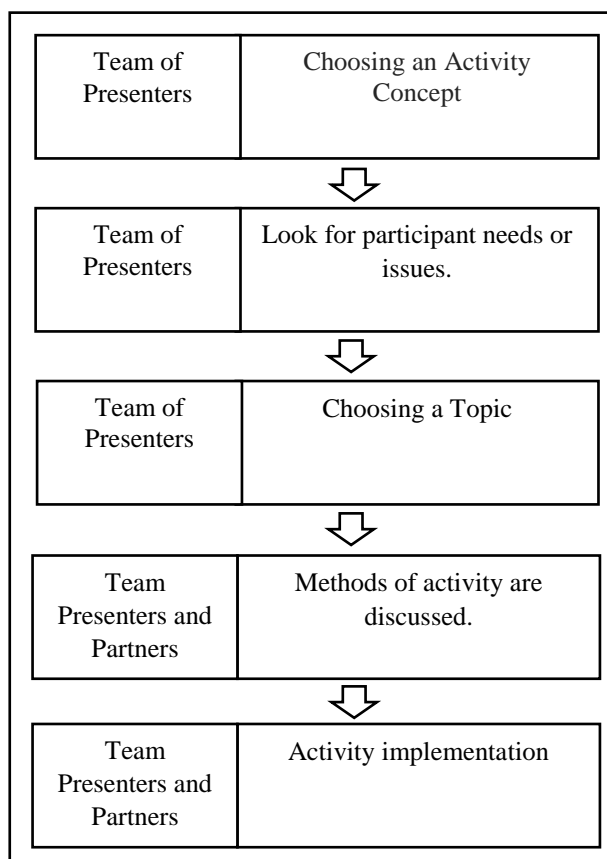


Figure 1. Activity Implementation Process
Source: Team of Presenters

Results and Discussion

Based on the activities completed, six indicators can explain the results of the participant feedback (Figure 2). The first indicator, material and implementation, has an overall average of 3.27. Based on these findings, it is also possible to conclude that the overall material provided and the implementation of the provision of material to participants were both satisfactory. Furthermore, the results obtained from the standpoint of the speaker are 3.6, indicating that mastery of the material is important in delivering the material. This result explains why the presenter team that provided the materials for the activities was so effective. Furthermore, the educational aspect's indicator, the results of participant feedback, was 3.17, which was described as good. The average participant rating for the objective indicators is 3.33. These findings explain why the participants provided positive feedback. As with the accountable indicators, the results of the feedback obtained are 3.33. These findings also show that the outcomes were satisfactory. Furthermore, using transparent indicators, participants achieved an overall average score of 3.17. These findings indicate that participants reacted favorably to the aspect of transparency.

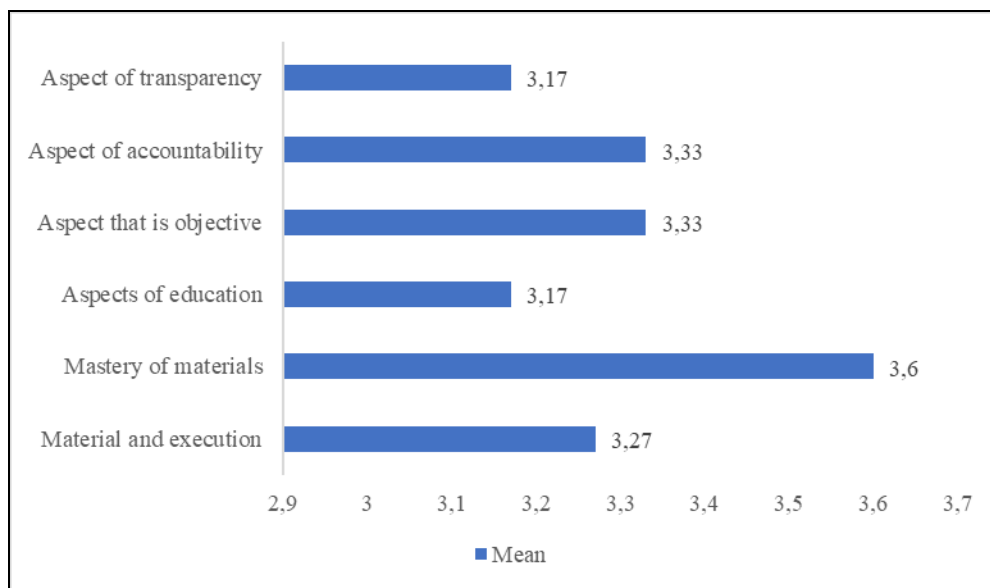


Figure 2. Feedback outcomes

The First Session

This section explains the approach and the development of theoretical concepts related to work behavior for participants (Figure 3). In this section, the speaker explains the background of work behavior, one of which arises as a result of changes. This change includes all types of work organizational culture changes, such as changes in work systems, organizational management, and worker generation. In this case, the organization must understand how its employees behave in order to continue to lead and bring the organization closer to its intended vision and mission.

OB is widely accepted as a concept describing how individuals behave as employees in an organizational setting. Several previous studies have explained and defined organizational behavior in this context (OB). An understanding of OB is required in an organization to achieve and improve efficiency, according to Robbins and Judge, (2018). As a result, organizations must understand and predict employee personalities and behaviors. This concept will also provide a better understanding of how personality, values, perceptions, decisions, attitudes, and motivations influence goal direction, innovation, and organizational change.

To predict individual behavior at work, Wagner and Hollenbeck (2020) divide OB levels into three categories: the individual himself, the group, and the organizational system. In the context of action, the three classifications refer to strategies for explaining, predicting, and controlling individual behavior in organizations. According to Griffin and Moorhead (2011), OB can be classified into three types: individual behavior in organizational settings, the organization itself, and individuals-organizations. This viewpoint also emphasizes the individual's context as a component of the organization's resources and workers. Although there have been numerous approaches to explaining and defining OB, its application in organizations is challenging. This is due to the fact that human behavior in organizations is extremely complex and difficult to understand (Li et al., 2019). As a result, studies like the one published recently (Härtel & O'Connor, 2014) must be used to gain a broader and deeper understanding. This can also be caused by differences in the organization's character and culture. As a result, the OB concept must be modified and redesigned to meet the needs of the organization.

Finding employee motivation in the workplace is one example of how an understanding of OB for organizations is required. It aspires to be able to place the talents of its employees in the appropriate parts and positions. This is critical in order for employees to feel valued and not stressed at work. Job stress, according to Christian et al. (2020), (2021) and Wibowo et al. (2022) can occur in a variety of organizations and jobs within organizations, as well as when organizations change.

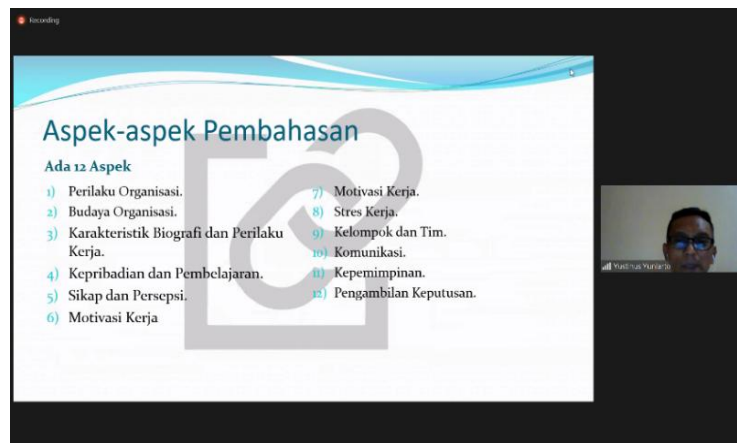


Figure 3. The first material session

The Second Session

During the second session, participants were informed about aspects of work-behavior findings in scientific publications (Figure 4). Case studies of research findings on adaptation and trends in workplace behavior, particularly during the COVID-19 pandemic, are included in the presenters' section. The presenters in this section use Publish or Perish to narrow their search by topic. It also aims to provide more precise results as desired. Participants may also choose a publication from the same time period as the one they are reading now.

The examples used and discussed by Haas et al. (2020) are intriguing because they are so relevant to the current situation. This is due to the prevalence of variables such as experienced impact and government measures in explaining aspects of work behavior and adaptation during the COVID-19 pandemic in Indonesia. Workers adjust their work schedules to work from home during a pandemic, according to the study's findings. Even if there is still work to be done in the office, the workers in the study prefer to go straight home after work, rather than socializing with coworkers or other people.

Another intriguing finding from this study is related to education. This study also explains why students dislike learning from home during a pandemic. This indicates that boredom and stress are forming. Learning that used to be done to provide lessons and experiences in socializing with other people as well as transfer knowledge to students is no longer done. This is why, while the pandemic period initially focused on how difficult it was to get used to using technology to learn, it also focused on developing long-term learning habits at home.

Furthermore, the study's findings suggest that the working trend following the COVID-19 pandemic will allow for more work from home. This is based on the habits and modifications implemented to allow employees to work remotely. However, this concept has another side to it that cannot be applied equally and evenly. Drivers, doctors, nurses, production departments, and other types of work cannot be done entirely remotely in Indonesia, or possibly anywhere in the world.

This is due to the fact that these jobs still require working in public (with customers). Furthermore, the community requires people to work in these fields, so this job must exist in order to stay in front of customers.

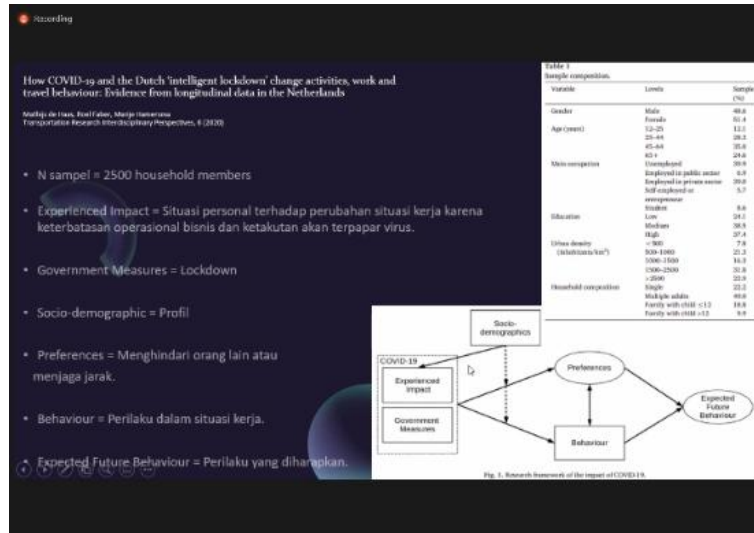


Figure 4. shows the second material session.

The Third Session

In the final session, participants were shown how to look for trend and novelty aspects in adapting work patterns using dimensions, bibliometrics, and VOSviewer. Participants in this session described the stages of the process for obtaining novelty trends through the adaptation of work patterns. The process begins in the first stage with data collection using Dimensions. 500 search results were selected from 128 million results (via some filtering criteria) (Figure 5).

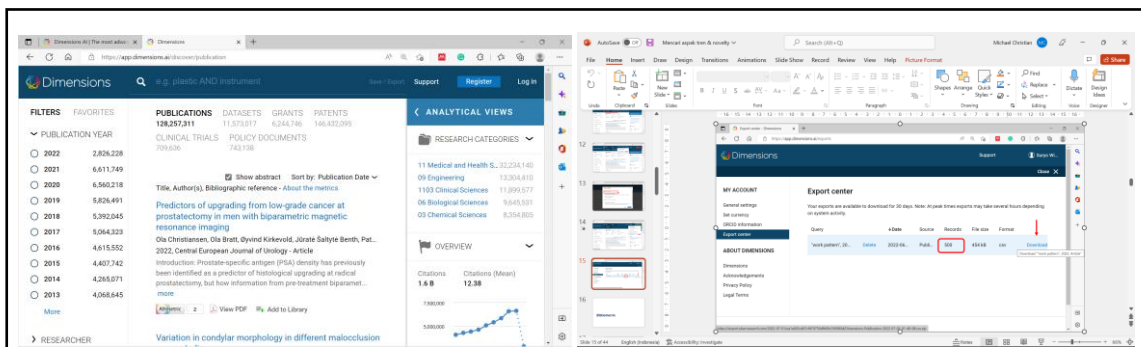


Figure 5. The Search process with Dimensions

Participants were also shown how to use bibliometrics to process the above search results in the following process (Figure 6). This allows for the mapping of the obtained search results. This will also make identifying and comprehending the trend's direction easier for readers or researchers.

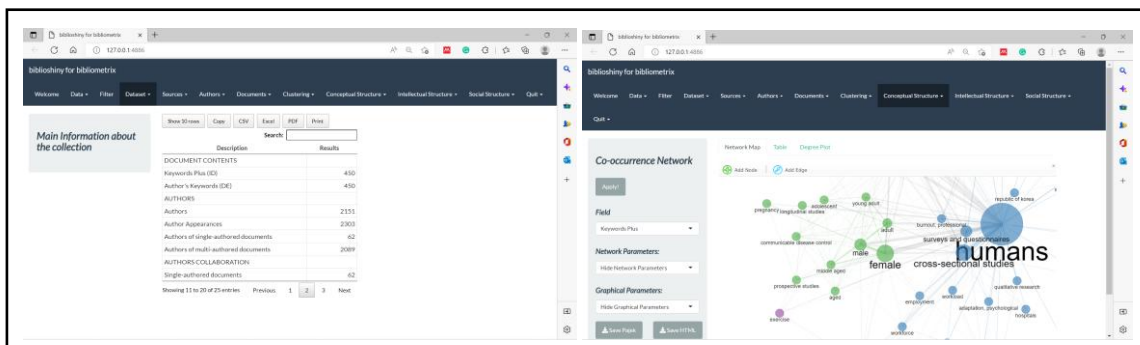


Figure 6. Bibliometric search process-biblioshiny

In the final process or stage, participants were shown how to use VOSviewer (Figure 6). This tool allows you to build and visualize a network based on bibliometric data such as author names, paper titles, journal names, and so on. These findings make it possible to map adaptation trends and work patterns more precisely, in more ways, and in a more visually appealing and thus easier to understand manner.

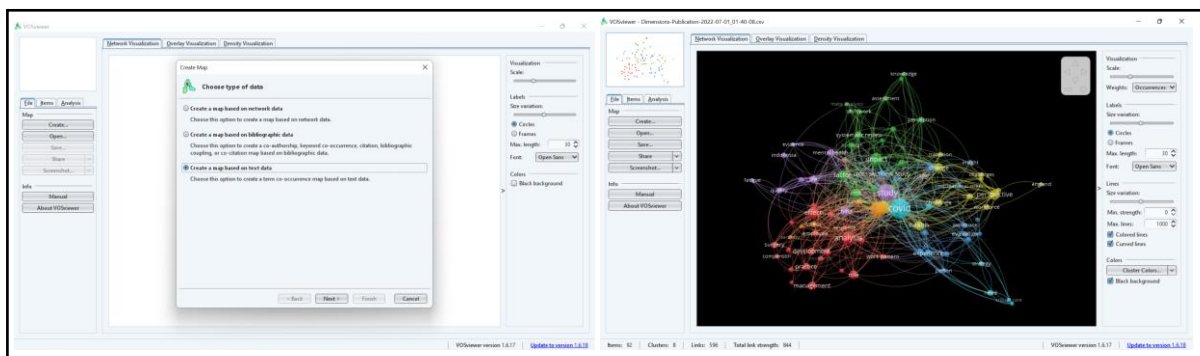


Figure 6. Search process with VOSviewer

Conclusion

There are three stages to this activity. The theoretical presentation of the concept of work behavior is the first stage. This is necessary so that all participants and presenters have the same interpretation of the concept of work behavior. This aims to make it easier for participants to understand the concepts covered in the following stages of this activity. During the second stage, participants were informed about pandemic adaptation trends and work patterns via scientific publications. The examples and discussions provided are pertinent to the situation in Indonesia. The research findings are intriguing in that it is very possible that the trend will shift to working from home (remotely) after the COVID-19 pandemic has passed. This is due to the positive response of workers as a result of their habit of working from home during the pandemic. Furthermore, this increases flexibility and allows for multitasking. In the field of education, however, the students' responses revealed that, in the long run, the students disliked the home learning method. In the third session, participants were shown how to find trends in pattern novelty and work adaptation using dimensions, bibliometrics, and VOSviewer. Using these three mapping visualization tools, participants can obtain more specific and accurate results. Furthermore, the appealing appearance of this result enables participants to grasp the current trend more quickly and easily. Based on the activity feedback, participants thought the presenters had a strong grasp of the material. In addition,

the materials and activities are accountable, objective, and transparent. Other indicators, such as the information provided to participants, were deemed adequate.

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