

ABSTRACT

This thesis investigates the impact of the Work From Home (WFH) policy on workers' conditions at PT Bank Mandiri, focusing on work-life balance, benefits, and labor productivity. The findings reveal significant changes due to the WFH policy, with notable differences between frontline and back-office workers. Frontline workers, such as customer service representatives, tellers, and branch managers, experience increased stress, workload, and risks from required physical presence and direct customer interaction. This has led to greater challenges in maintaining work-life balance and satisfaction with benefits compared to back-office personnel. The labor productivity of frontline workers has declined during the pandemic due to new safety protocols and increased service demands, while back-office workers are less affected.

The research adds insight to existing literature by highlighting the heightened impact on low-level jobs. Practical implications include the need for tailored interventions, with enhanced benefits and technological training for frontline workers. The study's limitations include not covering blue-collar workers and different managerial levels, suggesting future research should address these areas for a more comprehensive understanding.

Keywords: Work From Home (WFH) Policy, PT Bank Mandiri, work-life balance, benefits, labor productivity, frontline workers, back-office workers, working conditions, pandemic safety protocols, job performance.