

ABSTRAK

Mega Mursinah. 2022. Pengaruh *Covid-19* Terhadap Kualitas Kinerja Karyawan Bank BTN Syariah Cabang Banjarmasin. Skripsi, Program Studi Perbankan Syariah, Fakultas Ekonomi dan Bisnis Islam UIN Antasari Banjarmasin. Pembimbing: Muhammad Rizali, M.H.

Kata Kunci: *Covid-19*, Kualitas Kerja, Kinerja Karyawan

Penelitian ini dilatarbelakangi adanya *covid-19* yang menimbulkan ketakutan karyawan terhadap virus *covid-19* yang cepat menular, membuat karyawan mencoba melayani semaksimal mungkin. *Covid-19* membuat para karyawan was-was melayani nasabah. Karena itu, penelitian ini memfokuskan permasalahan pengaruh *covid-19* terhadap kualitas kinerja karyawan pada bank BTN Syariah cabang Banjarmasin. Peneliti ingin mengetahui bagaimana pengaruh *covid-19* terhadap kualitas kinerja karyawan bank BTN syariah dan cara bank BTN syariah meningkatkan kualitas kinerja karyawannya pada pandemi *covid-19* sekarang. sampel karyawan Bank BTN Syariah cabang Banjarmasin berjumlah 29 orang. Menggunakan teknik kuantitatif berupa angka, analisis data uji SPSS.

Berdasarkan hasil uji t didapat $t_{hitung} > t_{tebal}$ $7,638 > 2,051831$ dan tingkat signifikan $t > 0,000$ sehingga disimpulkan *covid-19* (X) mempunyai pengaruh nyata terhadap kualitas kinerja karyawan (Y). Dari hasil pengujian koefisien regresi t_{hitung} nilai t_{hitung} *covid-19* sebesar $7,638 > 2,051831$. Variabel *covid-19* kerja berpengaruh signifikan terhadap kualitas kinerja karyawan. Dengan protokol kesehatan melakukan 6 kriteria dari Indra Kharis yaitu kuantitas, kualitas, ketepatan waktu, efektifitas biaya, jaringan pengawasan, dampak antarpribadi.

ABSTRACT

Mega Mursinah. 2022. Effect of Covid-19 on the Quality of Employee Performance at Bank BTN Syariah Banjarmasin Branch. Thesis, Islamic Banking Study Program, Faculty of Economics and Islamic Business UIN Antasari Banjarmasin. Supervisor: Muhammad Rizali, M.H.

Keywords: Covid-19, Work Quality, Employee Performance

This research was motivated by the existence of covid-19 which caused employees' fear of the rapidly spreading covid-19 virus, making employees try to serve as much as possible. Covid-19 has made employees wary of serving customers. Therefore, this study focuses on the problem of the impact of covid-19 on the quality of employee performance at the Banjarmasin branch of the BTN Syariah bank. Researchers want to find out how the influence of covid-19 on the quality of the performance of bank BTN sharia employees and how bank BTN sharia improves the quality of its employees' performance during the current covid-19 pandemic. sample of employees of Bank BTN Syariah Banjarmasin branch totaled 29 people. Using quantitative techniques in the form of numbers, analysis of SPSS test data.

Based on the results of the t test, it was found that $t_{count} > t_{table}$ 7.638 > 2.051831 and a significant level of t 0.000 so it was concluded that covid-19 (X) had a significant effect on the quality of employee performance (Y). From the results of the regression coefficient test, the t-count value of the covid-19 t-count is $7.638 > 2.051831$. The work covid-19 variable has a significant effect on the quality of employee performance. With the health protocol, Indra Kharis carried out 6 criteria, namely quantity, quality, timeliness, cost effectiveness, monitoring network, interpersonal impact.