

CHAPTER 1

INTRODUCTION

1.1 Background of Study

The plantation subsector in Indonesia is still developing amid the pandemic, who explained that this is because the plantation sector can channel a real contribution to increasing state income. In the second quarter of 2020, it was stated that the estate sub-sector grew positively by 0.17% and in the third quarter of 2020 again showed an increase of 0.67% on an annual basis (Yohana, 2020:1). The Central Statistics Agency provides data on the value of agricultural exports from January to October 2020 amounting to Rp. 359.5 trillion with the conclusion that agricultural exports have increased to 11.6% compared to 2019. This value shows that the plantation sub-sector provides a large contribution to exports in the agricultural sector, namely amounting to Rp 326.86 trillion or 90.92%. Based on this information, it can be concluded that the plantation sector, especially the commodity of oil palm, rubber, cocoa, coconut and coffee, is one of the sources of foreign exchange that continues to increase amid the Covid-19 pandemic.

Talking about plantation commodities, Indonesia is one of the countries that is rich in natural products apart from sea products which are abundant in terms of agribusiness. Even Indonesia has its superior commodities in the plantation sector. Oil palm and rubber are among the leading commodities owned by Indonesia (Khatidwa, 2021: 137). The number of commodities owned by Indonesia certainly needs to be managed properly by companies engaged in the plantation sector. Indonesia itself has many companies engaged in plantations including PT Dharma Satya Nusantara, Jaya Agra Wattie Tbk, Multi Agro Gemilang Plantation Tbk, Provident Agro Tbk, PT Saratoga Investama Sedaya Tbk, and many more. The company is located in Jakarta, but there is one company engaged in the plantation sector also located in

Bandar Lampung, namely PT Perkebunan Nusantara VII which manages oil palm, rubber, sugar cane and tea commodities.

PT Perkebunan Nusantara VII is one of the Indonesian State-Owned Enterprises engaged in the plantation sector, especially in oil palm, rubber, sugar cane and tea commodities, with operational areas in Lampung, Palembang and Bengkulu. Currently PT Perkebunan Nusantara VII has 23 plantation units from three operating areas which are grouped according to their respective commodities. Location The office of the board of directors of PT Perkebunan Nusantara VII itself is on Jl. Teuku Umar No.300, Bandar Lampung, Lampung. PT Perkebunan Nusantara VII was established based on Government Regulation 12 of 1996, which is a consolidation of PT Perkebunan X (Persero), PT Perkebunan XXXI (Persero) and PT Perkebunan XXIII (Persero).

For now, the Office of the Board of Directors of PT Perkebunan Nusantara VII has 231 employees spread across 9 divisions including Human Resources, Accounting and Finance, Corporate Secretariat, Business Assets and Support, Procurement and General Affairs, Plants, Planning and Business Continuity, Supervision Unit Internal, as well as Engineering and Processing.

.

Table 1.1
Employee Data of the Office of the Directors of PT Perkebunan
Nusantara VII

No	Division	Position	Amount
1.	Direksi	Director	1
2.	<i>Senior Executive</i>	<i>Senior Operation I</i>	1
		<i>Senior Operation II</i>	1
		<i>Senior Executive Vice</i>	1
		<i>President Business Support</i>	
3.	Human Resources Management	Head of Division	1
		Head of subsection	3
		Staff	8
		Tap	6
		Doctor	3
		Paramedic	3
		Midwife	1
		Agendary	1
		Clerk	1
4.	Accounting and Finance	Head of Division	1
		Head of subsection	3
		Staff	10
		Tap	9
		Clerk	2
		Agendary	1
5.	Aset dan Support Bussines	Head of Division	1
		Head of subsection	3
		Staff	12
		Tap	3
		Agendary	1
6.	Plantation	Head of Division	1
		Head of subsection	4
		Staff	8
		Tap	4
		Agendary	1
7.	Procurement and General	Kepala Bagian	1
		Kepala Sub Bagian	2
		Staf	8
		Krani	6
		Agendaris	2
		Non Staf	30

8.	Company Secretariat	Head of Division	1
		Head of subsection	3
		Staff	10
		Tap	9
		Telephone operator	2
		Secretary of the Board of Directors	1
		SEVP Secretary	1
9.	Engineering and Processing	Head of Division	1
		Head of subsection	3
		Staff	9
		Tap	3
		Agendary	2
		Special Staff	1
10.	Internal Control Unit	Head of Division	1
		Head of subsection	2
		Auditor Team Leader	6
		Auditor	11
		Staff	5
		Tap	1
11.	Planning and Business Continuity	Head of Division	1
		Head of subsection	3
		Staff	10
		Tap	1
		IT Support	1
Total		231	

Source : HCM PT Perkebunan Nusantara VII 2021

The employee data above is proved that PT Perkebunan Nusantara VII has sufficient human resources. The human resources are individuals who work and have contributions to organize its institutions. The existence of this human resources helps the company to move the activities of planning, directing, organizing and achieving company goals. The data showed the total number of Women and male employees of PT Perkebunan Nusantara VII. However, in this study the author only examines the performance of Women employees based on their married status during the Covid-19 pandemic.

Table 1.2

Women Employee Data of the Office of the Directors of PT Perkebunan Nusantara VII

No	Division	Amount
1.	Human Capital Management	5
2.	Accounting and Finance	3
3.	Asset and Support Bussines	5
4.	Plantation	3
5.	Procurement and General	5
6.	Planning and Business Continuity	5
7.	Company Secretariat	10
8.	Internal Supervisory Unit	5
9.	Engineering and Processing	1
Total		45

Source : HCM PT Perkebunan Nusantara VII 2021

Every company wants all of its employees to have good performance, with good performance. Performance is the result of a person's work activities that lead to the implementation of the tasks and workload assigned to him. According to (Kasmir 2019: 182) Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period.

Table 1.3

**Employee Performance Appraisal Standards
PT Perkebunan Nusantara VII**

Aspect	Score	Description	Description
Aspects of Corporate Performance	95,91 - 100	Very good	A
Work Unit Performance Aspects	88,4 - 95,90	Good	B
Leadership and Performance (CLI Soft Competency)	77,1 - 88,3	Enough	C
Implementation of Tasks Responsible	66,4 – 70	Not Good	D
	<66,4	Bad	E

Source : HCM PT Perkebunan Nusantara VII 2021

Table 1.3 is the standard criteria for employee performance appraisal of PT Perkebunan Nusantara VII which is explained from the first aspect, namely the aspect of corporate performance where the company assesses its employees based on the overall work results given to the company. The second aspect is the work unit aspect where the company assesses the performance of its employees who are in the PT Perkebunan Nusantara VII work unit. The third aspect is leadership and performance based on CLI (Soft Competency) where the company monitors how the leader is exercised to his/her employees, both employees at the Unit and the office of the Board of Directors of PT Perkebunan Nusantara VII. The fourth aspect is the implementation of tasks, employees are monitored to be able to carry out tasks according to task instructions given by their superiors. The fifth aspect is responsibility, the extent to which employees can be responsible for the work they do.

Table 1.4
Recap Score of Women Employees of
PT Perkebunan Nusantara VII in 2020

NO	SCORE	CATEGORY
1	96,8	A
2	96,8	A
3	95,2	B
4	93,6	B
5	92	B
6	88,4	B
7	94,4	B
8	96	A
9	90,4	B
10	96,8	A
11	93,68	B
12	88,7	B
13	95,2	A
14	97,6	A
15	98,4	A
16	100	A
17	100	A
18	93,34	B
19	94,14	B
20	93,34	B
21	94,14	B
22	93,34	B
23	93,6	B
24	91,2	B
25	93,6	B
26	95,2	A
27	95,91	A
28	98,94	A
29	93,91	B
30	96,98	A
31	96,14	A
32	98,94	A
33	96,54	A
34	98,94	A
35	90,4	B
36	96,8	A
37	88,7	B
38	88,7	B
39	98,94	A
40	96,14	A
41	92,6	B
42	90,4	B
43	96,8	A
44	100	A
45	91,2	B

Source : HCM PT Perkebunan Nusantara VII 2021

Table 1.4 is a list of the performance scores of each Women employee of PT Perkebunan Nusantara VII where out of the 22 people received an A or “Very good” score and 23 others received a B or “Good” score. The data shows that the performance of Women employees of PT Perkebunan Nusantara VII has a fairly good performance because it is in the A and B grades.

Based on the data provided by the Human Resources section of PT Perkebunan Nusantara VII, the performance of Women employees based on the recapitulation of this section is 79.5 where based on the performance appraisal standard of PT Perkebunan Nusantara VII that the performance of Women employees of PT Perkebunan Nusantara VII is declared "Good". However, based on observations made by researchers during the Covid-19 pandemic, there are still deficiencies experienced by the performance of Women employees of PT Perkebunan Nusantara VII.

Based on the author's observations and interviews with one of the Organizational Development and Assessment Center staff, Mrs. Aprilia Selvita, which was conducted directly at the office of the Board of Directors of PT Perkebunan Nusantara VII that the quality possessed by Women employees of PT Perkebunan Nusantara VII during the Covid-19 pandemic that Women employees was quite optimal because Women employees always try to produce good work results and try to make progress.

Quantity is the amount produced by a person. Based on observations, Women employees of PT Perkebunan Nusantara show that Women employees have not reached the maximum in achieving work targets. This is due to the large number of jobs that are quite a long process, such as coordination between fields and units, and data must be collected in advance so that Women employees cannot catch up on targets. Not to mention when colleagues who help complete work are on leave / permission or are carrying out work from home.

There are quite a number of tasks, requiring Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII to complete according to the time limit requested. However, the process of completing the task is quite long, starting from coordination between divisions, units, to finding decisions so that it needs to be discussed. Thus, Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII have not been able to complete the work output according to the requested grace period. So that the time to complete the task is still not maximal.

Activities that are quite a lot carried out by Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII also require a budget. Prior to the pandemic, PT Perkebunan Nusantara VII had an employee community consisting of all Women employees who worked in the office of the Board of Directors. The activities carried out are monthly meetings in the form of social gathering, seminar and farewell for employees who will retire. Expenses incurred are social gathering contributions, consumption costs and gifts as needed. However, these activities were not implemented during the current pandemic.

Activities related to the company certainly require supervision in every condition and situation. Given the conditions and situations faced by the company, it does not always run smoothly. This supervision is necessary both in terms of business activities in the company as well as the activities of its employees. For this reason, Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII have been well monitored by their superiors by monitoring the completion of work and evaluating the work results of Women employees of PT Perkebunan Nusantara VII.

In addition, the relationship between employees also needs to be considered. To complete a task, of course, requires coordination between other employees in order to produce information and the progress that is being made.

Therefore, the relationship between Women employees and other employees or colleagues is quite good. This can be seen when in a coordinated situation, each employee only needs to inform the progress information or the obstacles that are being experienced.

Based on these observations and interviews, it can be assumed that the performance of Women employees of PT Perkebunan Nusantara VII is currently not optimal because there are still jobs that have not been completed and employees have not been able to arrange how to be able to complete the pending matter of their work. As well as the existence of this new job, employees only focus on the work that is being awaited as soon as possible, while there are still previous jobs that must be completed and have not been maximally completed their tasks according to the requested grace period. So that it affects the quality and quantity owned by Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII. Performance is influenced by other activities in the company and in turn affects the success of the company (Rezeki Ana Ashal, 2020: 238).

The performance of these Women employees can be seen when they are in the work environment of PT Perkebunan Nusantara VII. But now that employees are faced with a new work system. This is because we are facing a situation where the spread of Coronavirus Disease 2019 or it can be called Covid-19. The spread of cases of Covid-19 patients every day has resulted in this virus ending in the determination of a very long pandemic. So that a situation like this has an impact on all activities, especially work. To get around that, a Work From Home has to be implemented which must be done by most companies.

The application of Work From Home is a work concept where the implementation is more flexible than in the previous normal situation. Work From Home is work and tasks that are done remotely, i.e. from home need to

be understood and not only in the definition category but in the category of practice: working from home means experiencing two worlds (private and public, family and work) simultaneously with limited space according to Gedecki et al (2018).

The office of the Board of Directors of PT Perkebunan Nusantara VII implements Work From Home which is enforced by both male and Women employees for four weeks from 28 September to 23 October 2020. The application of working from home in this office of the board of directors uses a 50:50 ratio, which is about 50% of the total people in every division that still work in the office, and 50% carry out working from home. The schedule will roll out in the following weeks. In carrying out this Work From Home, PT Perkebunan Nusantara VII employees continue to coordinate between co-workers who work from home to provide information about the work that must be completed.

The existence of Work From Home requires Women and male employees of PT Perkebunan Nusantara VII to work in different rooms, namely at home. Of course there are advantages and disadvantages in this spatial dimension. The house will function as a substitute for a private office when Work From Home takes place, Women employees will feel less stressful in their work. The drawback is that Women employees will face two obligations at once when they have to carry out Work From Home. First, Women employees, especially those who are married, can take care of household obligations and can spend longer time with family. Second, Women employees still have to do the work from where they work. For Women employees of PT Perkebunan Nusantara VII, there are still employees who do not carry out Work From Home, where these employees prefer to go to the space they work at, namely in their office to complete their work rather than having to work from home. This is supported because not all Women employees have a special room to work at home and will be more focused when done in the office. So it can be

concluded that the spatial dimension of the implementation of Work From Home has not been implemented optimally.

The implementation of Work From Home for Women employees of PT Perkebunan Nusantara VII will face two times, namely time for family and time for work. The good thing is, Women employees can manage the two times in a balanced manner. The advantage in this time dimension is that Women employees can be more flexible in carrying out their activities. However, based on direct observation, the disadvantage that occurs in Women employees of PT Perkebunan Nusantara VII is that they are more dominant in spending time working than family time. This is due to the large quantity of work experienced by these Women employees, so that they are more focused on their work than their families. And employees will more often do work from office than work from home.

As employees who work from home, of course, they will meet the social environment. One of them can have the opportunity to spend time with family at home even though they still have to do office work. However, what happened to Women employees of the office of the Board of Directors of PT Perkebunan Nusantara VII, something that was always done when Work From Home was dominated by work activities, so that time for family was reduced. This shows that the social role of Women employees of PT Perkebunan Nusantara VII is still lacking. This is supported by research from (Irmayani, Zuhendry, Raina Rosanti, 2020: 11)

The implementation of Work From Home should be balanced if Women employees are good at dividing their time between work and family activities as a mother and wife. However, if the work from where she works is piling up, the obligations of Women employees as a wife and mother at home are not balanced, so that Women employees will feel overwhelmed, which should be prioritized to be more dominant when they have to spend time completing

work. It was different before the implementation of Work From Home, both Women and male employees could focus on completing their work in the office optimally. So in this Work From Home period, Women employees will be faced with how to balance life and work or what is called the Work Life Balance.

Work Life Balance is the extent to which individuals can equally be involved and feel satisfied with their roles in work life or outside their work (Greenhaus, Collins & Shaw, 2019: 514). Employees who are better able to divide their time between their jobs and roles at home will experience less conflict between the domains of life. On the other hand, a high degree of integration between work and roles at home can facilitate role transition and improve work-life balance, particularly for women.

Based on observations and interviews, the balance between work and family activities for Women employees of PT Perkebunan Nusantara VII is still not optimal, because the amount of time to work is more dominant than the time for family, sometimes Women employees of PT Perkebunan Nusantara VII still choose to come to the office to spend time on work. So the time balance owned by employees tends to be less because it is more dominated by working time than family time.

Based on observations and interviews, Women employees of PT Perkebunan Nusantara VII are not yet fully involved in activities in their social environment or in matters outside of work and family. This is because the Women employees of PT Perkebunan Nusantara VII have not been able to allocate work, family and social activities. Then the involvement balance is still less than optimal.

The results of observations and interviews with Women employees of PT Perkebunan Nusantara VII show that there is no separate satisfaction between

working time and having a family. This is because they realize that they are more concerned with time for office work than family matters. Then there is an imbalance between the two. So that the satisfaction balance experienced by Women employees of PT Perkebunan Nusantara VII is still not optimal. This is supported by (Ashal, 2020: 238) that employees are responsible for work and being able to manage personal affairs will show that employees are more productive and work life balance is also better.

Based on this phenomenon, Women employees have more responsibility when required to work from home, where the time spent working more optimally is usually done in an office space, with the concept of working from home, the more dominant office work will be disrupted if accompanied by work as a wife or mothers, so that Women employees face more challenges to balance their personal life with work or it is called a Work Life Balance if one of the two is dominant there is an imbalance. This imbalance makes the obligations that must be carried out simultaneously do not go well. Based on this explanation, the authors are interested in researching "**The Effect of Work From Home and Work Life Balance on the Performance of Women Employees of PT Perkebunan Nusantara VII**".

1.2 Problem Formulation

From the background description above, it can be formulated as follows:

1. How is the influence of Work From Home on the Performance of Women Employees at PT Perkebunan Nusantara VII?
2. How is the influence of Work Life Balance on Women Employees Performance at PT Perkebunan Nusantara VII?
3. How are the effects of Work From Home and Work Life Balance on the Women Employees Performance at PT Perkebunan Nusantara VII?

1.2 The Scope of Research

1. Subject Scope

The subjects in this study was all women employees at PT Perkebunan Nusantara VII.

2. Object Scope

The research objects are Work From Home, Work Life Balance, and the performance of Women employees of PT Perkebunan Nusantara VII

3. Scope of Place

This research was conducted at PT. Perkebunan Nusantara VII, Jalan Teuku Umar, No. 300, Kedaton, Bandar Lampung.

4. Time Scope

The time specified in this study is carried out within a certain period of time according to the research needs

5. Scope of Research Science

The scope of research is the field of Human Resource Management which includes Work From Home, Work Life Balance, and Performance.

1.3 Research Objectives

In accordance with the problems and research questions, the objectives of this study can be detailed as follows:

1. To measure the effect of Work From Home on the Performance of Women Employees of PT Perkebunan Nusantara VII.
2. To measure the effect of Work Life Balance on the Performance of Women Employees of PT Perkebunan Nusantara VII.
3. To measure the effect of Work From Home and Work Life Balance on the Performance of Women at PT Perkebunan Nusantara VII

1.4 Research Benefits

This research is intended to have several benefits, including:

1. For Companies

For policy makers (management) it can be used as a basis for planning the management of funds in order to improve employee performance.

2. For IIB Darmajaya

To add references for the Darmajaya IIB Library and management study program.

3. For Authors

Apart from being a requirement for completing education, it can also increase knowledge in the field of management science with a concentration of human resources and train writers to be able to apply the theories obtained from lectures.

1.5 Writing Systematics

1. Chapter I: Introduction

This chapter explains the background, problem formulation, research scope, research objectives, research benefits, writing systematics on "The Effect of Work From Home and Work Life Balance on the Performance of Women Employees at PT Perkebunan Nusantara VII".

2. Chapter II: Theoretical Basis

Contains theories related to Work From Home, Work Life Balance, Performance, thinking frameworks and hypotheses.

3. Chapter III: Research Methods

This chapter contains the types of research, data sources, population data collection methods, samples, variables, research, variable operational definitions, data analysis methods, and hypothesis testing.

4. Chapter IV: Results and Discussion

In this chapter the authors explain the results and discussion of Supervision of Work from Home and the Effect of Work Life Balance on Women Performance at PT Perkebunan Nusantara VII.

5. Chapter V: Conclusions and Suggestions

This chapter contains conclusions and suggestions which are expected to be useful for interested parties and for general readers.