

## **ABSTRAK**

*Corona Virus Disease 2019* (Covid-19) menjadi pandemi global yang menyebabkan perubahan pada berbagai aspek kehidupan. Pada bulan Maret 2020, pemerintah mengambil langkah memberlakukan kebijakan Pembatasan Sosial Berskala Besar (PSBB) yang mengakibatkan sejumlah perusahaan menerapkan sistem *work from home* (WFH). Namun kini pemerintah pusat telah mengurangi PSBB dan menerapkan era *new normal* dan karyawan telah kembali *work from office* (WFO). Penelitian ini dilakukan dengan tujuan untuk menganalisis kinerja karyawan di PT Health Wealth International di masa pandemi covid-19 yang menjalankan WFH dan WFO di era *new normal*. Penelitian ini menggunakan metode analisis deskriptif dengan pendekatan kualitatif, adapun narasumber yang diwawancarai berjumlah 7 (tujuh) orang staf. Hasil penelitian menunjukkan bahwa terdapat dua faktor yang berpengaruh dalam kinerja karyawan. Yang pertama faktor pengetahuan, faktor pengetahuan adalah faktor yang membantu karyawan dalam mendukung perubahan situasi kerja. Yang kedua faktor kuantitas dan kualitas pekerjaan yang mengalami perubahan namun dapat diatasi dengan kemampuan karyawan, kemampuan dari karyawan telah sesuai dengan bidang dan penilaian kriteria kerja yang dibutuhkan perusahaan. Kinerja karyawan selama menghadapi pandemi covid-19 dinilai baik dilihat dari faktor kuantitas dan kualitas, kemampuan dan pengetahuannya.

## **ABSTRACT**

*Corona Virus Disease 2019 (Covid-19) became a global pandemic that caused changes in various aspects of life. In March 2020, the government took steps to impose a Large-Scale Social Restrictions policy which resulted in a number of companies implementing a work from home (WFH) system. But now central government has eased the Large-Scale Social Restrictions and implemented a new normal era and employees have returned to work from office (WFO). This study was conducted with the aim of analysing the performance of employees at PT Health Wealth International during the covid-19 pandemic who ran work from home (WFH) and work from office (WFO) in the new normal era. This research uses a descriptive analysis method with a qualitative approach, while the interviewees were 7 (seven) staff members. The results showed that there are two factors that influence employee performance. The first is the knowledge factor, the knowledge factor is the factor that help the employee in supporting the change of the work situation. The second factor is the quantity and quality of work that has changed but can be overcome by the ability of employees, the ability of employees is in accordance with the field and assessment of work criteria needed by the company. The performance of employees during the covid-19 pandemic is considered good in terms of quantity and quality, ability and knowledge.*