International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024

Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method

Widya Rahmi[1], Suryarini Widodo[2]
[1,2] Business Information System, Gunadarma University, Depok, Indonesia, Indonesia-16424

Abstract**—** *Covid-19 increasingly spread widely in Indonesia, cases of the highest occurred in the capital city of Jakarta, then from that applied PSBB (Restriction of Social Scale Large) to break the chain of spread of Covid-19 increasingly spread. PSBB are applied in Jakarta generate impact for the companies that exist in Jakarta. Some companies split schedule employees to work from home by turns. To support the performance of employees at home, the company provides several information technology communication media in the form of Ms. Teams and Zoom. The study is intended to perform the analysis of the factors that become obstacles are perceived by employees during the run work from home in the use of technology information, satisfaction of employees in the use of technology information that becomes supporting employees in doing work from home. The method that is used in the writing of this that the methods Unified Theory of Acceptance and Use of Technology (UTAUT). The collection of data using questionnaires were distributed to employees of the head office with a target sample as many as 50 data and then processed by using a scale Likert. Research is using four variables independently are performance expectancy, effort expectancy, social influence, and facilitating condition s, while variable dependent that is used is a behavioral intention. The results of the study found that the performance expectancy and effort expectancy variables had an effect on the use of technology media as a support for work from home, meaning that the benefit factor and the convenience factor had a very important role.*

Keywords**—** *Covid-19 pandemic, work from home, communication media, performance, UTAUT.*

I. INTRODUCTION

The increasingly widespread outbreak of the Covid-19 virus in Indonesia has forced several cities in Indonesia to impose PSBB (Large- Scale Social Restrictions). XYZ Company is one of the companies which affected PSBB, so the company imposed a system of shifting to employees who are at the Head Office.

This shifting system divides employees into three groups, each group only gets an allotment once in three weeks to work from office, in addition to carrying out work from home. As support for employees who do work from home such, the company provides several media technologies of communication that should be used employees in order to continue to be productive despite working from home. Media support that among others, namely Ms. Teams, Ms. Outlook, Whatsapp, Zoom. Media such an application are required to install employees for doing work from home.

With the implementation of work from home and the rules as described above, it is not uncommon for there to be several complaints from employees. Some of the complaints felt by employees include unstable internet network which greatly interferes with productivity, communication between teams that is not optimal, work time limits are not clear.

Based on the problems above, the research is intended to perform the analysis of the factors that become obstacles employee for running a work from home in the use of technology information, the use of the use of technology information that becomes supporting employees in doing work from home. The acceptance analysis of this system will use the Unified Theory of Acceptance and Use of Technology (UTAUT) model. In this research, questionnaires will be distributed to 50 company employees who are in the head office. UTAUT is a model to explain the behavior of users of the technology information based on variables that have been determined (Venkatesh,2003). This study uses four independent variables which include performance expectancy, effort expectancy, social influence, facilitating conditions and one dependent variable, namely behavioral intentions.

II. THEORICAL BASIC

A. Work from Home

The term working distance away the first time appeared in the book The Human Use of Human Beings Cybernetics and Societyoleh Norbert Wiener in the year 1950 using the term telework (Siddharta and Malika, 2016). According to the research of Mungkasa (2001), The International Telework Association and Council ITAC-2 discovered that the working distance away can be done at home, the road, the location of the customer, or the office of a satellite (branch).

B. Covid-19

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by the acute respiratory syndrome coronavirus (SARS-CoV-2). The disease was first identified in December 2019 in Wuhan, the capital of China's Hubei province, and has since spread globally, resulting in the ongoing 201920 coronavirus pandemic. Common symptoms include fever,

Widya Rahmi and Suryarini Widodo, "Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method," *International Research Journal of Advanced Engineering and Science*, Volume 6, Issue 3, pp. 70-77, 2021.

International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024

cough, and shortness of breath. Other symptoms may include muscle pain, phlegm production, diarrhea, sore throat, loss of smell, and abdominal pain. While most cases result in mild symptoms, some progress to viral pneumonia and multi-organ failure (Yuliana, 2020).

C. Zoom and Microsoft Teams

Zoom application and Microsoft Teams is an internetbased communication application. This meeting application is one of the choices for supporting facilities in doing remote work or what is called work from home. Zoom and Microsoft Teams are communication applications using video. The app can be used on a variety of mobile devices, desktops, to phones and space systems (Danin & Aqillah, 2020).

D. UTAUT Model

The Unified Theory of Acceptance and Use of Technology (UTAUT) development model is one of the technology acceptance models that can help evaluate the use of technology. This model was developed by Venkantesh et al. The UTAUT model has four key constructs, namely: performance expectancy, effort expectancy, social influence, and facilitating conditions on behavior intention for technology acceptance (use technology).

III. RESEARCH METHOD

The research stage is the steps taken by the researcher to conduct research from the initial stage to the completion of the research. Stage of research used in this paper can be seen in figure 1 below.

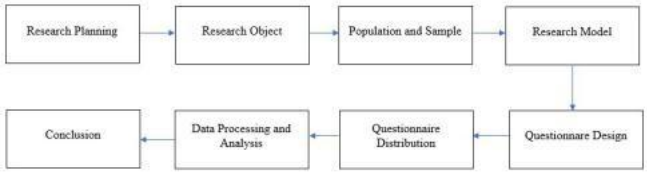


Fig. 1. Research Stage

A. Research Planning

Research planning aims to create a research framework as a plan to conduct research. In this section, the researcher also presents the problems that are being faced and states the objectives to be achieved at the end of the research.

In this study, there are problems that are being faced by

XYZ Company in carrying out environmental adaptation. Company employees are required to take turns working from home or work from home. For this reason, the company provides technology media as a supporting tool that can be used by employees in doing work from home. The technological media used as supporting facilities at XYZ Company are the Zoom meeting application and Microsoft Teams.

It is hoped that with the supporting facilities in the form of the Zoom meeting application and Microsoft Teams, it can help employees in doing their jobs. So that even though employees do not work from the office, their performance is still good. It is also hoped that with the analysis of the use of this technology media can see the response of employees in using the application. If employees think that the application has a positive impact on performance, then the application can be used continuously. On the other hand, if the application has a negative impact on performance, the company can make a decision to look for other alternatives to maintain good employee performance.

This research is a quantitative research using a questionnaire approach. Questionnaires are distributed to predetermined samples and populations. The questionnaire was compiled based on the model used in this study, namely the UTAUT model. The data that has been obtained from the questionnaires were then analyzed using SPSS to achieve the research objectives.

B. Research Object

This study aims to determine the use of information technology supporting facilities in doing work from home in the XYZ Company environment as a reference for companies to make decisions in the future whether the supporting media used are appropriate or not. Objects which this research that XYZ company employees involved in activism everyday use of IT supporting infrastructure in the face of a new adaptation of the system to work remotely or commonly referred to work from home.

C. Population and Sample

The sample of respondents in this study was 50 people, respondents will be separated by gender. Age range of the respondents are from 20-40 year because that age is the age of the majority of the employees of XYZ Company. The research supporting facilities that will be used are *Zoom* and *Microsoft Teams*. The supporting facilities are long-distance communication media that have similar features and uses. Companies use the *Zoom* application to communicate with external parties, while *Microsoft Teams is* used to communicate work with internal parties.

D. Research Model

In this study, researchers used the UTAUT method to determine employee satisfaction with the use of information technology support facilities in doing work from home, researchers used 4 independent variables, namely performance expectancy, effort expectancy, social influence and facilitating conditions and one dependent variable, namely behavioral intentions.

E. Questionnaire Design

The questionnaire is a data collection tool is to obtain a data that is in accordance with the research objectives. Therefore, the content of the questionnaire is in accordance with the research hypothesis because the questionnaire is a form of elaboration of the hypothesis.

F. Questionnaire Distribution

After the design of the questionnaire is complete, the next stage is the distribution of the questionnaire. Questionnaires were distributed to employees of Company XYZ randomly. Questionnaires are distributed through media such as employee WhatsApp groups or employee groups in Microsoft

Widya Rahmi and Suryarini Widodo, "Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method," *International Research Journal of Advanced Engineering and Science*, Volume 6, Issue 3, pp. 70-77, 2021.

Teams. The distribution of this questionnaire is focused only on XYZ Company employees who are in the Head Office.

The distribution of the questionnaires was carried out for approximately 2 weeks. When there are no more responses to the questionnaire that have entered the time span after 2 weeks, then the questionnaire data can then be processed. The questionnaire was responded by 50 employees with various departments including IT Development, IT Quality Assurance, Internal Audit and Marketing Control.

G. Data Processing and Analysis

In this section, it will be explained about the data processing used and analyzing the data that has been processed.

1. Descriptive analysis

Descriptive Statistical Analysis is a collection method to obtain theoretical materials that can be used as a basis for problem assessment. Through this research, the writer studied books and others related to the issues discussed, either directly or indirectly. Descriptive technique that provides information about the data held and does not intend to test hypotheses. This analysis is only used to present and analyze data accompanied by calculations in order to clarify the circumstances or characteristics of the data in question.

2. Scale range analysis

In this study, to analyze the data derived from the survey results derived from the measurement results, namely by using an instrument from the Likert scale. The expected number of samples is 50 samples. The number of alternative answers consists of a score of 1-5.

3. Validity and reality test

Validity and reliability are needed in research. In order to have a research instrument that is reliable, it is necessary to test the validity and reliability of the measuring instrument, in order to obtain representative data.

4. *Normality test*

Normality testing is used to determine the distribution of data in a group of data or variables that are normally distributed or not. Normality test is useful for determining the data that has been collected is normally distributed or taken from a normal population. Based on empirical experience, there are more than 30 data (n>30), it can be assumed that the data is normally distributed.

5. Multicollinearity test

Multi collinearity testing is a test to see whether or not there is a linear relationship between independent variables. Linear regression analysis requires that there is no linear relationship between the independent variables (Ghozali, 2001).

6. Heteroscedasticity test

Heteroscedasticity test is a regression analysis that aims to test the inequality of variance from the residual value of one observation to another observation (Gujarati, 2012).

7. Hypothesis testing results

Hypothesis testing is carried out to determine the effect of all independent variables on the dependent variable by using the F statistical test. Based on the previously obtained equation model that is feasible to use, the next step is to test each regression coefficient that is feasible to be included in the model or none indicates that the regression coefficient affects the value dependent variable or not by using the T-Statistical Test. After conducting a partial test to see the level of significance of each independent variable affecting the dependent variable, then the next step is to analyze the model summary.

IV. Result

A. Characteristics of Research Subjects

The characteristics of the respondents in the study were arranged based on a questionnaire design. The characteristics that will be described in this description are based on gender, age range, last education and domicile.

1. Based on the gender of the respondents, it was dominated by male sex as much as 66%, while for women as much as 34%.
2. Based on the age range showed questionnaire dominated with an age range of 20-25 t ear that is equal to 48%, 26-30 t cope by 32 %, 12% 31-35 years, 36-40 years of 6% and an age range over 40 years of 2% This age is the productive age of employees.
3. Based on the education level of the respondents, 80% of the respondents were nominated by the latest Bachelor's education (S1). This means that the education level of the respondents tends to be high.
4. Based on the respondents who were nominated by respondents who live in the Jakarta area as much as 56%. This means that respondents will not have problems with internet signals.

Statistics of Respondents' Answer Score can be seen in table 1 below.

TABLE 1. Statistics of Respondent's Answer Score

Variable	Maximum	Minimum	Mean	Std. Deviation	Median
Performance Expectancy	20	4	16.88	3.211	12
Effort Expectancy	20	4	16.28	2.928	12
Social Influence	20	6	16.74	2.724	13
Facilitating condition	20	8	16.24	2.939	14
Behaviour Intention	20	4	16.38	3.036	12

Based on the statistical data above, based on the score of responses or answers to questions on the research questionnaire, it can be distinguished between good and bad categorization research subjects for each research variable. Respondents are categorized as good if the answer score is greater than the median, while respondents are not good if the answer score is lower than the median.

B. Validity and Reliability Test Results

The results of the validity test which were applied to 50 employees were distributed randomly. The results of the validity test carried out using the Cronbach's Alpha correlation technique can be seen in table 2 below.

International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024

TABLE 2. Research Variable Validity Test Results

Variable	Question Item	Corrected Item-Total Correlation	Significant Level 5%	Conclusion
Performance expectancy	PE1	0.726	0.284	Valid
	PE2	0.825		
	PE3	0.737		
	PE4	0.833		
Effort expectancy	EE1	0.652	0.284	Valid
	EE2	0.700		
	EE3	0.664		
	EE4	0.735		
Social Influence	SI1	0.716	0.284	Valid
	SI2	0.854		
	SI3	0.491		
	SI4	0.732		
Facilitating conditions	FC1	0.652	0.284	Valid
	FC2	0.530		
	FC3	0.762		
	FC4	0.669		
Behavioral Intention	BI1	0.649	0.284	Valid
	BI2	0.803		
	BI3	0.899		
	BI4	0.878		

Based on table 2 above, Corrected Item-Total Correlation is the reliability value of each question item for each variable. The significant level is obtained from the data value of r table with the value of n obtained from the total number of respondents – 2 = 48, then the value of the significant level is 0.284. For the value of each Corrected Item-Total Correlation obtained from data processing through SPSS. If the reliability value is greater with a significant level, then the question item is considered valid and can be used in subsequent data processing.

The results of the reliability test can be seen in table 3 below.

TABLE 3. Reliability Test Results

Variable	Total Items	Cronbach's Alpha
Performance Expectancy	4	0.900
Effort Expectancy	4	0.846
Social Influence	4	0.850
Facilitating Conditions	4	0.817
Behavioral Intention	4	0.910

Based on table 3 above, the number of items is the number of questions on each variable. An instrument is said to be reliable or reliable if it has a coefficient of reliability is great than 0.6 (Sugiyono, 2016). Based on the Cronbach's Alpha value obtained through data processing using SPSS on each variable in Table 4. 3 which is greater than 0.6, this means that the respondent has stability in providing answers to the questionnaire. it can be seen that the data collected using the instrument is reliable and can be used in further analysis.

C. *Normality Test Results*

Testing the normality assumption is a test to determine the distribution of data in a group of data or variables that are normally distributed or not. The test results of normality can be seen in figure 2 below.

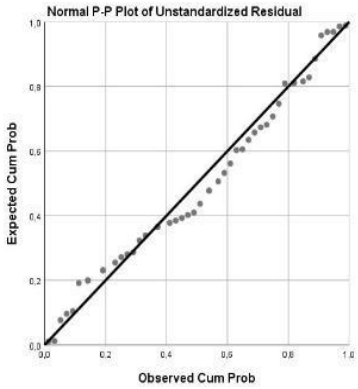


Fig. 2. P-Plot Normal Graph

From the picture above, it can be seen that the graph provides a pattern that the dots spread around the line and follow the diagonal line to form a linear pattern. Testing for normality by statistical analysis of nonparametric Kolmogorov-Smirnov (KS) data is comparing the distribution of data (which will be tested for normality) with the standard normal distribution. This test is also one way to test the data used is normally distributed. Normality Testing with Kolmogorov - Smirnov can be seen in figure 3 below.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		50
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	,38497560
Most Extreme Differences	Absolute	,091
	Positive	,090
	Negative	-,091
Test Statistic		,091
Asymp. Sig. (2-tailed)		,200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Fig. 3. Test Results with Nonparametric Kolmogorov-Smirnov

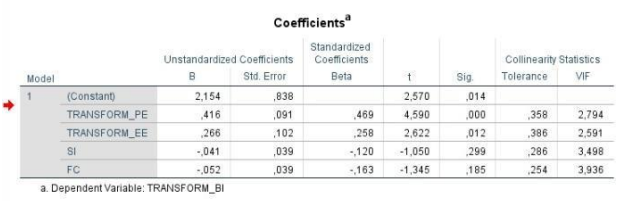
The picture above shows that the residual of the research model has a Kolmogorov-Smirnov value of 0.91 with a significance level of 0.200. The criteria for normality testing are that the data can be declared normally distributed if the significance level is greater than the error level, which is 0.05, then the data is declared to come from a normally distributed population.

D. Multi Collinearity Test

Multi collinearity testing is a test to see whether or not there is a linear relationship between independent variables. Linear regression analysis requires that there is no linear relationship between independent variables. The results of multi-collinearity testing using the SPSS application can be seen in figure 4. below.

Widya Rahmi and Suryarini Widodo, "Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method," *International Research Journal of Advanced Engineering and Science*, Volume 6, Issue 3, pp. 70-77, 2021.

International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024



Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	2,154	,838		2,570	,014		
	TRANSFORM_PE	,416	,091	,469	4,590	,000	,358	2,794
	TRANSFORM_EE	,266	,102	,258	2,622	,012	,386	2,591
	SI	-,041	,039	-,120	-1,050	,299	,286	3,498
	FC	-,052	,039	-,163	-1,345	,185	,254	3,936

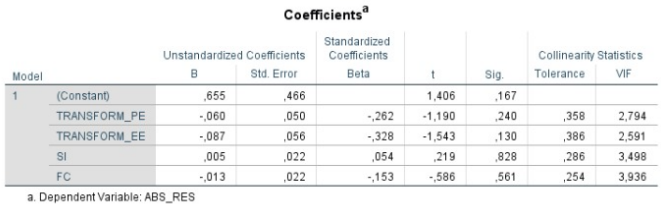
a. Dependent Variable: TRANSFORM_BI

Fig. 4. Multi Collinearity Test Results

Based on the test results above, the calculation results of the Variance Inflation Factor (VIF) show that the *performance expectancy* (PE) variable is 2.794, *effort expectancy* (EE) is 2.591, *social influence* (SI) is 3.498 and *facilitating condition* s is 3.936. Based on the decision guideline, the VIF value in the multicollinearity test, ie. if the VIF value is < 10, then there is no multicollinearity in the regression model and vice versa if the VIF value is > 10, then there is multicollinearity in the regression model. All these variables have a VIF value greater than 10, so this means that in this study there is no multicollinearity. For the tolerance value of the *performance expectancy* (PE) variable of 0.358, *effort expectancy* (EE) of 0.386, *social influence* (SI) of 0.286 and *facilitating conditions* s (FC) of 0.254. Based on the decision guidelines for the Tolerance Value on the multicollinearity test, that is, if the Tolerance value is > 0.10, then there is no multicollinearity in the regression model and vice versa if the Tolerance value is < 0.10, then there is multicollinearity in the regression model. All of these variables have a tolerance value greater than 0.10 which means that there is no multicollinearity.

E. Heteroscedasticity Test

Heteroscedasticity testing is a regression analysis that aims to test the regression model where there is an inequality of variation from the residual value of one observation to another observation. The results of the heteroscedasticity test can be seen in Figure 5 below.



Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	,655	,466		1,406	,167		
	TRANSFORM_PE	-,060	,050	-,262	-1,190	,240	,358	2,794
	TRANSFORM_EE	-,087	,056	-,328	-1,543	,130	,386	2,591
	SI	,005	,022	,054	,219	,828	,286	3,498
	FC	-,013	,022	-,153	-,586	,561	,254	3,936

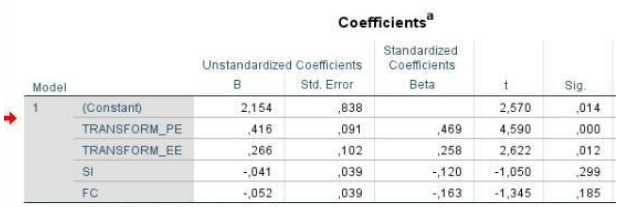
a. Dependent Variable: ABS_RES

Fig. 5. Heteroscedasticity Test Results

Based on the test results above, it can be seen that the significant value for all variables is greater than 0.05 so that it can be concluded that there is no heteroscedasticity for this study.

F. Multiple Regression Analysis Results

Multiple linear analysis is a linear relationship between two or more independent variables. The results of multiple regression analysis can be seen in figure 6 below.



Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	2,154	,838		2,570	,014
	TRANSFORM_PE	,416	,091	,469	4,590	,000
	TRANSFORM_EE	,266	,102	,258	2,622	,012
	SI	-,041	,039	-,120	-1,050	,299
	FC	-,052	,039	-,163	-1,345	,185

a. Dependent Variable: TRANSFORM_BI

Fig. 6. Results Analysis Multiple Regression

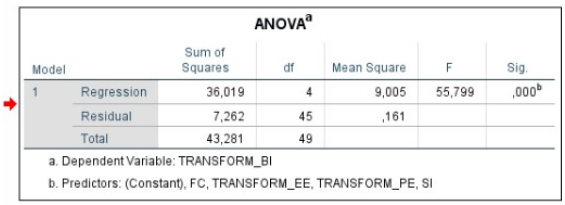
Based on the picture above, the constant value is 2.154, the PE coefficient value is 0.416 with a significance of 0.00035, the EE coefficient value is 0.266 with a significance of 0.012, the SI coefficient value is -0.041 with a significant 0.299 and the FC coefficient is -0.052 with a significant 0.185. Thus, the regression equation can be written as follows:

$$Y = 2.154+0.416X1+0.\ 266\ X2-0.041X3-0.052X4$$

Based on the results of the multiple regression analysis above, it can be concluded that the variable performance expectancy(X1), Effort expectancy(X2) can have a positive impact on this study, while for the variables social influence(X3), and facilitating conditions(X4) have a negative impact. or no effect in this study.

G. Model Accuracy Test (F Statistical Test)

The regression equation was tested for significance by looking at the F value and its significance. Based on the multiple regression analysis in the ANOVA table, the F value is 55,799 with a sig of 0.000. So, this model is suitable if the significant level produced in the test is smaller than the error level used, namely 5% or 0.05. The test results can be seen in figure 7 below.



ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	36,019	4	9,005	55,799	,000[b]
	Residual	7,262	45	,161		
	Total	43,281	49			

a. Dependent Variable: TRANSFORM_BI

b. Predictors: (Constant), FC, TRANSFORM_EE, TRANSFORM_PE, SI

Fig. 7. Model Accuracy Test Results

Based on Figure 7 above, the sig value is smaller than the error level of 5% or 0.05, then H0 is rejected and H1 is accepted, which means that at least there are independent variables that affect the dependent variable or the regression equation can be used. It also states that the influence between performance expectancy, effort expectancy, social influence, and facilitation conditions on Behavioral Intention is acceptable.

H. Partial Hypothesis Testing (T Statistical Test)

Based on the previously obtained equation model that is feasible to use, the next step is to test each regression coefficient that is feasible to be included in the model or not, indicating that the regression coefficient affects the value of the dependent variable or not. The regression coefficient can be seen in figure 8 below.

Widya Rahmi and Suryarini Widodo, "Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method," *International Research Journal of Advanced Engineering and Science*, Volume 6, Issue 3, pp. 70-77, 2021.

International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	2,154	,838		2,570	,014
	TRANSFORM_PE	,416	,091	,469	4,590	,000
	TRANSFORM_EE	,266	,102	,258	2,622	,012
	SI	-,041	,039	-,120	-1,050	,299
	FC	-,052	,039	-,163	-1,345	,185

a. Dependent Variable: TRANSFORM_BI

Fig. 8. Regression Coefficient

Based on Figure 8 above, the partial test to see the significance of each independent variable has an effect on the dependent variable.

1. The significant value of the performance expectancy variable is 0.000 which is smaller than the value of = 0.05. This means that performance expectancy affects the use of technology media when working from home. These results state that hypothesis 1 formulated in this study can be accepted.
2. The significant value of the effort expectancy variable is 0.012, which is smaller than the value of = 0.05. This means that effort expectancy affects the use of technology media when working from home. These results state that hypothesis 2 formulated in this study can be accepted.
3. The significant value of the social influence variable is 0.299, which is greater than the value of = 0.05. This means that social influence does not affect the use of technology media when working from home. These results state that hypothesis 3 formulated in this study is rejected.
4. The significant value of the facilitating conditions variable is 0.185, which is greater than the value of = 0.05. This means that facilitating conditions have no effect on the use of technology media when working from home. These results state that hypothesis 4 formulated in this study is rejected.

I. Analysis Model Summary

After doing a partial test to see the level of signicance of each independent variable has an effect on the dependent variable. A summary model analysis is shown in figure 9 below.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,912[a]	,832	,817	,40172

a. Predictors: (Constant), FC, TRANSFORM_EE, TRANSFORM_PE, SI

b. Dependent Variable: TRANSFORM_BI

Fig. 9. Model Summary

Based on the picture above, the value of R is the relationship between the independent variable and the dependent variable. The value of the coefficient of determination (R Square) is a value to find out how much quality the multiple regression model formed is 0.832. This value shows information that about 83% of the value of the magnitude of behavioral intention can be explained by data on factors of performance expectancy, effort expectancy, social influence, and facilitating conditions. While the remaining 27% of information regarding the magnitude of behavioral intention cannot be explained by the variable.

J. Testing Gender and Age Differences in the Research Model

The UTAUT model also has moderating variables, namely gender, age, experience, and voluntariness (Venkatesh, 2003). According to Venkatesh et al (2003), that there is a link that can strengthen or weaken the relationship between the dependent variable and the independent variable. The moderator variable is the connecting variable between the dependent variable and the independent variable. The UTAUT model used in this study has moderator variables in the form of gender and age, because based on the questionnaire and the characteristics of the respondents it only fulfills these two indicators. Here are the test results for gender.

		N	Mean
PE	1	33	16,82
	2	17	17,00
	Total	50	16,88
EE	1	33	16,33
	2	17	16,18
	Total	50	16,28
SI	1	33	16,70
	2	17	16,82
	Total	50	16,74
FC	1	33	16,30
	2	17	16,12
	Total	50	16,24
BI	1	33	16,39
	2	17	16,35
	Total	50	16,38

Fig. 10. Descriptive Analysis by Gender

Based on figure 10 above, 1 means male and 2 means female. It can also be seen the average difference between variables based on gender. N is the number of respondents who fill in the gender of male or female. Mean means the average number of respondents who fill in the gender of male or female.

Descriptive analysis by gender can be seen in table 4 below.

TABLE 4. Testing of Differences in Scores by Gender

Statistic	PE	EE	SI	FC	BI
df	1	1	1	1	1
Significant Level	0.852	0.860	0.878	0.835	0.964

Based on table 4 above, it can be seen the difference in scores on each variable. The value of the degree of freedom (df) is obtained from the total choice of items for the gender question minus 1. The choice items for the gender question are male and female, so the total is 2 minus 1 so that the df value is 1. The table above shows the acquisition of a significant level for each the variable is greater than the error level, which is 5% or 0.05 for each gender. So based on the data above, there are no significant differences for users of technology media during work from home based on gender. Furthermore, the descriptive analysis based on age can be seen in figure 11 below.

Widya Rahmi and Suryarini Widodo, "Analysis of the Use of Information Technology Media as a Supporting Facilities of Work from Home during the Covid-19 Pandemic for Employees of XYZ Company Using the UTAUT Method," *International Research Journal of Advanced Engineering and Science*, Volume 6, Issue 3, pp. 70-77, 2021.

International Research Journal of Advanced Engineering and Science
ISSN (Online): 2455-9024

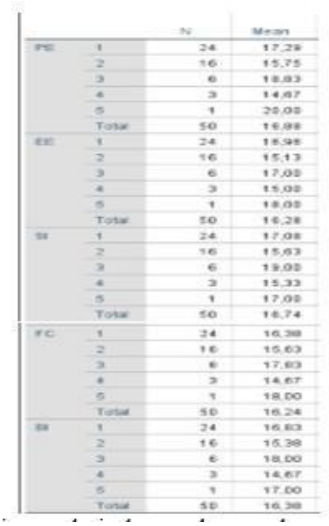


Fig. 11. Descriptive Analysis by Age

N is the number of respondents who fill a certain age range and Mean is the average value of respondents in filling a certain age range. Testing the difference in answer scores based on age can be seen in table 5 below.

TABLE 5. Testing of Differences in Scores Based on Age

Statistic	PE	EE	SI	FC	BI
df	4	4	4	4	4
Significant Level	0.133	0.286	0.085	0.456	0.293

Table 5 above shows the acquisition of a significant level of each variable greater than the error level, which is 5% or 0.05 for each age range. So based on the data above, there is no significant difference for technology media users during work from home based on age range.

K. Discussion

Based on the regression test, all hypotheses have been put forward and have been tested. The following is a description of the discussion of the results of the hypothesis testing:

1. *Influence Performance expectancy, Effort expectancy, Social Influence, and Facilitating condition s of the Behavioral intentions in the Use of Media Technology for Work from home*

Based on test results, a significant influence on the factors of performance expectancy, effort expectancy, social influence, and facilitating conditions on behavioral intentions in the use of media technology for work from home. This effect is obtained at 0.912 as the acquisition of the R value in Figure 9. Summary models. From R Square obtained a value of 0.832 which means that the independent variable is very influential on the dependent variable by 83%, while the remaining 27% is influenced by other factors outside this research.

2. *Effect of Performance expectancy on Behavioral Intention in the Use of Media Technology during Work from home*

In this study, the significant value of the Performance expectancy variable was 0.000, which was smaller than the value of = 0.05 based on Figure 6. Results of Multiple Regression Analysis. This means that Performance expectancy affects the use of technology media when working from home. These results state that hypothesis 1 formulated in this study can be accepted. Performance expectancy is related to perceived usefulness, extrinsic motivation, job suitability, relative benefits and outcome expectations.

Performance expectancy for employees is believed to provide benefits in the use of technology media during the work from home period. So, it can be concluded that using this technology in doing remote work provides more benefits, is effective and remains productive even though you are outside the office.

3. *Effect of Effort Expectancy on Behavioral Intention in Using Technology Media during Work from Home*

In this study, the significant value of the Effort expectancy variable was 0.012, which was smaller than the value of = 0.05 based on Figure 6. Results of Multiple Regression Analysis. This means that Effort expectancy affects the use of technology media when working from home. These results state that hypothesis 2 formulated in this study can be accepted.

This shows that Effort expectancy provides a factor of convenience in using technology media during work from home so that it can reduce employee energy and time in doing work. When employees work from home, by utilizing technology media, the employee can still connect with colleagues wherever and whenever so that working from home does not become an excuse to be unproductive.

4. *The Influence of Social Influence on Behavioral Intention in Using Technology Media during Work from Home*

In this study, the significant value of the social influence variable was 0.299, which was greater than the value of = 0.05 based on Figure 6. Results of Multiple Regression Analysis. This means that social influence does not affect the use of technology media when working from home. These results state that hypothesis 3 formulated in this study is rejected.

Social influence is believed not to contribute in carrying out work activities for employees who work from home. Social influence for employees does not provide a level of confidence that the use of technology media is influenced by the surrounding environment.

5. *The Effect of Facilitating Conditions on Behavioral Intention in Using Technology Media during Work from Home*

In this study, the significant value of the facilitating condition s variable was 0.185, which was greater than the value of = 0.05 based on Figure 6. Results of Multiple

Regression Analysis. This means facilitating condition s does not affect the use of current technology media work from home. These results state that hypothesis 4 formulated in this study is rejected.

Facilities for employees do not have a significant influence in doing work from home using technology media. This reason could be because employees have received abovestandard facilities to work from home so that when working remotely employees do not have problems or complaints. And because most of the respondents who filled out the questionnaire are domiciled in Jakarta, the possibility of signal interference will be minimal. And the age range of

respondents who fill out the questionnaire is also a productive age so it doesn't really affect the condition of the facilities.

V. Other Recommendations

A. Conclusion

Based on the above, conclusions can be drawn in the form of the results of the analysis, namely:

1. The implementation of work from home has an impact on employee performance. Performance will remain good if it is supported by adequate supporting facilities.
2. Media technology in the form of Zoom and Microsoft Teams has a good enough impact to support employee performance while doing work from home or work from home.
3. Employee characteristics of the UTAUT model, namely:
   a. Factor performance expectancy affect the interests of media use technology to do work from home by employees. With the technology media in the form of Zoom and Microsoft Teams, it can help employees to stay productive at work even when they are not in the office.
   b. Factor effort expectancy effect against the interest of the use of media technology to do work from home by employees. With the media technology such as zooming and microsoft teams this can help employe es to be able to work with much better though was not to be in theoffice, facilitate communication among fellow co- working, so that if there is the issue/problem can be solved with immediately.
   c. Factor of social influence that perception of people that other people have influence in the use of technology is not too influential to the interests of employees in the use of media technology to do work from home.
   d. Factor facilitating conditions that is the perception of individuals against the provision of facilities such as the stability of the Internet network is not too influential to the interests of employees in the use of media technology to do work from home.

B. Suggestion

For further development, suggestions that can be input to the company and input for similar research in the future, include:

1. Further research can also be carried out with other information system acceptance methods such as Technology Acceptance Model (TAM), Partial Least Square (PLS), Balanced Scored, Unified Theory of Acceptance and Use of Technology version 2 (UTAUT2) which can add research insights.
2. Selection of different and more diverse information technology media, so that employees can choose the best media to support performance during work from home.
3. In the future, the concept of this research can also be considered at branch offices using a larger sample because it serves as the front line in getting prospective customers.

References

[1] Damodar Gujarati. 2012. “Dasar-dasar Ekonometrika (Terjemahan)”. Jakarta: Penerbit Salemba.
[2] Danin Haqien and Aqillah Afiifadiyah Rahman. 2020. “Pemanfaatan *Zoom* Meeting untuk Proses Pembelajaran pada Masa Pandemi Covid-19”. SAP Journal Vol. 5, No. 1, p. 5156. Unindra University. Jakarta.
[3] Imam Ghozali. 2005. “Aplikasi Analisis Multivariate dengan SPSS”. Semarang: Badan Penerbit Universitas Diponegoro.
[4] Siddharta and Malika, Chaitra Sai. 2016. "Telecommuting and Its Effects in Urban Planning". International Journal of Engineering Research & Technology. Vol. 5. No. 10. p. 448453.
[5] Sugiyono. 2016. “Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif dan R&D”. Bandung: Alfabeta.
[6] Venkatesh, V., Morris, M.G., Davis, G. B., and Davis, F. D. 2003. “User Accepptance of Information Technology : Toward a Unified View ”. Management Information Systems Quarterly. Vol. 27. No.3. p. 425-478.
[7] Yuliana. 2020. “Corona Virus Disease (Covid-19)”. Wellness and Healthy Magazine. Vol. 2. No. 1. p. 187-192.