

**IMPROVING EMPLOYEE PRODUCTIVITY ANALYSIS FOR BACK-
OFFICE EMPLOYEE CATEGORY USING NEW MODEL PRODUCTIVITY
CALCULATOR**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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The purpose of this research is to improve employee productivity analysis for back-office employee category using a new model productivity calculator that considers both process and output aspects of work.

The methodology used in this research is a mixed methods approach, combining qualitative and quantitative data from questionnaire surveys, interviews, and productivity measurements using the new model and the Full Time Equivalent (FTE) method.

The findings of this research show that the new model productivity calculator is more effective and easier to use than the FTE method, as it can measure the productivity of back-office employees who have different work patterns and outputs. The new model also provides more accurate and comprehensive information about the employee's performance and improvement areas.

The conclusion of this research is that the new model productivity calculator is a better tool for measuring and improving the productivity of back-office employees. There is an increasing accuracy about 15% compared to an old one. The measurement results show that an index of up to 99% is in the underload or less productive category, for an index of 100% - 128% it is in the ideal or productive category, while an index of more than 128% is in the overload or over productive category. The new model can also be applied to other types of employees and organizations with some adjustments.

Keywords: Productivity, FTE, Hybrid Working, Employee, Activity, KPI

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DEDICATION

I dedicate this work to my sweetest thing in the world, My Family and my greatest workplace PT United Tractors Tbk.

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I would like to express my gratitude to Allah SWT who has given me abundant pleasure so that I can complete this thesis well. I would like to express my thanks to my family, superiors, co-workers, fellow students from the same class who have supported me from the lecture process to the completion of this thesis.

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TABLE OF CONTENTS

	Page
STATEMENT BY THE AUTHOR	2
ABSTRACT	3
DEDICATION	5
ACKNOWLEDGEMENTS	6
TABLE OF CONTENTS.....	7
LIST OF FIGURES	9
LIST OF TABLES.....	10
CHAPTER 1 – INTRODUCTION.....	11
1.1 Background	11
1.2 Research Problem.....	13
1.3 Research Objectives	13
1.4 Research Questions	14
1.5 Hypothesis.....	15
1.6 Scope & Limitations.....	15
CHAPTER 2 - LITERATURE REVIEW.....	16
2.1 Theoretical Perspectives	16
2.1.1 Productivity	16
2.1.2 Productivity Measurement	17
2.1.3 Productivity Evaluation.....	18
2.1.4 Productivity Planning.....	18
2.1.5 Productivity Improvement.....	18
2.1.6 New Hybrid Working Method.....	18
2.1.7 Workload Analysis.....	20
2.1.8 Full Time Equivalent (FTE)	21
2.1.9 Business Process Management	22

2.1.10 New Productivity Measurement	23
2.2 Previous Studies	24
CHAPTER 3 – RESEARCH METHODOLOGY	26
3.1 Materials and Equipment	26
3.2 Analytical Method	28
CHAPTER 4 – RESULTS AND DISCUSSIONS	30
4.1 Initial Evaluation	30
4.2 Data Analysis	32
4.2.1 Determining the Equation	37
4.2.1.1 Determining index of output criteria: Impact	38
4.2.1.2 Determining index of output criteria: Completeness	39
4.2.1.3 Determining index of output criteria: Punctuality	39
4.2.2 Implementation Sampling Result	41
4.2.3 Data Sampling Comparison.....	44
CHAPTER 5 – CONCLUSIONS AND RECOMMENDATIONS	48
5.1 Conclusions	48
5.2 Recommendations	49
GLOSSARY	50
REFERENCES.....	51
CURRICULUM VITAE	54

LIST OF FIGURES

Figures	Page
United Tractors Consolidate Revenue, Investor Buletin (2021).	11
Business Process Management, HCOD,(United Tractors,2021)	23
Productivity Framework, (United Tractors, 2023)	23
Productivity Cycle, (Wardoyo & Hadi, 2017)	17
Business Process Management, HCOD,(United Tractors,2021)	23
Productivity Framework, (United Tractors, 2023)	23
Questionare Survey FTE Implementation (United Tractors,2023)	26
Survey Respondence Position of FTE Implementation (United Tractors,2023)	27
Survey Respondence Length of Services of FTE Implementation (United Tractors,2023)	27
Research Method Diagram.....	29
Productivity Measurement Framework	30
Diagram Survey Result 1	31
Diagram Survey Result 2	31
Diagram Survey Result 3	32
Survey sheet via Google Form	33
Diagram Respondence Job Location	34
Diagram Respondence by position	34
Diagram Respondence by Length of Service	35
Diagram Job Classification by Position.....	37
Diagram Weight of Job Classification by Employee	42
Calculation Worksheet for Process Criterion.....	42
Calculation Worksheet for Output Criterion.....	43
Calculation Worksheet for Total Productivity	43

LIST OF TABLES

Table	Page
Table 1. Significance Study	14
Table 2. Calculation Worksheet for Total Productivity.....	35
Table 3. Percentage Composition by Position	36
Table 4. Work Classification Composition by Position	36
Table 5. Employee data sampling	41
Table 6. Employee data sampling result.....	44
Table 7. Comparison table for calculating the new method and the old method.....	45