

# CHAPTER I

## PREFACE

### 1.1. Background

StaffAny Private Limited is a technology startup company that operates in the field of workforce management solutions. The company provides software-based solutions to help businesses manage workforce operations more efficiently, especially in areas related to employee scheduling, attendance, and daily operational coordination. In industries that rely on shift-based workers, workforce management plays an important role in ensuring that business operations can run smoothly and consistently.

However, managing a workforce is not always simple. Businesses often need to handle changing schedules, employee availability, attendance records, payroll-related data, and communication between managers and employees. If these processes are managed manually or through disconnected systems, several problems may occur, such as scheduling conflicts, inaccurate attendance records, delayed coordination, and inefficient administrative work. These issues can affect operational productivity and make it difficult for businesses to maintain accurate workforce information.

To address these problems, StaffAny provides a digital workforce management platform that supports businesses in organizing and monitoring workforce-related processes in a more structured way. Through the use of software, businesses can reduce manual work, improve data accuracy, and make daily workforce coordination more efficient. This allows managers and employees to access relevant information more easily and supports better decision-making in daily operations.

Software engineers have an important role in supporting StaffAny's solutions. They are responsible for developing and improving the platform so that it can meet user needs and continue to operate reliably. Their work includes understanding product requirements, discussing technical constraints, exploring edge cases, designing technical specifications, implementing features, fixing bugs,

improving test coverage, preparing regression and deployment plans, and writing documentation.

The author was involved as a Software Engineer at StaffAny. The position provided direct experience in the software development process within a professional technology company. Through collaboration with product designers, product managers, customer success, and other engineers, the author gained practical experience in developing software features, maintaining system quality, performing testing activities, and contributing to the engineering documentation. This experience helped the author understand the role of software engineering in supporting real-world workforce management solutions.

## **1.2. Internship Aims and Objectives**

The purpose of this internship was to gain practical experience in software engineering by contributing to real-world problems through web, mobile, and backend development. The author aimed to apply knowledge gained during university studies in a professional work environment while developing a deeper understanding of software development processes, team collaboration, and production-level systems.

The objectives of the internship were as follows:

1. To fulfill the academic requirements of the Internship Track 1 program at Universitas Multimedia Nusantara.
2. To apply technical knowledge in software engineering, particularly in web, mobile, and backend development.
3. To contribute to the development and improvement of real-world software features used in a professional environment.
4. To gain experience in collaborating with product managers, designers, quality assurance teams, and other engineers during the software development process.
5. To improve problem-solving skills by analyzing technical constraints, handling edge cases, fixing bugs, and participating in testing activities.

6. To understand professional engineering practices, including documentation, regression testing, deployment planning, and maintaining system quality.

### **1.3. Time and Procedures of Internship**

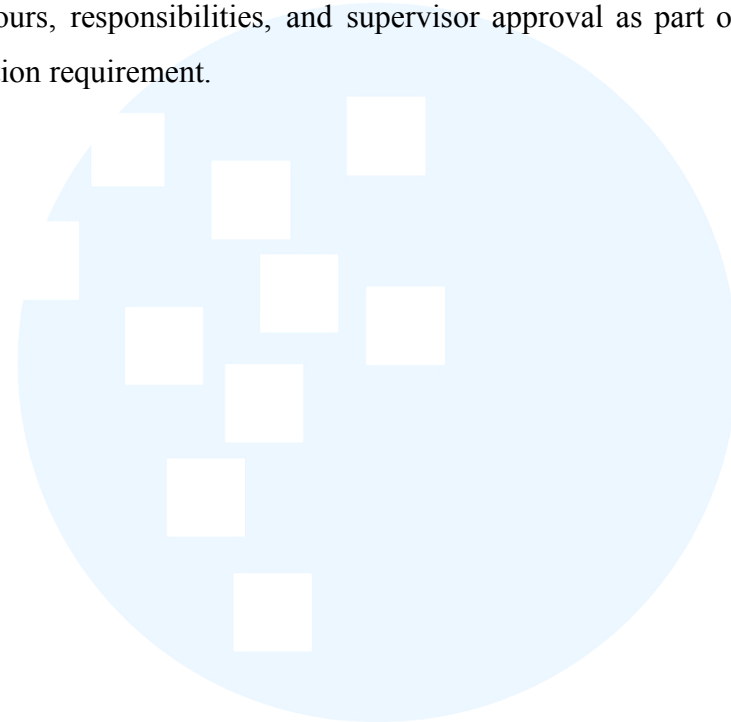
The application process began through LinkedIn, where the author applied for the Software Engineer position at StaffAny. After submitting the application, the author attended an interview with the Human Resources team on 26 November 2025. The next stage was a take-home test, which had to be completed within two days. After completing the test, the author proceeded to the engineering interview on 4 December 2025. The author then received the acceptance result on 10 December 2025.

The work period at StaffAny was carried out from 5 January 2026 to 7 July 2026. During this period, the author held the position of Software Engineer with a hybrid working arrangement. The author worked from home on most working days and worked from the office every Monday at StaffAny's office in Ariobimo Sentral, South Jakarta. The daily working hours started at 09:00 and ended at 18:00, with a lunch break from 12:00 to 13:00. The program also included a three-month probation period as part of the company's work procedure.

The work process began with onboarding, which included preparing the work environment, studying the company's product guide, understanding the product domain, and setting up the required development tools. After onboarding, the author started working on software engineering tasks assigned by the engineering team. These tasks included implementing features, fixing bugs, discussing technical constraints, reviewing edge cases, creating pull requests, addressing review feedback, and participating in testing activities.

During the work period, the author collaborated with designers, product managers, and other engineers to understand feature requirements and implement solutions that aligned with the existing system. The author was also involved in testing coordination, regression planning, documentation, and deployment preparation when required. In addition, the author attended biweekly one-on-one

meetings with the CTO or manager to discuss work progress, receive feedback, clarify challenges, and align tasks with the team's expectations. Daily work progress was recorded in the Daily Task MBKM document, which listed the date, working hours, responsibilities, and supervisor approval as part of the program administration requirement.



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