

CHAPTER I

INTRODUCTION

1.1. Background of The Study

In recent years, the world is in an uproar with the emergence of one of the disease outbreaks, namely Covid-19, which was first detected in Wuhan, China. The virus crippled various industrial sectors, especially the economy and employment. The Covid-19 virus causes infected patients to be required to self-isolate in order to avoid transmission to the general public.

In Indonesia, Covid-19 was first detected in 2020 to be precise in March. Where until now there have been more than 5.5 million cases that have hit Indonesia. This has resulted in various kinds of changes in each business sector. This change certainly makes the human resources department in the company have to rack their brains and provide one of the work alternatives so that the workforce can be productive at work such as usually and avoid the spread of the Covid-19 virus.

Covid-19 is one of the deadly diseases that at the beginning of its appearance, causes patients to have difficulty breathing, unable to use their sense of smell and also a sense of taste that cannot work. This virus will be even more dangerous when it hits patients who already have hereditary diseases or so-called comorbidities.

Based on SATGAS Covid-19 in Indonesia, until this moment there were 157,966 patients died with a total of 6,508,521 deaths in 233 countries. The high mortality rate made the government make a new regulation, namely the existence

of work from home. Where employees are not allowed to work in one room, but are required to work at home.

Another change that is mandatory by the government for the public is the mandatory use of masks in public areas, and the mandatory vaccination of the Covid-19 virus with a minimum of two doses. People are also required to check their body temperature when they want to enter public areas.

Various kinds of changes that have been made by the government make it mandatory for companies to have innovative work methods. Where each worker can meet in one container, but still comply with health protocols by keeping a distance. Remote work or what is called telecommuting is a way of working in an organization or company that is carried out partially or completely outside the conventional office with the help of telecommunications services and information. This practice certainly not only received a positive response from the workforce, but there were also those who gave a negative response.

Basically, telecommuting practice provides many benefits, such as flexibility in managing work time. However, the unstable condition of the internet in Indonesia makes it difficult for workers to communicate with other colleagues. This is what must be avoided by the human resources department of a company.

Human resource management acts as an advisory or counseling role, service role and control role. According to Cherrington D. J. (1995), human resource management functions as an employment consisting of three important things, namely planning, withdrawal and also selection. Human resource managers or abbreviated as HR, have the responsibility to anticipate the various needs of employees. In addition, HR management also functions to evaluate performance,

coordinate well with various departments in one organization or company, and conduct training and effective development for workers.

The results of the work of this department are very influential on the quality of work of the employees which has an impact on the health of the company. Therefore, a company is required to have good human resources management members. PT Pengembangan Industri Logam or abbreviated as PT PIL is one of the companies that participated in being affected by the Covid-19 virus, currently the company is activating a work from home system or telecommuting. This is certainly a big challenge for the company. Considering that the company is one of the foreign companies, an efficient way is needed so that employees can communicate effectively and efficiently.

1.2. Problem Identification

The Covid-19 outbreak is a special concern for business actors at this time, because of the various kinds of regulations made by the government, which makes business actors must have innovations in working methods. One of the methods of work that is currently being carried out by many companies is by telecommuting or what can be said to be by working in different places with the help of tools electronics. PT Pengembangan Industri Logam (PT PIL) is currently changing the work patterns of its employees by practicing telecommuting practice. This procedure is carried out in order to break the chain of Covid-19 in industrial sector.

Since the enactment of telecommuting practice, PT PIL has never conducted research on the role of telecommuting in assisting the work of its employees. Therefore, to find out the efficiency of this strategy, information is needed about

employee satisfaction with the telecommuting strategy which has been carried out by the company. On account of the description above, this study's purpose is to determine the role of telecommuting strategies that have been carried out by the company's human resource management during the Covid-19 pandemic.

1.3. Research Question

Based on the background and identification of the problems described above, the formulation of the problems in this study is:

- 1) What are the human resource management strategies during the COVID-19 pandemic?
- 2) What is the role of telecommuting practices in the time of covid-19?

1.4. Purpose of The Study

Based on the formulation of the problem above, the objectives of this study are:

- 1) To find out the strategies carried out by human resource management during the Covid-19 pandemic;
- 2) To find out the role of telecommuting practices in the covid-19 period for employees.

1.5. Significance of The Study

This research is expected to provide benefits for academics, companies, as well as readers and researchers. Researcher hopes this research can give contribution to company to improve their human resources management about

innovative strategies during covid-19. It has two major significances, i.e: practical and theoretical significances.

1.5.1. Theoretical Significance

Theoretically, this research is expected to have an impact on human resource management in assessing work methods applied to its human resources in order to work in a well. This research is also expected to provide additional knowledge for subsequent researchers who want to research telecommuting methods. As for readers, it is hoped that they can benefit by providing knowledge about human resource management with creative innovations in facing challenges in the Covid-19 era.

1.5.2. Practical Significance

This research is expected to be useful for various sectors, such as companies, students, and human resource management. The research is expected to be used as a reference material for future research. Also can be used by companies to see the effectiveness of the telecommuting method that is already running in the companies.

1.6. Organization of The Thesis

This research will consist of five parts, which in the first chapter contains the background that underlies this research, namely the effects of the COVID-19 outbreak. In this chapter, it is also explained what are the questions in the research and what are the purposes of this study.

Furthermore, the second chapter will contain the theories used in carrying out research and in the third chapter will explain the research methods used in research. As for the fourth chapter, it will be related to the results of the research

with reference to the formulation of the problem that has been previously listed in the first chapter. In the last chapter, which is the fifth chapter, it will contain the conclusions of the research and suggestions for researchers, companies and subsequent researchers.

