

PROTECTION OF WORKING TIME, REST TIME AND WELFARE FOR REMOTE WORKING WORKERS IN AN ONLINE TRAVEL AGENT COMPANY

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ABSTRACT

The remote working system is a new system choice in the industrial world, the presence of startups or startups is an option used to support productivity during Covid-19 which limits human space to work. Some business fields can implement a remote working system, one of which is an online travel agent company, the selection of this type of business according to research based on research is activities that almost all of its activities can implement a remote working system, researchers conducted research at PT Global Tiket Network by discussing 2 (two) issues, namely the protection of workers in terms of working time rest time and protection of the welfare of workers who apply the remote working system. This research was conducted using a qualitative research method with primary data collection by direct interview to the company. The regulation of the remote working system at PT Global Tiket Network is better regulated than the provisions in the laws and regulations and Company Regulations by implementing a remote working system, namely with 3 (three) working days in the office and 2 (two) working days outside the office and related to welfare, workers at PT Global Tiket Network are satisfied with the wages and welfare facilities received and this has been included in company regulations so that this guarantees workers to work optimally or productively and safely.

KEYWORDS

Remote working, Working time, Rest time, Welfare



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INTRODUCTION

Over the past few years, remote working has begun to be accepted in various industries, both in Indonesia and around the world. In Indonesia, remote working has become popular since the COVID-19 pandemic in 2020. The rapid development of technology and information has driven the growth of remote working almost all over the world. Remote working is a work activity carried out remotely, where workers are not physically present in the office or conventional work location (Kresnomurti, 2024). In other words, remote working allows workers to work from anywhere. This system also brings benefits to companies, such as reduced operational costs.

The concept of remote working is increasingly widespread thanks to advances in communication technology, which allows workers to work from locations far from the company's physical office. As this concept becomes more widespread, it requires legal protection or policies to regulate the practice. Legal protection for remote working workers is becoming increasingly relevant, especially with the rise of remote working practices.

Remote working has been shown to have both positive and negative impacts on employee performance and well-being (Devira & Dwianto, 2023). On the one hand, remote working can increase concentration and engagement in work, which in turn can improve performance. In addition, remote working provides flexibility for workers. The application of this concept offers various advantages, including flexibility in responding to product demand, reduced overhead costs, as well as potential reductions in labor costs if workers work from home as self-employed (Pertiwi, I, 2023).

However, remote working also has negative impacts, such as distractions from the home environment, noise, and other factors that can reduce work comfort and productivity. Remote working can also negatively affect employees' physical and mental health, such as triggering family conflicts, stress, and frustration, which in turn can reduce employee performance and quality of life (Abiddin et al., 2022). In addition, limited communication with coworkers or leaders is also an obstacle in this system (Aulia et al., 2021).

In addition to these impacts, the protection of working time and rest for remote workers also needs to be a concern for employers through clear regulations. This protection is needed as a form of company's obligation to workers, considering that the differences in interests between employers and workers can cause tension. Employers tend to want to increase productivity, while workers may have to work longer hours to meet these demands, often without adequate compensation.

Workers who work beyond the agreed working hours in a work agreement, company regulation, or collective bargaining agreement, can be categorized as overtime work. However, there are still many workers who do overtime work excessively, even exceeding the specified time limit. This phenomenon often occurs in factories or companies with retail stores in Indonesia. This condition needs to be addressed by all parties, as overworking can have a negative impact on workers' health and, ultimately, reduce company productivity (Deviana, 2023).

Legal protection for remote working workers is an important aspect of labor law that is receiving increasing attention. Moreover, legal protection in cases of

industrial relations disputes in companies is also very necessary. Currently, Indonesian law does not fully protect remote working workers, so the government needs to accommodate the necessary legal protections to prevent future problems. For example, Law No. 13 Year 2003 on Manpower and Law No. 11 Year 2020 on Job Creation have not clearly regulated the rights of remote workers, so the strength of legal protection against them is still questionable (Salsabila, 2022).

Companies often have internal policies or specific regulations to govern remote working, covering working hours, communication procedures, data protection rights, and other rights. While not formal laws, these policies are an important basis for protecting remote workers. Companies should also pay attention to the welfare and fairness of remote workers, ensuring that workers are not asked to work outside of normal working hours without proper compensation. In addition to ensuring the welfare of remote working workers, protection against industrial relations disputes is also very necessary. Although there is no specific regulation in Indonesia regarding remote working, in the case of industrial relations disputes, third-party mediators are needed and reference to existing labor laws.

Workers must understand the rights obtained and agreed upon in the employment contract. If there is a violation of rights by the company, remote working workers can file a rights dispute and resolve the issue through the industrial relations dispute resolution mechanism. Some employees complain that remote working has become longer and more tiring, requiring them to always be active on technology such as cellphones and laptops. Remote working arrangements that are not regulated by the government, especially in terms of working time and rest, often allow companies to provide work more freely without paying attention to normal working time rules. This is problematic in the industry, hampering the creation of work-life balance.

Protecting remote working workers from industrial relations disputes is a complex issue that requires a comprehensive solution. It requires cooperation between the government, companies, trade unions, and academics to develop clear and pro-worker regulations, as well as raising awareness and understanding of the rights and obligations of remote working workers. In response to the above problems related to working time, rest time for remote working workers, a comprehensive discussion is needed, therefore researchers will conduct research with the title "Protection of Working Time, Rest Time and Welfare of Remote Working Workers in Online Travel Agent Companies (field study at PT Global Tiket Network)".

Based on the background explanation above, researchers need to provide problem restrictions so that this research has a focus on the issue of protection for remote working workers regarding working time, rest time which has an overall impact on worker welfare and productivity in online travel agent companies, so that this research is limited to participants, namely Company Management and Workers of PT Global Tiket Network. Research objectives as follows: Knowing the regulations that protect remote working workers in the online travel agent business field, especially at PT Global Tiket Network and Knowing the implementation of remote working protection that has an impact on worker welfare and company productivity at PT Global Tiket Network.

RESEARCH METHOD

Researchers in this study used a qualitative method, the data obtained was presented in the form of logical descriptions to describe the facts systematically. This research method is used by researchers in order to provide a complete picture of worker protection for working time and rest time through policies from the Company that have an impact on welfare.

This type of research uses qualitative research methods, where the researcher acts as a key instrument with data collection techniques that combine various existing data and sources with inductive data analysis (Abdussamad & Sik, 2021). This method is used in natural conditions and is more widely used by researchers related to humans.

The research source was obtained using primary data which is the result of data collection directly from the source observed and recorded by the researcher (Sugiyono, 2014). The results of the data in this study are primary data in the form of interviews and observations.

In this research, data was collected through interviews, observations, and literature studies. Literature data was obtained from various sources such as laws and regulations, books, literature, documents, writings of legal experts, and other sources relevant to the research theme. With this method, researchers can identify problems accurately and enable objective generalization (Aji, 2013).

Data analysis in this research is carried out qualitatively, comprehensively and completely, namely describing quality data in the form of sentences that are organized, sequential, logical, not overlapping so as to facilitate data interpretation and understanding of the results of the analysis. Analyzing data in depth from various aspects in accordance with the scope of research with nothing scattered, so as to produce quality and perfect normative legal research.

RESULT AND DISCUSSION

How are Working Time and Rest Time Arrangements for Remote Working Workers at PT Global Tiket Network?

In discussing this first issue, the researcher will elaborate on the results of interviews with workers and management at PT Global Tiket Network regarding working time and rest time arrangements. How companies protect their workers in this aspect is very important, because without clear arrangements, the work system can become chaotic and result in losses for workers and companies. Therefore, clear and detailed protection is necessary.

Remote working began to be implemented by some companies during the COVID-19 pandemic, when all workers were required to work from home. Over time, this method has become popular among companies. The implementation of remote working brings significant changes in the industrial world, especially in terms of working time arrangements, work agreements, and rights and obligations between workers and companies (Hetiyasari, 2022).

In the context of remote working, work time that was once clearly structured in the office is now unlimited. Many companies that implement remote working systems tend to blur the boundaries between working hours and break times, so break times are often used for work. This shows how important clear protections are for workers to ensure work-life balance and prevent potential losses on both sides.

The regulation of working time and rest time has been regulated in Government Regulation No. 35 of 2021, in its explanation in Article 21 paragraph (1) "Every Employer is obliged to implement the provisions of working time", the phrase "shall" in this provision is mandatory which if violated has sanctions stipulated in the same provision in Article 61 paragraph (1) "written warning, limitation of activities, temporary suspension of part or all of the means of production and suspension of business activities".

Based on the results of interviews with the People Operation Division at PT Global Tiket Network (tiket.com), arrangements for working time and rest periods are regulated in Company Regulations that have been registered to be ratified at the West Jakarta Manpower Office 2024-2026 which regulates working time, namely 8 (eight) hours 1 (one) day and 40 (forty) hours 1 (one) week for 5 (five) working days in 1 (one) week in addition to weekly rest periods of 2 (two) days for 5 (five) working days in 1 (one) week, this is in accordance with the provisions in Article 21 paragraph (2) and Article 22 of Government Regulation No. 35 of 2021 concerning Certain Time Work Agreements, Outsourcing, Working Time and Rest Period and Termination of Employment. 35 of 2021 concerning Fixed-Term Employment Agreements, Outsourcing, Working Time and Rest Time and Termination of Employment.

The implementation of working time and rest time in PT Global Tiket Network (tiket.com) based on the results of interviews with company management using something different from what is regulated in the Company Regulations, workers there work remotely or the term used by the company is a hybrid system with provisions, namely 3 (three) days working in the office (work from office) and 2 (two) days working outside the office or the term work from home (WFH), this is recognized by the workers we interviewed who feel that the hybrid working arrangements that apply in the Company make workers feel benefited by the condition that almost all companies have implemented normal working hours after the Covid-19 pandemic.

In addition, according to the workers we interviewed, the company also does not apply clock in and clock out attendance and this really gives freedom to workers' time management to complete existing projects / jobs with targets that have been given by the Company by dialoguing with their workers, the impact of this arrangement is that workers can determine when to start and finish a job which is all monitored through the daily task system and internal communication media set and regulated by the Company so that high performance from workers can make company productivity increase in a sustainable manner.

The obstacles in the remote working system based on the results of interviews with workers are distractions or distractions while working, this is what makes the boundaries need to be made by each worker for how to work effectively and efficiently in hybrid working/remote working conditions to always focus and be able to solve problems from the worker's side.

How the Impact of Remote Working Arrangements on Workers' Welfare at PT Global Tiket Network?

In the second part of this study, the researcher will discuss the effect of the work system arrangement used by PT Global Tiket Network, namely remote working, on workers' welfare based on the results of worker and management interviews. Remote working is becoming increasingly popular in Indonesia, and there are various views stating that remote working offers many benefits for employers and workers. According to Nicholas Bloom's research in (Anggraeny & Hidayah, 2021), remote working has a positive impact on workers because its implementation increases their satisfaction with work. In addition, workers can focus more on their tasks, enjoy a better family life, and save transportation costs for commuting to the office (Yeni & Okmaida, 2021).

The remote working environment offers flexibility, as it gives workers the freedom to choose how, when and where they will carry out their work-related tasks. However, indicators of stress disorders can also arise in this situation. Stress can be caused by a stimulus that becomes more severe and prolonged, making it difficult for a person to deal with it. This stress often arises from the problems of daily life and the distractions faced in a flexible but challenging work life (Pratama & Raharjo, 2023).

According to Sholihah in (Pratama & Raharjo, 2023), close relationships and distance with family are crucial factors in creating comfort when working from home, because the role of family is very important to provide support to individuals in carrying out their activities and activities. When working from home, travel time is greatly affected. Travel time, defined as the time it takes to cover a certain distance, becomes an influential factor because workers no longer need to travel from home to the office, so they can carry out their work activities from home. This reduction in travel time also has a positive impact on health and work-life balance. Maintaining health and balance between work and personal life is very important to achieve maximum work results. The last indicator that needs to be considered is the ability of creativity and productivity. Creativity is necessary to always come up with new ideas in problem solving, which in turn can increase work productivity.

Meanwhile, according to Choudhury (2021), the implementation of a remote work system brings a number of benefits, such as savings in company operating costs, the ability to recruit and utilize resources globally, and enables increased productivity. On the other hand, employees can enjoy greater flexibility at work. However, remote work systems also present challenges, especially in terms of

communication. These challenges include knowledge sharing, virtual socializing, data protection, and avoiding delays in communication and workflow.

Based on research conducted by McKinsey, written in Hartono and Rahardi in (Pratama & Raharjo, 2023), which compared working from home (WFH) and working from the office (WFO), it was found that 80% of workers prefer WFH, while the other 20% prefer WFO. A total of 41% of workers felt more productive with WFH, and 28% felt their productivity was equally good in both WFH and WFO. The majority of workers feel more productive during WFH because they do not have to travel far to the office, feel fresher in the morning, and can organize their working hours more flexibly. However, around 31% of workers feel more productive during WFO than during WFH, as they are often distracted by circumstances and homework. This is especially true for employees who have young children at home or who do not have a dedicated workspace, which can disrupt their focus when working from home.

The above statement is also supported by interviews with workers who feel that this remote working arrangement makes workers have freedom to manage work time and rest time with this system there is also no obligation to be absent so it is really the worker who regulates when to start working, rest and finish in a job / task / project that is still guided by company regulations that regulate working time 8 hours and 5 days a week.

The arrangement of the remote working system, which according to the results of interviews with management has a positive influence on worker productivity, also has a welfare impact. The welfare facilities in question are in addition to the basic salary, namely getting a transportation allowance, bonuses every year, income tax allowances, basic and additional health benefits, allowances for participating in sports activities, e-wallets in accordance with the basic salary for workers' needs outside the office, psychologist assistance, annual leave of 15 (fifteen) days, leave for grief, marriage, grief, marriage and birth allowances.

The above rights are the rights received by workers both workers with a specific work agreement (PKWT) and an indefinite time work agreement (PKWTT), this is a value benefit for the company from the worker's side to foster awareness and responsibility and loyalty to the Company. This shows that the company may apply a consistent wage policy for all types of work, or that differences in work location do not affect the basic structure of wages received by workers. The Company strives to maintain equality in pay to ensure that all workers feel valued and treated fairly and equally.

CONCLUSION

Based on the results of the discussion, the work system arrangements for remote working at PT Global Tiket Network are the same as those stipulated in the company regulations, the implementation of the work system applies hybrid working 3 days work from office (WFO) and 2 days work from home (WFO) this work system is effective from April 2024, which previously in 2021 was full WFH

with 5 (five) working days, related to this arrangement the protection of workers who do remote working is very good, This is proven by the fact that until the research was conducted, remote working arrangements were still carried out by workers from all units / divisions in PT Global Tiket Network regardless of the class and type of work performed, this arrangement proves that workers get protection and benefits such as freedom of time at work without reducing their rights as workers in the Company.

The impact of remote working arrangements has consequences, researchers limit it to the positive impact in terms of welfare facilities, welfare protection needs to be carried out on an ongoing basis to ensure workers have legal certainty that their rights are guaranteed if they run a remote system without worrying that their rights are reduced by the wage component consisting of basic salary, fixed allowances, non-permanent allowances and various welfare facilities that are able to make workers work optimally and safely.

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