WFO into WFH or WFA with Balanced Scorecard (BSC) Framework in Jakarta Company

1st Glenny Chudra
Informatics Departerment
Pradita University
Tangerang, Indonesia
glenny.chudra.s2@student.pradita.ac.id

2nd Alfa Yohannis
Informatics Departement
Pradita University
Tangerang, Indonesia
alfa.yohannis@pradita.ac.id

Abstract—an IT strategy for succeeding form work from office (WFO) into remote work (WFH) and work from anywhere (WFA) is becoming increasingly important in today's digital era. The right IT strategy can enable companies to achieve maximum productivity, increase efficiency, and ensure data security. To achieve these goals, the IT strategy must include several essential elements. First, the reliable and secure network infrastructure must be available to ensure stable and secure remote connections to workers' devices. Second, collaboration and communication platforms that enable workers to work together and communicate easily must be available and integrated with the company's systems. In addition, data protection and information security must also be the IT strategy's main focus. Companies must ensure that all devices workers use, including personal devices, are encrypted and protected from cyber-attacks. Efforts must be made to ensure the security of data accessed and exchanged by workers across platforms and the company's systems. Finally, the IT strategy must include training and technical support for workers facing technical or security challenges. Proper training can help workers understand and effectively use the tools and technology used in remote work, while technical support can help them quickly and efficiently resolve technical issues. By implementing the right IT strategy, companies can ensure that they can work effectively and securely from anywhere, enabling them to achieve their business goals efficiently and keep up with current workforce trends.

Index Terms—IT Strategy, Work From Anywhere, Work From Home, Balanced Scorecard

I. INTRODUCTION

The development of information technology has changed the way we work and interact in our daily lives. In recent years, remote work has become increasingly popular, especially due to the global pandemic that has prompted many companies to adopt work from home (WFH) policies to ensure the health of their employees.

However, remote work is not the only option available to the workforce today. Some companies choose to return to the office and implement work from office (WFO) policies, while others choose to implement work from anywhere (WFA) policies, allowing employees to work from any location they desire.

In the face of these various work policies, the right information technology (IT) strategy is becoming increasingly important. The right IT strategy can help companies achieve maximum productivity, improve efficiency, and ensure data security.

In this paper, we will discuss effective IT strategies for success in various work policies, including WFH, WFO, and WFA Using Balanced Scorecard (BSC) Framework. We will discuss the key elements that must be considered in an IT strategy, including network infrastructure, collaboration and communication platforms, data security, and technical training and support for employees. By considering these elements and implementing the right IT strategy, companies can achieve success in various work policies and ensure long-term business success.

II. RESEARCH METHODS

In this research using a qualitative research study, a questionnaire was distributed to 20 individuals with the following questions:

1) Field or Industry
2) Job Title or Role
3) Job Description
4) Benefits of WFH
5) Disadvantages of WFH
6) Benefits of WFO
7) Disadvantages of WFO
8) Benefits of WFA
9) Disadvantages of WFA
10) Technologies used during WFH or WFA
11) Technologies needed during WFH or WFA
12) Mindset during WFH or WFA

III. DASAR TEORI

A. Balanced Scorecard

Balanced Scorecard (BSC) diciptakan oleh Robert Kaplan dan David Norton di tahun 1982. BSC sendiri merupakan suatu metode manajemen kinerja yang berguna untuk membantu organisasi mencapai visi dan strategi bisnis jangka panjang

dengan memetrikasi kinerja bisnis pada empat perspektif yang berbeda, diantaranya adalah:

1) Perspektif Keuangan Tujuan perspektif keuangan adalah untuk mengukur keberhasilan organisasi dalam mencapai tujuan finansialnya. Contoh dari perspektif ini adalah pembahasan matrix dari laba bersih, pertumbuhan pendapatan dan pengembalian investasi.
2) Perspektif Pelanngan Tujuan perspektif adalah berfokus pada pelanggan dan upaya organisasi untuk memenuhi kebutuhan pelanggan. Contoh dari perspektif ini adalah tingkat kepuasan pelanggan, pangsa pasar, dan waktu respon pelanggan.
3) Perspektif proses Internal Tujuan perspektif Proses Internal adalah digunakan untuk mencapai proses internal baik secara proses bisnis dan operasi. Contoh dari perspektif ini adalah waktu siklus proses, produktivitas, dan kualitas produk atau layanan.
4) Perspektif Pembelajaran dan Pertumbuhan Tujuan Perspektif Pembelajaran dan Pertumbuhan adalah

IV. Pembahasan dan Isi

A. Questionnaire Respondent Answer

- Work Form Home (WFH)
  1) Positive aspects of WFH related to work
     a) Higher time flexibility without transportation costs to the office.
     b) Easier focus on tasks due to minimal disturbance and distraction.
     c) Ability to improve the use of information technology.
  2) Negative aspects of WFH related to work
     a) Difficulty communicating if not accustomed to communicating through telecommunications media.
     b) Disturbances from the surrounding environment and officer who cannot follow environment WFH and rules
- Work from Office (WFO)
  1) Positive aspects of WFO related to work
     a) Ability to directly request data from authorized personnel.
     b) Ability to communicate directly and socialize with co-workers.
  2) Negative aspects of WFO related to work
     a) Expensive transportation costs and long travel time.
     b) Distractions from the office environment.
- Work from Anywhere (WFA)
  1) Positive aspects of WFA related to work
     a) Ability to work from anywhere and anytime.
     b) Ability to choose a more productive and inspiring location.
  2) Negative aspects of WFA related to work

---

a) Vulnerability to technical and communication issues if not accustomed to communicating through telecommunications media.
b) Not flexible in terms of time and place for certain tasks.
  3) Challenges of WFA related to work
     a) Difficulty interacting with family, children distracted by online games or other sites unrelated to learning material.
     b) Difficulties in dealing with damages that occur in the network or technology used.
     c) Difficulty concentrating when work is imbalanced and when looking for accurate numbers in work such as making financial reports in different places.

- Technologies for WFA
  1) Technologies used in WFA
     a) Google Meet
     b) Slack
     c) Clickup
     d) Excel
     e) DJP
     f) VB
     g) MySQL
  2) Technologies required to support WFA

     Supporting applications for WFA are easy-to-use and easy-to-integrate team management applications, project management systems, applications for automatic report creation. In addition, reliable and fast networks are also needed to support WFA. These technologies will help individuals and teams to efficiently and effectively complete their work in working WFA.

- Mindset and Values for WFA
  1) Time contact limits, both between superiors and subordinates and among colleagues.
  2) Determination of employee performance based on objective-based or time-based.
  3) Polite tone in emails.
  4) Turning on the camera during video calls.
  5) Rules of neat and polite dressing.
  6) Independence and self-confidence in completing work on time.
  7) Respecting each other's time and being flexible in meetings or group chat

B. Applied BSC as a company strategy from WFO into WFA

REFERENCES

Please number citations consecutively within brackets [1]. The sentence punctuation follows the bracket [2]. Refer simply to the reference number, as in [3]—do not use "Ref. [3]" or "reference [3]" except at the beginning of a sentence: "Reference [3] was the first ..."

Number footnotes separately in superscripts. Place the actual footnote at the bottom of the column in which it was cited. Do not put footnotes in the abstract or reference list. Use letters for table footnotes.

Unless there are six authors or more give all authors' names; do not use "et al.". Papers that have not been published, even if they have been submitted for publication, should be cited as "unpublished" [4]. Papers that have been accepted for publication should be cited as "in press" [5]. Capitalize only the first word in a paper title, except for proper nouns and element symbols.

For papers published in translation journals, please give the English citation first, followed by the original foreign-language citation [6].

REFERENCES

[1] G. Eason, B. Noble, and I. N. Sneddon, "On certain integrals of Lipschitz-Hankel type involving products of Bessel functions," Phil. Trans. Roy. Soc. London, vol. A247, pp. 529–551, April 1955.

[2] J. Clerk Maxwell, A Treatise on Electricity and Magnetism, 3rd ed., vol. 2. Oxford: Clarendon, 1892, pp.68–73.

[3] I. S. Jacobs and C. P. Bean, "Fine particles, thin films and exchange anisotropy," in Magnetism, vol. III, G. T. Rado and H. Suhl, Eds. New York: Academic, 1963, pp. 271–350.

[4] K. Elissa, "Title of paper if known," unpublished.

[5] R. Nicole, "Title of paper with only first word capitalized," J. Name Stand. Abbrev., in press.

[6] Y. Yorozu, M. Hirano, K. Oka, and Y. Tagawa, "Electron spectroscopy studies on magneto-optical media and plastic substrate interface," IEEE Transl. J. Magn. Japan, vol. 2, pp. 740–741, August 1987 [Digests 9th Annual Conf. Magnetics Japan, p. 301, 1982].

[7] M. Young, The Technical Writer's Handbook. Mill Valley, CA: University Science, 1989.

IEEE conference templates contain guidance text for composing and formatting conference papers. Please ensure that all template text is removed from your conference paper prior to submission to the conference. Failure to remove the template text from your paper may result in your paper not being published.