

# Analisis Dampak Edukasi Kesadaran Keamanan Informasi Pada Karyawan Perusahaan Telekomunikasi PT. XYZ = Analyzing The Impact of Information Security Awareness Training to the Employees of Telecommunication Company PT. XYZ

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## Abstrak

Sebagai perusahaan yang bergerak di bidang telekomunikasi, PT. XYZ harus memastikan bahwa mereka memiliki kemampuan yang memadai untuk melindungi data sensitif perusahaan dan pelanggannya. Meskipun berbagai sistem dan proses keamanan informasi sudah tersedia, sumber daya manusia masih merupakan mata rantai terlemah dalam keamanan siber. Metode bekerja Work From Home pada era New Normal membuat ancaman siber semakin besar. Pada dasarnya, Information Security Awareness (ISA) menunjukkan apakah pengguna menyadari tujuan dari keamanan informasi atau tidak. Dengan menggunakan skenario simulasi phishing assessment, penelitian ini menguji tingkat ISA karyawan PT. XYZ dan bagaimana edukasi ISA dapat meningkatkan tingkat kesadaran mereka. Hasil simulasi dibandingkan antara sebelum dan sesudah mereka menerima edukasi ISA dalam skala prosentase. Hasil penelitian menunjukkan adanya dampak yang positif setelah edukasi diberikan. Karyawan yang mengklik URL phishing sebelum edukasi mencapai 31% berkurang menjadi 11% setelah edukasi. Sementara itu, karyawan yang terkena phishing menurun dari 24% menjadi 4%.

.....As a company that is operating in the telecommunication sector, PT. XYZ must ensure that they have adequate capabilities to protect their company's and customers' sensitive data. Although various information security systems and processes are already in place, human resources still are the weakest link in cyber security. The new method of Work From Home in the New Normal era makes the threat even larger. Basically, Information Security Awareness (ISA) denotes whether or not users are aware of information security objectives. Using a phishing scenario, this study examined the level of ISA of PT. XYZ employees and how ISA training might improve their awareness level. The simulation outcomes were compared to the results before and after they received ISA education on a percentage scale. The results showed that there was a positive impact after ISA education was given. Employees who clicked on phishing URLs before training reached 31% reduced to 11% after training. Meanwhile, employees affected by phishing decreased from 24% to 4%.