ABSTRACT

This study aims to measure the impact of the digital transformation process on P2TL business processes seen from the dimensions of people, strategy, organization associated with quality variables and culture dimensions associated with discipline variables.

The methodology used in this study is to analyze 847 P2TL officers at PT PLN UID Jabar for the period January 1 to December 31, 2021. The total secondary data of 1,724,526 checks (taken from the EPM application) was analyzed using the Exploratory Factor Analysis (EFA) method to determine construct variables from data on work duration, attendance, check duration, workorder, violation and ap2t. Furthermore, the resulting factor constructs were analyzed using several methods such as multiple linear regression, Ridge, Lasso, Piece Wise and Random Forest which were interpreted into quality and discipline variables.

The results of this study provide a quantitative description where from the results of the EFA process the loading factor value on the indicators of work duration, workorders, violations, check duration and ap2t has a value of> 0.30, while the attendance indicator has a loading factor value <0.30. From the EFA process, 2 factors were produced, then from the 2 factors, linear regression analysis was carried out. The linear regression results obtained the p value for both variables simultaneously significantly influenced with a p-value of 2.2e-16, while partially the t-value was 21.278 and discipline with a t-value of 4.946, where both t-values were greater than the t-count of 1.9628. From these results, it can be concluded that the duration of inspection which describes the quality of officer competence, workorder which describes the quality of officer consistency, violation which describes the quality of officer accuracy and AP2T which describes the quality of officer communication to customers as well as the duration of work which describes discipline towards the rules of officer working hours are positively correlated with the increase in the volume of findings as a measure of the level of officer productivity.