

# BAB 1

## INTRODUCTION

### 1.1 Background

Technology has permeated every level and aspect of today's corporate sector. This trend is not exclusive to the property management industry in a country such as Indonesia. As a developing country, Indonesia is experiencing rapid urbanization. Currently, 56.7 percent of Indonesia's population lives in the cities, and by 2035 is expected to grow to 66 percent.[1] Living spaces will become scarce in cities due to much of the land being converted to buildings and other infrastructure to cater to the people. High-rise buildings and apartments will become the new trend, replacing housing complexes to save much-needed space. In addition to the growing population, new businesses will emerge. National and multinational companies require office spaces to carry out their work activities.

Both apartment complexes and office spaces will require the help of a building management team to ensure that all building assets and associated infrastructure are operationally sound. A building management team generally consists of BM (Building Manager), PR (Property Manager), TR (Tenant Relations), Engineering, Housekeeping, Security, and Finance, whom all collaborate to execute a WO (Work Order), which are requests or complaints from tenants. And IWO (Internal Work Order), complaints from the internal building team. By being able to cater to and help solve the tenant's problem effectively, the building management team plays an essential role in building the tenant's satisfaction. However, a task laden with administration and paperwork is guaranteed to face human error, which will impede the building management team's progress.

In order to ease the burden faced by the building management team, a property management system can be of use. A property management system is a computerized system that integrates the entire Building Management process into a single system. The system replaces the old method that uses paper which tends to be inefficient. Features provided by the system include text features to help coordinate and communicate between the building management team and tenant, create business reports, manage finance, and ensure facilities are adequately maintained. As a result, building management software is essential for assisting the building management staff.

## 1.2 Purpose

The purpose of this internship are as follows.

- Implement the SDLC method from the software development learned from lecture
- Improve problem-solving skills, time management and working collaboratively.
- Adding experience working professionally in a team.
- Expanding relations with experienced professionals.

## 1.3 Objective

The Objective of this internship are as follows.

- Help continue the development process of the Lingkup application.
- Providing assistance in giving training and socialization process to new users.

## 1.4 Period and Procedures

The internship will last six months, from August 26 to February 26, 2023. The company divides the internship into five working days of WFO(Work From Office) in the GOP(Green Office Park) building nine first floor LLV(Living Lab Ventures) office. The internship runs from 8.30 a.m. to 5.30 p.m.; the Intern works up to eight hours a day with one hour of rest between 12.00 p.m and 1.00 p.m. At the end of September, there was a shift in the work schedule. On Monday, WFH (Work From Home) was created exclusively for individuals doing internships.

Interns will have access to a presence system that Intern can check in on a Tracker website during the internship process. In the presence system, Interns must fill out a form to decide which project department they are working on and provide a brief description of the work performed, including the time and place. The clothing regulations required for interns are Smart-Casual; Interns are given freedom in clothing as long as it suits the work environment.