

ABSTRACT

The COVID-19 pandemic that hit Indonesia caused the need for an effort to reduce its spread. This also has an impact on the work environment because to overcome the COVID-19 pandemic, work is done boldly or working from home. In March 2022, Telkom University issued instructions on the implementation of work within the Telkom University, namely by implementing a work from home and work from office work system. This study was conducted to determine the effect of a Hybrid work system (combining work from home and work from office systems) applied in the Student Affairs Directorate's work environment and the application of Knowledge Sharing to Student Services.

This type of research is a quantitative research with the research method used is descriptive research and correlational research with the independent variable (X) is the Hybrid Work System and Knowledge Sharing, while the dependent variable (Y) is Student Services. This study uses a saturated sample technique in sampling. So that we get 20 respondents who are all employees / workers at the Directorate of Student Affairs at Telkom University. The analysis used is descriptive analysis and multiple linear regression analysis.

The results of this study indicate that the Hybrid work system variable applied in the Student Affairs Directorate's work environment has been implemented well, and the application of Knowledge Sharing in the Student Affairs Directorate's work environment has been running well. The student service variable provided to employees/workers at the Directorate of Student Affairs is also well implemented. The results of research related to the relationship are as follows. Hybrid work system and Knowledge Sharing together have an influence on Student Services. Partially or individually, the Hybrid work system has an insignificant positive effect on Student Services. Meanwhile, Knowledge Sharing has a significant positive effect on Student Services. It can be concluded that the implementation of the Hybrid Work System and Knowledge Sharing at the Directorate of Student Affairs has been going well and can have an impact on the provision of Student Services.

Keywords: *Hybrid Work System, Knowledge Sharing, Student Services*