

ABSTRACT

The research focuses on the analysis of team building activity in the restructuring process at the Private Service Division of PT Telkom Indonesia. The background to this research is the transformation of IndiHome services to Telkomsel which caused significant changes in the organizational structure of PT Telkom Indonesia. The aim of this research is to analyze team building activities in the reconstruction process. Organizational theory is used as the basis for this research, especially in the context of team re-formation in handling reconstruction. The method used is a qualitative study with data collected through interviews and observation. The research results show that effective team building facilitates communication, increases cooperation, strengthens team cohesion and the existence of informal activities and communication shows that this role is important in supporting successful resolution. Informal activities and communication can provide space for employees to interact at times and have conversations that are not only related to the work domain. The space present in activities and informal communication provides a sense of security between employees in dealing with restoration and conditions during significant changes.

Keywords: *informal communication, organizational restructuring, organizational theory, organizational transformation, team building.*