REVIEW ARTICLE

COMPARISON OF INTERGENERATIONAL EMPLOYEE PROFESSIONALISM AT THE FACULTY OF VOCATIONAL STUDIES UNIVERSITAS AIRLANGGA DURING PANDEMIC COVID-19

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ARTICLE DETAILS

ABSTRACT

The Covid-19 Pandemic that has suffer Indonesia since 2020 has had a significant impact on various corporate and Industrial Sectors. One of them is the education sector. Faculty of vocational as one of the Youngest Faculty at Universitas Airlangga is also affected by this Pandemic. Problems related to professionalism at work during the Covid-19 Pandemic began to emerge. To find out the comparison of Intergenerational Employee Professionalism at the vocational faculty of Airlangga University in the Covid-19 Pandemic situation. Based on the Problems Studied, the method used in this study is a descriptive method with a qualitative approach. From a total of 113 employees of the faculty of vocational studies, Universitas Airlangga, researchers took 3 samples from each generation randomly. The research was conducted by interview method using zoom meeting. The results of this study indicate that: the baby boomers prefer to work offline because they are unable to provide maximum performance for their work. This is due to the inability to master the internet of things, computer equipment, and not being able to follow the service system that has been changed to completely online. On the other hand, millennials prefer online work models. This is due to the ability to master the internet of things and more computer equipment which makes this generation much easier and more adaptive to the service system that is converted to online. So it can be concluded that the Covid-19 Pandemic situation has an impact on intergenerational professionalism especially in faculty of Vocational Studies Universitas Airlangga. The limitation in this study is a research on the comparison of professionalism between generations at the faculty of Vocational Studies Universitas Airlangga which was conducted during the Covid-19 Pandemic. The research was conducted during a crisis period, namely the Covid-19 Pandemic. During this difficult time it would be significant to see a comparison of professionalism between generations compared to normal situations.

KEYWORDS

Professionalism, Baby Boomers, Millenial, Pandemic Covid-19

1. INTRODUCTION

The Faculty of Vocational Studies at Universitas Airlangga is the 14th faculty at Universitas Airlangga based on the Statute of Universitas Airlangga stipulated by Government Regulation Number 30 of 2014 On May 14, 2014. This was confirmed by the Decree of the Chancellor of Universitas Airlangga Number 1539/UN3/2014 concerning Adjustment of Designation of Vocational Schools as Faculty of Vocational and Vocational Faculty Flag Determination on June 4, 2014. As a young faculty, the Vocational Faculty has the majority of millennial education staff (Tendik) as shown in the table based on the year of birth which is grouped according to the Strauss-Howe generation theory (1991):

Based on table 1, it appears that the majority of the Vocational Faculty employees belong to the Millennial Generation group. The second place is the Generation X group, followed by the last one is the Baby Boomers group. The composition as shown in table 1 certainly has its own impact on the dynamics of the organization. During the Covid-19 pandemic, one of the most impactful aspects is the attitude of professionalism at work. The attitude of professionalism is one of the keys to the success of a

company / agency. Professionalism develops in accordance with the progress of modern society which demands specialization in an increasingly complex society. The measure of professionalism is competence, efficiency and responsibility. So that professionalism is reliability in carrying out tasks so that they are carried out with high quality, fast, careful time, and with procedures that are easy to understand.

Along with the rapid development in the field of science and technology, types of communication such as telephone, mobile phone, internet, radio, television, and mass media as products of advanced technology have changed the world from impossible to possible. In other words, this era of globalization is experiencing a shift and mutual influence between cultural values that cannot be avoided (Harefa, 2004). Gidden defines globalization as a rapid development in the field of communication, transformation and information technology that can bring even the most remote and remote parts of the world within an easily accessible reach (Yesy, 2015). Globalization requires employees to work quickly and efficiently following the development of an increasingly modern era. Employees are also required to be able to adapt quickly along with technological developments.

Table 1: Employee Data of Faculty of Vocational Studies				
Status	**Generation**			**Total**
	Baby Boomers	**X**	**Millenial**	
PNS	0 Org (0%)	9 Org (90%)	1 Org (10%)	10
Tetap PNS	5 Org (9,8%)	40 Org (78,4%)	6 Org (11,8%)	51
Tetap Non PNS	0 Org (0%)	2 Org (10,5%)	17 Org (89,5%)	19
Tidak Tetap	0 Org (0 %)	3 Org (9,1%)	30 Org (90,9%)	33
Total	5	54	54	

Source: Staffing of Faculty of Vocational Studeis 2020

Table 2: Classification of Generation					
Sumber	Label				
Tapscott (1998)	-	Baby Boom Generation (1946-1964)	Generation X (1965 – 1975)	Digital Generation (1976-2000)	-
Howe & Strauss (2000)	Silent Generation (1925 – 1943)	Boom Generation (1943 – 1960)	13TH Generation (1961-1981)	Millenial Generation (1982-2000)	-
Zemke et al (2000)	Traditionalist (1900-1945)	Baby Boomers (1946-1964)	Generation Xers (1965-1980)	Nexters (1980-1999)	-
Lancaster & Stillman (2002)	Traditionalist (1900-1945)	Baby Boomers (1946 -1964)	Generation X (1965-1977)	Generation Y (1981-1999)	-
Martin & Tulgan (2002)	Silent Generation (1925 -1942)	Baby Boomers (1946-1964)	Generation X (1965 – 1977)	Millenials (1978-2000)	-
Oblinger & Oblinger (2005)	Matures (<1946)	Baby Booomers (1947 – 1964)	Generation Xers (1965-1980)	Gen-Y/NetGen (1981-1995)	Post Millenials (1995-present)

2. LITERATURE REVIEW

2.1 Generation

In recent years the definition of generation has developed, one of which is the definition according to a study which says that a generation is a group of individuals who identify their group based on the similarity of year of birth, age, location, and events in the life of the individual group that have a significant influence in their growth phase (Nafiah, 2008). From these several definitions, the theory of generational differences was popularized (Derbi and Ruspendi, 2015). Derbi and Ruspendi divides generations based on the similarity of the time span of birth and the similarity of historical events (Derbi and Ruspendi, 2015). The division of generations has also been put forward by many other researchers with different labels, but in general they have the same meaning. For example, according to Martin & Tulgan Generation Y is the generation born around 1978, while according to Howe & Strauss generation Y is the generation born in 1982, this happens because of the different schemes used to classify generations (Saefullah, 2005). This is because the researchers come from different countries. Some opinions about generation differences can be seen in the following table:

William Strauss and Neil Howe are historians who explore the history of the United States in depth, and explain the types of generations and circumstances in American history. Although the theory is based on American history, LifeCourse Associates (a consulting institution founded by Strauss and Howe) developed this theory by studying trends from various countries and finding almost the same cycles (Septiani and Gede, 2014). Generation theory explains the characteristics of generational groups. The generation groups include Baby Boomers, Generation X, Generation Y, and Generation Z. The grouping of these generations is based on the grouping based on the year of birth. This is important because each generation has different characteristics from one another.

2.2 Professionalism

Today, the attitude of professionalism at work is one of the key factors for the success of a company / agency. Professionalism is a pillar that will place the bureaucracy as an effective machine for the government and as a parameter of the apparatus' ability to work well. Professionalism develops in accordance with the progress of modern society which demands specialization in an increasingly complex society. The measure of professionalism is competence, efficiency and responsibility. So that professionalism is reliability in carrying out tasks so that they are carried out with high quality, fast, careful time, and with procedures that are easy to understand.

Professionalism is an understanding that aspires to carry out certain work activities in the community, armed with high expertise and based on a sense of calling and a pledge (fateri/profitery) to accept the call with a spirit of devotion, always ready to provide help to others who are afflicted with difficulties in the midst of the darkness of life (Oemer, 2000). While the Big Indonesian Dictionary, the term professionalization is found as follows: Profession is a field of work based on education and expertise, skills, vocational and so on. Professionals are (1) related to the profession, (2) require special skills to run it and (3) require payment to do so. "Professionalization is the process of making an organizational body become professional" (Moeliono, 1). Agus Setiono says that for the professionalism of the apparatus, there are at least two values that must be developed, namely (Soetopo, 2010):

1. Duties and roles must always aim to serve the public interest.

2. The professionalism of the apparatus must be based on rational education and specialization.

According professionalism shows work results that are in accordance with technical or ethical standards of a profession (Lekatompessy, 2003). Work activities are commonly associated with income in the form of money. To create a level of professionalism in carrying out the mission of the institution, the basic requirements are the availability of reliable human resources, well-programmed work, and time available to carry out the program as well as the existence of adequate financial support and adequate facilities and supporting facilities)

2.3 Intergenerational Conflict in an Organization

As one of the young faculties at Airlangga University, the Vocational Faculty has the majority of employees of the Millennial generation as shown in Table 1. Of course, this causes a number of conflicts that occur within the internal sphere. Conflict is a gap or discrepancy between various parties in an organization and other organizations, between various fields within an organization, as well as among members within a certain part of the organization (Saefullah, 2005). There are stated two opinions regarding the conflict, namely as follows:

- Conflict is a process by which A's efforts to compensate for B's efforts are hindered by causing B to be frustrated in achieving his goals or increasing his desires.

- Conflict as a condition that is perceived as existing between one party, where one or more parties feel there is a mismatch of goals and opportunities to interfere with the efforts of achieving the goals of the other party.

Types of conflict can be divided or distinguished in several perspectives, including:

- Intra-individual conflict

Conflicts faced or experienced by individuals with themselves because of role pressures and expectations from outside that are different from their wishes or expectations.

- Conflict between individuals

Conflicts that occur between individuals who are in one group or between individuals who are in different groups.

- Conflict between groups

Collective conflict between one group and another.

- Organizational conflict

Conflicts that occur between organizational units that can be structural and functional (Umar Nimran 1997)

2.4 Impact of Conflict on Organizations

Some of the effects of conflict on the organization, among others (Saefullah, 2005):

- Conflict can lead to weak work groups and various jobs in the organization or company will be neglected.

- Conflict can lead to personal problems between individuals in the organization. If the conflict has led to personal problems, then it is rather difficult for the company to be professional and distinguish between organizational and personal matters, but what is clear is that organizational performance will be disrupted.

- Conflict has a positive impact when managers or leaders can manage conflict into healthy competition between individuals, so that organizational performance may actually be improved.' However, the prerequisite for conflict to have a positive impact is the strong role of leaders and managers in the organization.

- Conflicts cause various issues that are not directly related to the organization's goals to emerge, so it is very possible to waste time, money, and various other resources.

3. METHODOLOGY

This research is a descriptive study using a qualitative approach. This research was conducted at Faculty of Vocational Studies, one of the youngest faculty at Universitas Airlangga. Sources of data studied in the form of informants. In this case, the informants consist of 1 millennial employee, 1 baby boomers' employee and 1 X employee. Data collection is done by interview method by using zoom meeting. So that every information extracted from the interview can be recorded properly and completely, the researcher uses a recording device in the form of field notes, digital voice recorders and cameras to help provide complete data. The sampling technique used in this study is purposive sampling. In this case, the research sample was taken based on certain goals or purposes, namely those specifically for millennial employees. The data analysis technique used in this study is the interactive model of analysis proposed (Triyan, 2020). The interactive analysis technique has three main components, namely data reduction, data display, and conclusion drawing. Data Reduction is a process of selecting, focusing, simplifying, and abstracting the rough data in the field notes.

Data from the field in the form of interviews or secondary data summaries which are then reduced and selected things that stand out. By doing data reduction, researchers will obtain accurate data, because researchers can check whether there are research data that are the same as those obtained previously, so as to avoid overlapping. The presentation of data is an assembly of information organization in the form of classification or categorization that allows the drawing of research conclusions to be carried out. In this case the display includes the results or explanation of the research. Conclusion Drawing is an organization of data that has been collected so that a final conclusion can be drawn. In the beginning of data collection, the researcher tries to understand regularities, patterns, statements, configurations, causal directions and propositions. Researchers are open and skeptical. Final conclusions can only be made when the entire data collection process ends.

4. RESULT AND DISCUSSION

From the research that has been done, it is known that 3 employees from 3 different generations as respondents have different responses regarding professionalism at work during the Covid-19 pandemic.

No.	Name	Unit	Gen
	Table 3: Interview respondent of employee data		
1	Pak Krisno Jumono	Kasubbag Akademik	Baby Boomers
2	Ibu Yeni Sulistyowati	Pelaksana Administrasi Akademik	X
3	Rio Meka Rizki	Petugas Jurnal	Milenial

Through the results of the interview, it can be seen that the first respondent had significant difficulties while working in this pandemic era. Those who are familiar with hard files are required to be able to adapt quickly to Soft Files. The first difficulty experienced by the first respondent was the difficulty in operating online systems which had been rarely touched. For example, namely Google Drive and Zoom, he is not very familiar with the working system of Google Drive and Zoom. Therefore, he inevitably came to campus to directly check documents, correspondence and so on manually. Then, according to the second respondent, they did not find significant difficulties in working during this pandemic period. This is also supported by the necessity of his children who go to school to use Zoom Meetings and the use of Google Drive as a place to collect school assignments. Thus, he can learn to understand the system and how it works from working online. Meanwhile, based on the results of interviews with third respondents, it was found that working in this pandemic era is not a surprising thing. This third respondent said that he had mastered the online work system, such as Zoom Meeting and Google Drive. Based on the interviews that have been conducted, it can be seen that the development of knowledge is still needed, especially the use of online systems, as we have experienced in this 4.0 era. Everything can be easily accessed, without the need to bother coming to a particular location or destination.

Behind the many advantages of Work from Home, here are some of the obstacles experienced by employees:

- Hard to Monitor each Employee

Monitoring workers when working from home is more difficult than working in the office directly. If your company already has a good system to monitor every worker and is not too rigid in terms of regulations, then this is not a big problem

- Work motivation can be lost

Work motivation can be lost because the atmosphere is very different from working in the office. Moreover, there are more temptations at home and there is no supervision from the direct supervisor, thus making work motivation disappear over time. One of the signs with work that is always late from the deadline that has been determined.

- Lots of work interruptions

Not every job done from home can run smoothly. There are so many disturbances, especially from children and families, not to mention the people around who think that they are just idle at home when in fact they are working remotely. For that you need to let everyone know that you are working from home.

- Frequent miscommunication

Communication is the biggest challenge when working from home. For this reason, you must always be online and easy to contact, so that when there is a discussion or coordination you don't miss any information. The frequency of communication must also be done as often as possible to keep communication between teams running well and there will be no miscommunication.

- Data security issues

Security is one of the issues that need to be considered when working from home. Important work data is not recommended to be sent using the regular network. To do more security protection you need to use a secure service with a VPN. VPN allows to create a secure channel on a public network, so that no one can access it except only the sender and receiver. We have cheap VPN recommendations from Diego VPN with prices starting from 20 thousand for each month.

- Home operating costs increase

All operational costs of working automatically move everything when you work from home. Starting from electricity, internet and food which were

previously the responsibility of the office. For that you can coordinate with the office regarding work from home operational costs because this is the responsibility of the office.

- Not all work can be done from home

The last disadvantage of work from home is that not all work can be done from home. Before deciding to work from home, make sure you think carefully about the advantages and disadvantages. In addition, there is a need for socialization or an introduction to what systems can be used to support the process of working online so that employees have good skills and understanding in using information technology so that obstacles that occur can be overcome properly (Herman and Jing, 2021). Apart from all the difficulties and obstacles faced in the process of working online, there are positive things that can be felt, one of which is being able to complete a job more easily and quickly and can be done anywhere which is relatively more efficient to do.

Here are some of the advantages that employees feel when Work from Home:

- Lower operating costs

The first advantage of implementing work from home is that the company's operating costs have decreased. Companies do not need to provide workers with computers, workplaces, internet, electricity and lunch. This can increase the coffers of income for companies that implement WFH.

- More flexible

Work online from home is more flexible, especially when bored at work. We can move from desk to the living room, terrace, garden, bedroom or other room in the house that is comfortable to work. In addition to being flexible in terms of the place of work, in terms of working from home, it can also be flexible. The most important thing when working from home is that employees can be responsible for their work.

- Productivity increases

Statistics from the website emailanalytics.com explain that 77% of workers who work at home increase productivity. This happens because the level of work stress decreases so that work productivity increases. Some things that can cause stress such as traffic jams, piles of work, problems with coworkers and other problems that are often encountered in the office that cause a lack of morale.

- Job satisfaction increases

Decreased stress levels make job satisfaction increase. When you are able to complete work better and faster, of course this will increase job satisfaction so that employees become loyal to the company.

- Work life balance increases

Work life balance is a balance between work and daily life. By working from home, we can be closer to family and the surrounding environment so that life balance is fulfilled. This balance between work and life can be achieved when we have good work productivity so that we can allocate time according to their respective portions (Sedarmayanti, 2010). For office workers in the capital city, it seems that getting a work life balance is a bit difficult because they often get stuck in traffic jams, so time often runs out on the road.

5. CONCLUSION

According to the Circular of the Minister of Education and Culture of the Republic of Indonesia, in handling the prevention of the spread of the Covid-19 outbreak, it is mandatory for the corporate sector, agencies and government to carry out social restrictions. With this provision, stakeholders respond to their employees by using the Work From Home system, which works in an Online system. In this Vocational Faculty in particular, employees are required to be able to adapt quickly to the outbreak of the Covid-19 pandemic in Indonesia. Of course, this must be supported by adequate facilities such as printers, laptops and data packages. Employees at the Vocational Faculty are given facilities in the form of laptop loans for those who do not have a laptop at home, and are welcome to bring a printer from the office to take home. Then, employees are given monthly money to replace the internet quota used for one month. From the research conducted, it is known that the 3 respondent employees still prefer to work directly in the office (Offline). It is shown that employees feel that their work during WFH is not over and tends to exceed the normal working hours (more than 8 hours). On the other hand, even on holidays, the employee also serves jobs that are not usually done when working conditions are offline in the office

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