

# CHAPTER 1

## INTRODUCTION

### 1.1 General Description

PT. Telkom Indonesia Tbk (Persero) is a State-Owned Corporation (BUMN) which operates through information and telecommunications segment as well as the provision of telecommunications services and networks in Indonesia. the company is established in 23 October 1856, with the status as a State-Owned Corporation whose shares are traded on the stock exchange, the majority of the company is the Government of the Republic of Indonesia, while the rest is owned by the public. Until now, 52.47% of shares are owned by the Government of the Republic of Indonesia and 47.53% of shares are owned by the public as well as domestic and foreign investors. Indonesia Stock Exchange (IDX) listed Telkom Group as “TLKM” and New York Stock Exchange (NYSE) listed Telkom Group as “TLM”.

Nowadays, the Telkom Group is a company of digital telecommunications that implements business system oriented to the customer and the company’s operational strategy. The purpose of the change is to make the Telkom Group organization more flexible in adapting to the rapidly changing telecommunications industry each year. The Telkom Group expected to increase efficiency and effectiveness in producing quality customer experience through the new organizational structure.

PT. Telkom Indonesia always strives to be present in every region in Indonesia from Sabang to Merauke to serve customer needs, therefore to run its operations PT. Telkom Indonesia has formed divisions that are capable of reaching up to 95% of the Indonesian population throughout the archipelago to serve the communication needs of various layers of Public. Telkom forms and groups divisions into several regions. The regional divisions include:

- a. Regional Division I - Sumatera
- b. Regional Division II - DKI Jakarta and its surrounding
- c. Regional Division III - West Java
- d. Regional Division IV - Central Java and DI Yogyakarta
- e. Regional Division V - East Java
- f. Regional Division VI - Kalimantan

g. Regional Division VII - Eastern Indonesia which includes areas of Sulawesi, Bali, Maluku, Nusa Tenggara and Irian Jaya.

PT. Telkom Indonesia, Regional Division III was formed based on the Company Regulation PT. Telkom Indonesia Tbk, number PD.202.06/r02/HK200/COPJ4000000/2014 regarding the Regional Division Organization which was revised to PD.202.06/r03/HK.200/COP-J4000000/2015, regarding the Regional Division Organization. In these company regulations, PT. Telkom Indonesia, Regional III West Java is Telkom's organizational unit in the form of a Division with geographic coverage of West Java Province (apart from the Bogor and Bekasi local governments), which is led by an Executive Vice President (EVP) with 931 employees according to HR Current Telkom data for the position of December 2015.

### **1.1.1 Company Logo**

Telkom introduced a new appearance of its logo which reflects Telkom's commitment to provide the best for the Indonesian nation. The appearance of the new logo includes a comprehensive logo change and is integrated with the four basic aspects of the company, namely business transformation, infrastructure, systems and operating models and human resources. The logo of PT. Telkom Indonesia Tbk (Persero) can be seen as follows:



***Figure 1.1 PT. Telkom Indonesia Tbk (Persero) Logo***

Source: PT. Telkom Indonesia Tbk (Persero) Website (2020)

The meaning of the logo explained on detail as follows:

- a. Expertise – The circle means as a symbol of the completeness of the products and service in Telkom’s new business portfolio that called TIME (Telecommunication, Information, Media, and Edutainment)
- b. Empowering – This hand means that reach something on the above is, this symbol reflected the expansion and growth to the outside.
- c. Assured – The hand finger means that this symbol interprets an accuracy, consideration, trust, and a close relationship.
- d. Progressive – The combination between the hand and the circle means that this symbol is from the sunrise which means as the transformation and new beginning.
- e. Heart – The symbol from the palm means reflecting the life to reach the future.

Other than that, colors of the logo have philosophy as follows:

- a. Red - Braveness, Love, Energy, and Determined  
Reflected the spirit of Telkom to always optimistic and brave in facing the challenge and the company.
- b. White – Pure, Peace, Light, and Unite  
Reflected the spirit of Telkom to always provide the best for the nation.
- c. Black – Basic Color  
Symbolizes the strong will.
- d. Grey – Transition Color  
Symbolizes the technology.

### **1.1.2 Company Vision and Mission**

In 2016, PT. Telkom Indonesia Tbk (Persero) introduced a new vision and mission in accordance to the development of digital technology and company transformation, which are:

**a. Vision**

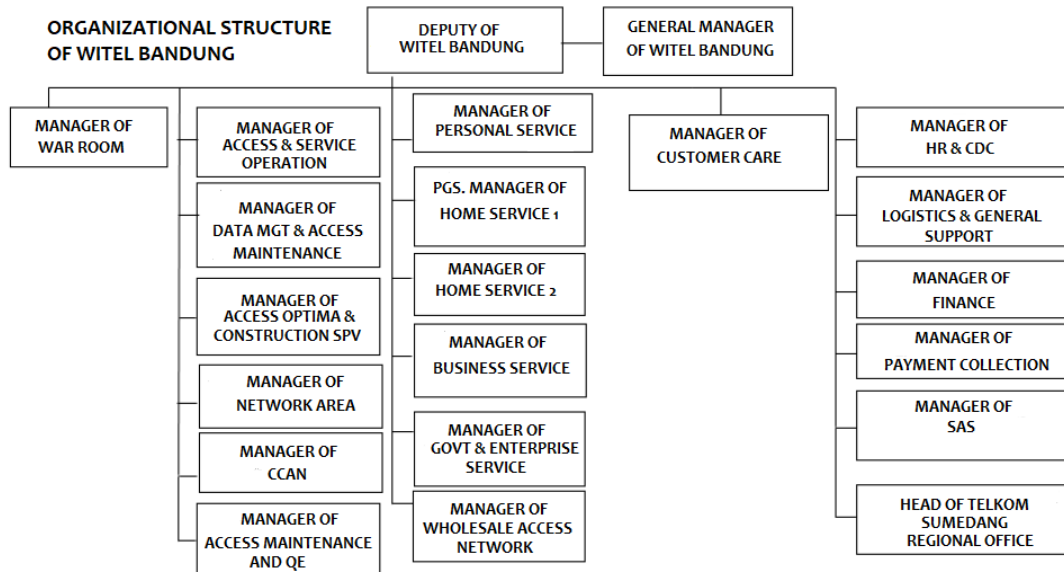
Be the king of digital in the region.

**b. Mission**

Lead Indonesian Digital Innovation and Globalization.

### 1.1.3 Organizational Structure

Organizational structure is an arrangement and relationship between each part and position that exists in an organization. Organizational structure also can make work between one position and another easier. The following is an overview of the organizational structure of PT. Telkom Witel Bandung.



**Figure 1.2 Organizational Structure of PT. Telkom Witel Bandung**

*Source: Human Resource of PT. Telkom Witel Bandung (2020)*

At PT. Telkom Indonesia, Regional Division III Witel Bandung area, the division of duties and responsibilities of each manager has been described in the Distinct Job Manual (DJM) which is a manual that can be used as a reference in managing all the activities of each work unit. DJM is specifically for users who have an interest in managing the company, both company management and staff employees in the company.

Based on the author's interview with the Human Resource of PT. Telkom Witel Bandung, DJM is a single entry multi purpose (SEMP) in which to access DJM users use a personal account and use a password so that it cannot be accessed by parties other than Telkom employees. This resulted in limited access to job desk descriptions at Regional Division III Witel Bandung area.

## **1.2 Research Background**

In recent months, the world has been in shock with a deadly virus that is highly transmitted between humans. The virus is called Novel Corona-Virus or commonly known as Covid-19. The Covid-19 is believed to be originated from Huwan China and is increasingly widespread, even as many as 22 million people worldwide are infected with this virus (Worldometer Team, 2021). A total of 789 thousand people died as a result of being infected with this virus. Indonesia is a country that cannot avoid the spread of this deadly virus. Indonesia is currently in 5<sup>th</sup> position of the highest daily increase in the number of corona virus cases, which has 1,673 cases on 20 August 2020, so that the total number of confirmed cases of Corona virus infection has reached more than 140 thousand cases (Maliana, 2020).

Responding to the high number of Covid-19 cases in Indonesia, work from home is currently implemented following President Joko Widodo's appeal at a press conference at the Bogor Palace, West Java (15 March 2020). The President appealed to minimize the spread of the new type of corona virus (SARS-CoV-2) which causes Covid-19, people are asked to work, study and worship from home, one of which is to create a system of working from home. This appeal, especially for addition, there is a prohibition on face-to-face activities, especially activities that have many participants are strongly insisted to be postponed or canceled. Previously this appeal was also applied to state-owned companies which stood above the government, one of which were Pertamina, PLN and Telkom Indonesia in Jakarta that had also issued a work from home policy. Some of the private companies are applying the similar policies to reduce the risk of Covid-19 spread. The companies include Unilever, Nestle, Prudential, Coca Cola, HSBC, Indofood, and Frissian Flag. Each company has its own policies, such as dividing the team into two, who alternately work at home and at the office and work from home only for those who are sick and have just traveled abroad. (Dewayani T, 2020).

Work from Home (WFH) is a term working remotely, more precisely working from home. Therefore, workers do not need to come to the office and avoiding to meet other workers in person. WFH is slightly familiar to freelancers, but they often call it remote working. Work from home and remote working are actually no different, only in terms, the only difference is the rules of the company they work for. There are those that apply normal working hours 8 am to 4 pm or free working

hours as long as the work is done and the communication is the key to this kind of work. (World Health Organization, 2020)

According to Hart (2019), Working from home (WFH) is a condition where an employee is doing their job not in his office, instead the employee is working from his place of residence. Working from home will give flexible time for workers to provide a life balance for employees. On the other hand, it also provides benefits for the company.

Responding to the situation and information that continues to develop related to the spread of Covid-19, PT. Telkom Witel Bandung has taken various related policies, including by issuing a circular letter containing the policy of working from home or work from home for employees of PT. Telkom Witel Bandung. PT. Telkom Witel Bandung has started to carry out work from home since 23 March 2020, according to the criteria stated in the circular letter of the Flexible Working Arrangement at the Telkom Group which contains, as follows:

- a. Unit leaders can arrange the location for the implementation of employee work through a Flexible Working Arrangement (FWA), namely Work from Office (WFO) and/or Work from Home (WFH).
- b. In implementing FWA, unit leaders ensure that all employees carry out the Covid-19 health protocol in a disciplined manner, including using masks, maintaining distance & washing hands using soap and running water.
- c. Unit leaders arrange for employees located to work in the Red Zone or Black Zone to carry out WFH as the first priority.
- d. Ensure that the number of employees implementing WFH in aim to avoid exceed 50% of the workspace capacity.

Working from home or WFH certainly has the same obligations and responsibilities as working from the office. However, in practice, the implementation of WFH has challenges and obstacles that are not easy, because not all sectors of work can be done from home. Many factors can influence the implementation of WFH such as productivity problems seen from various aspects such as the ability of employees to complete their work even though they have to work at home, employee morale tends to decline due to lack of motivation in the work environment, work quality and efficiency which are difficult to control. Employees who work at home are also constrained by communication between leaders and employees because

everything depends on the internet connection and electronic devices used, this causes various problems. Based on the results of an interview conducted with Mr. Rony, HRD & CDC division on Thursday, 8 October 2020.

The author distributed a pre-questionnaire test to collect data to 10 employees of PT. Telkom Witel Bandung randomly selected to find out the compensation policy in the company. The following are the results obtained based on the preliminary tests that have been distributed to employees of PT. Telkom Witel Bandung. The category of percentage is measured based on Riduan and Kuncoro (2017:21-22) that is explained in chapter III.

**TABLE 1.1**  
**PRE-QUESTIONNAIRE TEST**

NO	STATEMENT	SCORE					IDEAL SCORE	TOTAL SCORE	%	CATEGORY
		VA	A	N	D	VD				
1	My sector of work can be done at home	7	3	0	0	0	47	50	94%	Very High
2	I feel less motivated to work online or work at home	2	3	1	1	3	30	50	60%	Moderate
3	My time to work professionally from home often collides with my time to take care of the household or children	5	1	2	0	2	32	50	64%	Moderate
4	I am able to comply with the working hour regulations, which is to work 9	1	2	2	3	2	27	50	54%	Moderate

	hours of work (08.00-17.00)									
5	As an office employee, I save more money on expenses for vehicles or transportation to work	5	5	0	0	0	45	50	90%	Very High
<b>Score</b>								<b>72.40%</b>	<b>High</b>	

Source: Data Proceed by Author (2020)

The data above shows that the average score of the pre-test statement regarding Work from Home that has been distributed shows a result of 72.40%, which means that the level of Work from Home has a high effect on the employees. It can be stated that Work from Home affects employee productivity due to many factors.

**TABLE 1.2**  
EMPLOYEE PRODUCTIVITY ASSESMENT OF  
PT. TELKOM WITEL BANDUNG

2017	2018	2019	Employee Productivity Assessment Results	Symbol
0%	0%	0%	Very Productive	PK1
90.5%	66.7%	31%	Simply Productive	PK2
0%	31%	64%	Productivity still needs to be improved	PK3
0%	0%	0%	Less productive	PK4
9.5 %	2.3%	5%	Unknown	-

Source: Human Resource of PT. Telkom Witel Bandung (2020)



From the results of the productivity assesment data above, PK3 achievement still reached 64% in 2019, which in that year experienced an increase from 2018 which was at 31%. In PK2 from 2017 to 2019, productivity has decreased very significantly. Likewise, with PK1 that employees at PT. Telkom Witel Bandung does not achieve very good productivity at all. The productivity of employees still needs to be improved inorder to produce maximum work results, especially during the Covid-19 period, where some employees are doing WFH.

The implementation of WFH also certainly has an impact on employees, organizations, as well as in terms of social and environmental aspects. From the employee side, for example, the implementation of WFH will be fun if it is implemented in the homebase/family residence, especially for employees whose work unit placement is far from family. In this case, employees will be more motivated and enthusiastic when given flexible time to work from home and be closer to family. However, barriers to productivity will arise when during WFH they cannot discipline themselves in managing time.

According to the results of the Life Balance Survey and Strategies for Increasing Work Productivity during WFH, that is conducted by Business Psychologists, Amy Mardhatillah from Universitas Mercu Buana and Irfan Aulia CEO Aktualita on 20 May 2020 to 326 respondents submitted by the Secretary General of the Ministry of Finance in a presentation via YouTube, only around 25.8% who spend more than 8 hours actually working while the rest don't spend their time working fully. In addition, another obstacle that the employees don't have adiquate equipment and comftable working space in their house as in their office. Of course, this is natural because the office has various kinds of supporting facilities that are provided to make the employees feeling comfortable while working so that company can provide excellent service to stakeholders. Whereas at home, a place that is usually used by employees to rest and gather with their families if it is converted into a place to work, of course it requires supporting facilities if you want to be comfortable like in an office and it will incur significant costs such as internet & electricity costs, furniture and workspace decoration. In addition, there are other obstacles, for example distraction from family members, power outages or data security from cybercrime, which will certainly affect work competence and productivity.

Looking at the data on the Covid-19 cases are still not decreasing in Indonesia and the clarity of when normal life will be carried out is still uncertain. This means that WFH can be implemented in a prolonged manner or WFH can be applied at any time. The data from PT.Telkom Witel Bandung regarding the impact of the emergency of Covid-19 on employees shows that as many as 50% of employees continue to work but only from home/not from office. Therefore, the author took the title "The Effect of Work from Home on Employee Productivity at PT. Telkom Witel Bandung ".

### **1.3 Problem Statement**

Based on the background that has been described, the problem statements in this research are:

1. How are Work from Home carried out by the employees of PT. Telkom Witel Bandung?
2. How are the Employees Productivity at PT. Telkom Witel Bandung?
3. How are the effects of Work from Home on Employees Productivity at PT. Telkom Witel Bandung?

### **1.4 Research Objectives**

The objectives to be achieved in this research are based on the formulation of the problems previously stated, namely:

1. To find out how the Work from Home is applied by the employees of PT. Telkom Witel Bandung.
2. To find out the Employees Productivity at PT. Telkom Witel Bandung.
3. To find out the effects of Work from Home on Employees Productivity at PT. Telkom Witel Bandung.

### **1.5 Research Benefit**

Based on the objectives to be achieved, this research is expected to provide benefits both directly and indirectly. The research benefits are as follows:

#### **1.5.1 Theoretical Uses**

This research is expected to make a useful contribution to a more comprehensive study in the development of human resource science, especially regarding theories of work from home and employees productivity.

### **1.5.2 Practical Uses**

The results of the research that have been carried out are expected to have a positive impact for the company, which can provide additional information as well as input and suggestions for the company regarding work from home and employees productivity. Thus, it can help to fix deficiencies that exist within the organization.

## **1.6 Writing Structure**

Writing systematics aims to facilitate understanding and review research. In this research, the systematics of writing consists of five chapters, each of which can be explained in outline as follows:

### **Chapter I Introduction**

This chapter contains an overview of the object of research, the background of the research, the problem statement of the research, the objectives of the research, the benefits of the research, and the systematics of writing to be examined.

### **Chapter II Literature Review**

This chapter discusses literature review and theoretical references used by the author in research. In it also describes the previous research, the research framework, and the initial hypothesis made by the author in this research.

### **Chapter III Research Methods**

This chapter contains the research methods and analysis techniques used in this research to measure the level of influence between these variables.

### **Chapter IV Research Results and Discussion**

The discussion in this chapter is about the results of the tests that have been carried out and how the results are obtained, whether or not they have an effect between the variables tested.

### **Chapter V Conclusion and Suggestion**

This chapter contains the conclusions obtained from the research results as well as the suggestions given by the author to readers and company from the results of this research.