

ABSTRACT

PT Telkom Akses (PTTA) is a subsidiary of PT Telekomunikasi Indonesia, which is engaged in the business of providing construction services and management of network infrastructure. During the increase of bookings in the IndiHome services in the PTTA area of Kopo, the provisioning technicians always strive to reach the target and the company and attempt to complete the order on the assigned day, so that technicians are provisioning on the area Kopo requires additional labor from the closest STO if subjected to increased order trend. In this research will be conducted analysis of the raw time and labor needs based on the workload received. The company made achievement targets on the provisioning technician in order to set up a day to serve 4 orders for 120 minutes for 1 order. The default time analysis is performed with actual time analysis and default time during observation. To measure workloads on provisioning technicians and get the amount of labor needs can be calculated using Full Time Equivalent methods that include Underload, Nomal, and overload workload categories. From the analysis of the research on the workload of the provisioning technician obtained the results of FTE value with normal category and overload. FTE calculation result in provisioning technician There are 5 teams group with overload category workload ($FTE > 1.28$) is Squad 2 (1.50 – overload), Squad 3 (1.47-overload), Squad 4 (1.44-overload), squad 7 (1.35-overload), and Squad 9 (1.37-overload). Based on the results of the workload measurement, the company needs to fulfill the manpower to provisioning area technicians Kopo by increasing the number of manpower needs a total of 10 people divided into 5 additional teams. This research provides proposals to the company in fulfilling the manpower by recruiting new employees or switching or transferring technicians from the nearby STO area of Bandung Telecommunication area.

Keywords: Standard time, workload, full time equivalent, employee requirement