

Studi Kasus Implementasi Kebijakan Diversity, Equity, and Inclusion (DEI) Pada Perusahaan Software as a Service (SaaS) di Jakarta = Case Study on the Implementation of Diversity, Equity, and Inclusion (DEI) Policies in a Software as a Service (SaaS) Company in Jakarta

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Abstrak

Latar belakang penelitian ini didasari oleh pentingnya DEI sebagai kerangka strategis dalam organisasi modern, khususnya di sektor IT yang sangat dinamis dan multikultural. Penelitian ini berfokus pada persepsi karyawan terhadap implementasi konsep Diversity, Equity, and Inclusion (DEI) di lingkungan perusahaan Teknologi Informasi di Jakarta, dengan studi kasus pada PT. Cloud (nama samaran). Penelitian menggunakan pendekatan kualitatif dengan desain studi kasus eksploratif, melibatkan wawancara mendalam kepada 11 karyawan dengan divisi, latar belakang pendidikan, jenis kelamin, usia, dan pengalaman kerja yang beragam. Hasil penelitian menunjukkan bahwa keberagaman latar belakang telah mendorong terciptanya budaya organisasi informal yang inklusif dan suportif namun masih ada keterbatasan kontekstual di perusahaan terkait minimnya kebijakan dan dukungan menyebabkan keadilan dan inklusi yang belum maksimum.

.....The background of this research stems from the growing importance of Diversity, Equity, and Inclusion (DEI) as a strategic framework in modern organizations, particularly within the highly dynamic and multicultural IT sector. This study focuses on employee perceptions regarding the implementation of DEI principles in an Information Technology company based in Jakarta, with a case study conducted at PT. Cloud (pseudonym). The study adopts a qualitative approach through an exploratory case study design, the research involved in-depth interviews with 11 employees from various divisions, educational backgrounds, genders, ages, and work experiences. The findings reveal that diversity has contributed to the creation of an informal albeit inclusive and supportive organizational culture; however, there are still contextual limitations within the company, such as the lack of formal policies and support, which hinder the full realization of equity and inclusion.