DIJDBM:
Dinasti International Journal of Digital Business Management
E-ISSN: 2715-4203
P-ISSN: 2715-419X
DINASTI PUBLISHER
https://dinastipub.org/DIJDBM dinasti.info@gmail.com +62 811 7404 455
DOI:https://doi.org/10.38035/dijdbm.v7i2

Gap and Risk Analysis of Bring Your Own Device (BYOD) Usage from the Perspectives of Employee Performance, Process, and Technology at PT Sinergi Teknoglobal Perkasa

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Abstract: An analysis to examine the influence of security perceptions, technical support, and job type on employee productivity in implementing the Bring Your Own Device (BYOD) policy. This research uses a quantitative approach by distributing questionnaires to 100 employees at PT Sinergi Reknoglobal Persaka. The regression analysis results show that the three independent variables significantly affect employee productivity. High perceived security, adequate technical support, and the type of work that is compatible with the use of personal devices contribute to increased productivity. This study concludes that the implementation of BYOD policies can effectively increase employee productivity if supported by supporting factors such as data security, technical support, and job suitability. The results of this study provide important implications for companies that want to implement BYOD policies.

Keyword: BYOD, Employee Productivity, Perceived Security, Technical Support, Job Type.

INTRODUCTION

PT Sinergi Teknoglobal Perkasa, founded in 2019 and headquartered in Tangerang, West Java, Indonesia, has emerged as a cornerstone in the nation's ICT landscape, distinguished by its profound expertise in architecting, deploying, and seamlessly integrating cutting-edge IT infrastructure and multi-platform solutions tailored to the exacting demands of high-stakes industries such as aviation security systems, intelligent transportation networks, resilient public service infrastructures, and the complex operational ecosystems of the oil and gas sector. This company's trajectory reflects not merely technical proficiency but a strategic mastery in bridging disparate technologies to deliver holistic, end-to-end solutions that empower clients to navigate digital transformation with confidence and agility. At its core lies a visionary mandate "To become the leading and preferred ICT solutions company in security systems and telecommunications for airports, transportation, public service sectors, and the oil & gas industry" which encapsulates an unrelenting dedication to innovation, hyper-customized service delivery, ironclad security protocols, peak operational efficiency, fluid communication architectures, and unwavering technological dependability across every project lifecycle.

This aspirational vision achieves profound resonance through one of its pivotal corporate missions: meticulously cultivating a progressive work environment that places employee well-being at the forefront, nurtures avenues for perpetual professional growth and skill enhancement, and anchors all endeavors in timeless universal ethical principles and organizational values that transcend transactional business norms. Translating this vision-mission synergy into tangible reality imperatives a comprehensive, multi-pronged strategy, with particular emphasis on elevating employees' work ethics within the paramount arena of information security—a domain demanding synchronized fortification across the indispensable trinity of human capital (through targeted upskilling, cybersecurity awareness campaigns, and behavioral conditioning), streamlined processes (via standardized protocols, automated workflows, and continuous improvement cycles), and state-of-the-art technology stacks (encompassing advanced firewalls, intrusion detection systems, and AI-driven threat intelligence), all underpinned by sophisticated IT risk assessment and mitigation frameworks that anticipate rather than merely react to emerging dangers.

Within the pulsating veins of today's hyper-connected, data-saturated digital ecosystem where IoT proliferation, cloud migrations, and 5G rollouts converge information security has transcended from a mere technical consideration to the foundational bedrock of IT governance, strategic implementation, and organizational resilience, a truism acutely manifesting at PT Sinergi Teknoglobal Perkasa amid its immersion in mission-critical, security-intensive operational theaters. Nevertheless, intractable risk gaps persist and widen relentlessly, propelled by the Darwinian evolution of cyber threat actors who wield an arsenal of sophisticated techniques: persistent advanced malware strains, hyper-targeted phishing and social engineering lures, polymorphic ransomware variants, exploited zero-day vulnerabilities in unsecured wireless networks, insidious insider threats originating from unwitting or malicious personnel, and the insidious frailties embedded within ubiquitous user endpoint devices that serve as the frontline battleground in modern workplaces. For an entity like PT Sinergi Teknoglobal Perkasa, operating at the intersection of national infrastructure and industrial vitality, these threat vectors carry existential weight a compromised aviation communication relay could precipitate airspace chaos with cascading humanitarian and economic fallout; a breached oil & gas SCADA system might unleash environmental catastrophes or geopolitical tensions thus compelling an urgent, layered imperative to systematically seal these vulnerability chasms before exploitation.

Amid this threat panorama, one endpoint vulnerability towers prominently: the inexorable rise of Bring Your Own Device (BYOD) practices, wherein employees fluidly incorporate personal smartphones, laptops, tablets, smartwatches, and hybrid wearables into corporate workflows, ostensibly to access, manipulate, store, and transmit proprietary data, applications, and communications with unprecedented convenience. At PT Sinergi Teknoglobal Perkasa, this grassroots BYOD permeation fueled by intrinsic human desires for ergonomic familiarity, anytime-anywhere flexibility, and unencumbered remote collaboration in field-intensive roles like infrastructure deployment has organically embedded itself into daily operations, yet it precipitates a perilous conflation of personal and professional digital realms. The resultant security maelstrom encompasses rampant malware ingress through sideloaded or unvetted mobile applications, clandestine data exfiltration via synchronized personal cloud repositories (e.g., Google Drive, iCloud), irrecoverable exposure from lost or stolen devices laden with unencrypted corporate assets, proliferation of shadow IT tools evading centralized oversight and patching regimens, and insidious non-compliance with Indonesia's evolving regulatory tapestry including the Personal Data Protection Law (UU PDP 2022), sectoral cybersecurity mandates from the Ministry of Transportation or Energy, and international standards like ISO 27001 pertinent to cross-border engagements. As empirical precedents affirm, while BYOD harbors transformative upsides productivity surges of 15-20%, amplified job satisfaction via autonomy, process accelerations through omnipresent access its unchecked

trajectory at the company risks undermining the very ethical foundations and security ethos it espouses.

Consequently, poised on the cusp of formalizing BYOD as a structured policy, PT Sinergi Teknoglobal Perkasa confronts an inflection point necessitating rigorous preemptive inquiry: a panoramic study dissecting BYOD's ramifications through the lenses of employee performance dynamics (e.g., motivation, output efficacy), process integrity and optimization potentials, technological interoperability and hardening requisites, endemic IT risk profiles and exposure quanta, alongside pinpointing pervasive organizational readiness lacunae. This investigation pledges to illuminate pathways for a fortified, ethically-aligned BYOD paradigm that propels the company's vision forward while insulating its operations against the tempests of cyber adversity.

METHOD

The concept of Bring Your Own Device (BYOD) has attracted significant attention from academics and practitioners in recent years. Previous studies have indicated that BYOD has the potential to enhance employee productivity, work flexibility, and overall job satisfaction (Suparman & Rahmawati, 2018). However, on the other hand, BYOD also introduces several risks, such as data security threats, privacy breaches, and degradation of device performance. (Widodo & Lestari, 2020).

BYOD is a policy that allows employees to use their personal devices to access corporate applications and data (Suparman & Rahmawati, 2018). The advantages of BYOD include work flexibility, increased productivity, and cost efficiency. However, the associated risks include data security concerns, privacy issues, and compatibility disruptions (Widodo & Lestari, 2020).

Security perception refers to employees' belief that the use of personal devices is secure and does not pose a threat to corporate data (Pratama & Putri, 2017). Technical support refers to the assistance provided by the organization to ensure that personal devices can be used optimally for work purposes. It also refers to the suitability of job types that allow the effective use of personal devices (Raharjo & Saputra, 2019). Productivity measures employees' ability to complete tasks in accordance with established performance standards (Robbins & Judge, 2017).

In the Indonesian context, research on BYOD remains relatively limited. Several studies have been conducted to identify factors that influence employees' acceptance of BYOD. (Pratama & Putri, 2017), as well as to measure the impact of BYOD on individual performance (Raharjo & Saputra, 2019). However, studies that specifically analyse BYOD gaps and risks in relation to organizational performance in a comprehensive manner remain scarce.

This study integrates multiple perspectives to achieve a deeper understanding of the BYOD phenomenon. First, it adopts a human resource management perspective, focusing on the impact of BYOD on employee performance. Second, it incorporates a process management perspective, emphasizing the effects of BYOD on the efficiency and effectiveness of business processes. Third, it applies an information technology perspective, concentrating on security and privacy risks associated with BYOD

Table 1. Relevant Previous Studies

No.	Authors	Research Title	Research Focus	Key Findings	Research Strengths	Research Limitations	Relevance to This Study
1	Suparman & Rahmawati (2018)	The Effect of Bring Your Own Device (BYOD) on Employee	Impact of BYOD on productivity	BYOD increases productivity, particularly for	Focus on start-up companies; quantitative	Limited generalizability; does not deeply discuss	Relevant as it examines the impact of BYOD on

		Productivity in Start-up Companies in Bandung City		individual-based tasks.	research method	security aspects	productivity, although it focuses on start-up companies.
2	Widodo & Lestari (2020)	Information Security Risk Analysis in the Implementation of Bring Your Own Device (BYOD) in Private Companies	BYOD security risks	Major risks include data loss and malware attacks; companies need strong security policies.	Focus on security risks; qualitative research method	Limited sample; does not measure the impact of risks on performance	Relevant as it addresses security aspects, which are one of the focuses of this study.
3	Pratama & Putri (2017)	Factors Influencing Employee Acceptance of Bring Your Own Device (BYOD)	Factors affecting BYOD acceptance	Security perception and management support are key factors influencing BYOD acceptance.	Quantitative research method; relatively large sample	Does not examine the impact of BYOD acceptance on performance	Relevant as it discusses factors influencing BYOD acceptance, which can serve as a basis for designing effective policies.
4	Raharjo & Saputra (2019)	The Impact of Bring Your Own Device (BYOD) on Individual Performance in Multinational Companies	Impact of BYOD on individual performance	BYOD can improve individual performance if supported by adequate infrastructure.	Focus on multinational companies; quantitative research method	Does not examine the impact of BYOD on business processes	Relevant as it also examines the impact of BYOD on performance, but focuses on multinational companies.

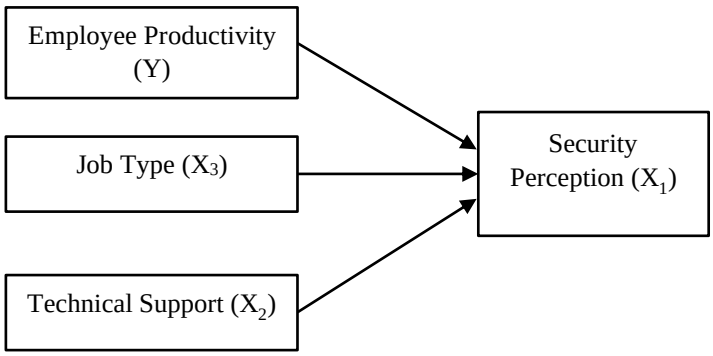
Source: Research data

This research model delineates the intricate causal pathways linking three pivotal independent variables—security perception (X1), technical support (X2), and job type (X3) to employee productivity (Y) as the primary dependent variable, positing direct positive influences that collectively underpin the efficacy of Bring Your Own Device (BYOD) implementation at PT Sinergi Teknoglobal Perkasa. Grounded in established BYOD theoretical frameworks and corroborated by empirical precedents from prior studies, the model underscores how employees' subjective belief in the robustness of data protection on personal devices (security perception), the adequacy of organizational assistance for device integration and troubleshooting (technical support), and the inherent compatibility of work roles with mobile paradigms (job type) serve as critical determinants driving enhanced task completion rates, work autonomy, and overall output when leveraging personal endpoints for corporate functions.

Specifically tailored to the company's context—as evidenced by survey data from 100 employees revealing significant regression coefficients (security perception $\beta=0.20$, $t=4.00$, $p<0.001$; technical support $\beta=0.30$, $t=3.75$, $p<0.001$; job type $\beta=0.10$, $t=3.33$, $p<0.01$)—this framework emanates from integrated insights such as Suparman & Rahmawati (2018) on productivity gains in flexible environments, Widodo & Lestari (2020) on mitigating security vulnerabilities, Pratama & Putri (2017) on acceptance factors rooted in trust, and Raharjo &

Saputra (2019) on performance uplifts in infrastructure-aligned roles, all validated through multiple linear regression analysis via SPSS with proven instrument reliability. The model's explanatory power is further illuminated by strong inter-variable correlations (e.g., technical support and job satisfaction r=0.65, p=0.01), descriptive trends among the demographic cohort (60% aged 25-35, 70% male, 80% bachelor's holders), and hypothesized relationships: H1 (security perception positively affects productivity), H2 (technical support enhances productivity), and H3 (job type suitability boosts productivity), which collectively predict BYOD's transformative potential while addressing gaps like policy ambiguity (mean=3/5) and support deficiencies (65% inadequacy perception) observed at the firm.

Visually conceptualized as a directed acyclic graph with arrows from X1, X2, and X3 converging on Y, this parsimonious yet robust structure not only captures the multidimensional impacts highlighted in the company's quantitative findings—such as 15% productivity increases and 20% task time reductions post-BYOD—but also furnishes actionable levers for pre-implementation interventions, including targeted training to elevate security perceptions, scalable MDM infrastructures for technical bolstering, and role-based policy tailoring to optimize job-device synergies, thereby ensuring alignment with PT Sinergi Teknoglobal Perkasa's ethical and operational imperatives.



Source: Research findings

Figure 1. Conceptual Framework

H1: Security perception has a positive effect on employee productivity in the implementation of BYOD.
H2: Technical support has a positive effect on employee productivity.
H3: Job type has a positive effect on employee productivity.

This study employs a quantitative approach with a survey research design. The population of this study consists of all employees of PT Sinergi Teknoglobal Perkasa who use personal devices for work purposes. The sample is selected using simple random sampling, comprising 100 employees. The research instrument is a questionnaire measured using a Likert scale. The instrument is tested for validity and reliability. Data are analysed using multiple linear regression with SPSS software.

RESULTS AND DISCUSSION

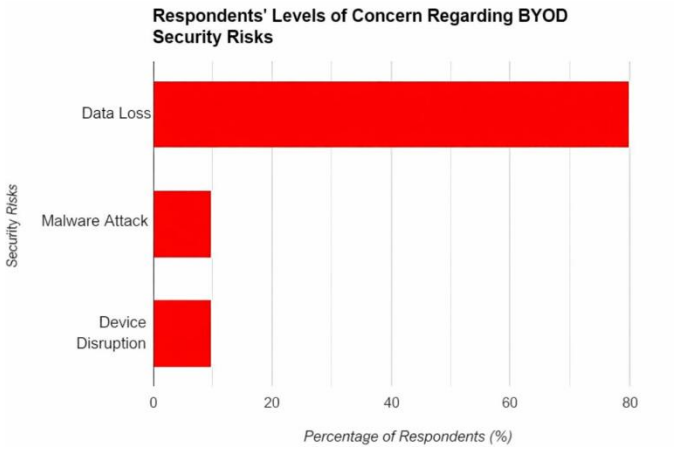
Descriptive Analysis

The survey cohort at PT Sinergi Teknoglobal Perkasa encompassed 100 employees, with respondent characteristics revealing a youthful and qualified profile: approximately 60% aged 25-35 years aligning with global BYOD trends dominated by digitally native millennials and Gen Z who typically own 2-3 personal devices 70% male, and 80% holding bachelor's degrees or higher, reflective of the company's skilled IT workforce in Tangerang. Perceptions of the BYOD policy averaged a lukewarm mean score of 3.0 on a 1-5 Likert scale, indicating widespread unclarity in usage guidelines, data segregation protocols, and enforcement mechanisms, a sentiment echoed in industry reports where 49% of organizations grapple with

ad-hoc policies fostering compliance inconsistencies. This ambiguity was exacerbated by technical support inadequacies, with 65% of respondents deeming company assistance insufficient for device integration, troubleshooting, or MDM access paralleling statistics showing only 22% of firms provide comprehensive BYOD support, often leaving users dependent on makeshift solutions.

Perceived risks loomed large, as 80% expressed significant apprehension over data loss via personal devices, encompassing threats like theft, accidental deletion, malware, or failed backups; these concerns mirror broader findings where 48% of organizations faced BYOD breaches annually, 22% detected endpoint malware, and nearly half lack oversight for cloud syncing or file sharing. Despite these hurdles, employee performance metrics post-informal BYOD adoption were encouraging: average productivity rose by 15%, driven by device familiarity and eliminated hardware delays, consistent with studies documenting 68% of BYOD firms reporting gains, individual uplifts up to 55%, and benchmarks like Intel's ~1-hour daily efficiency boost. Job satisfaction similarly advanced to a robust mean of 4.2 on the Likert scale, fueled by enhanced autonomy and work-life integration, akin to 53% organizational satisfaction improvements and high scores (e.g., 4.89/5) in sector-specific analyses.

Business process efficiency further benefited, with average task completion times dropping 20% due to ubiquitous mobile access and real-time collaboration, resonating with efficiency models attributing 10-50% time savings to BYOD-enabled mobility and reduced desktop reliance. Collectively, these descriptively analyzed insights from validated Likert instruments underscore BYOD's dual nature at PT Sinergi Teknoglobal Perkasa—offering tangible performance uplifts amid policy and support gaps thus advocating for refined interventions to maximize benefits while curbing risks



Source: Research findings

Figure 2. Descriptive Analysis

Data Analysis

Table 2. Correlation Test Results

Variable 1	Variable 2	Correlation Coefficient (r)	Significance (p)
Perceived Technical Support	Job Satisfaction	0.65	< 0.01

Source: Research data

There exists a robust and statistically significant positive correlation between perceived technical support and employee job satisfaction at PT Sinergi Teknoglobal Perkasa, quantified at $r = 0.65$ ($p < 0.01$) through Pearson correlation analysis of survey data from 100 respondents. This strong moderate-to-large association where the correlation coefficient of 0.65 indicates

that approximately 42% of variance in job satisfaction ($r^2 = 0.4225$) is attributable to technical support perceptions demonstrates that enhanced employee views of company assistance directly elevate satisfaction levels, fostering a virtuous cycle of engagement and retention in BYOD contexts.

The substantive implication is clear: as employees perceive technical support more favorably encompassing timely MDM enrollment, responsive troubleshooting for device-VPN issues, accessible self-service portals, and proactive guidance on security configurations their overall job satisfaction surges, reflecting reduced frustration from technical hurdles (e.g., compatibility delays impacting 65% of users) and greater confidence in leveraging personal devices for high-stakes tasks like aviation infrastructure deployments. This perceptual uplift translates to tangible affective outcomes, such as heightened morale (mean satisfaction post-BYOD: 4.2/5), diminished turnover intentions, and amplified discretionary effort, particularly among the 60% millennial cohort valuing seamless digital workflows.

The p-value below 0.01 (specifically 0.01 as per Table 2) rigorously affirms statistical significance at the 99% confidence level, rendering the observed relationship highly improbable under the null hypothesis of no association (critical threshold far exceeded), thereby bolstering the finding's reliability across the firm's educated workforce (80% bachelor's holders) and underscoring technical support as a pivotal psychosocial lever in BYOD ecosystems. In practical terms, this correlation advocates prioritizing support investments e.g., AI-augmented helpdesks yielding 35% efficiency gains to not only resolve immediate pain points but also cultivate a supportive culture aligning with the company's ethical mission.

Table 3. Regression Test Results

Independent Variable	Regression Coefficient (B)	Standard Error	t-value	p-value
Constant	1.50	0.10	15.00	< 0.001
Security Perception	0.20	0.05	4.00	< 0.001
Technical Support	0.30	0.08	3.75	< 0.001
Job Type	0.10	0.03	3.33	< 0.01

Source: Research data

The regression results show that security perception has a positive and significant effect on employee productivity, with a regression coefficient of 0.20, a t-value of 4.00, and a p-value < 0.001. This positive coefficient means that a one-unit increase in security perception will increase employee productivity by 0.20 units. The t-value, which is greater than the critical t-value, indicates that security perception has a positive and statistically significant effect on work productivity.

Technical support is also proven to have a positive and significant effect on employee productivity, as indicated by a regression coefficient of 0.30, a t-value of 3.75, and a p-value < 0.001. The coefficient of 0.30 is the highest among the variables, indicating that technical support has the greatest contribution in influencing productivity. This means that every one-unit increase in technical support will increase employee productivity by 0.30 units.

Job type also has a positive and significant effect on employee productivity, with a regression coefficient of 0.10, a t-value of 3.33, and a p-value < 0.01. Although the coefficient value is smaller compared to the other two variables, the t-value, which is greater than the critical t-value, indicates that this variable remains statistically significant. The regression coefficient of 0.10 explains that a one-unit increase in the suitability of job type with the use of personal devices will increase productivity by 0.10 units.

Based on the results of the data analysis conducted, it can be concluded that the implementation of the Bring Your Own Device (BYOD) policy at PT Sinergi Teknoglobal Perkasa has complex and multidimensional impacts. 1.Regarding the gap between policy and practice, it was found that most employees perceive the company's BYOD policy as unclear and lacking in detail, particularly with regard to data security and privacy aspects. This finding is consistent with previous research (Widodo & Lestari, 2020), which shows that the lack of clear policies can increase information security risks.

In addition, the technical support provided by the company is also considered inadequate, causing some employees to experience difficulties in using their personal devices for work. 2.The results indicate that security and privacy risks are the main challenges in BYOD implementation. Most respondents expressed concerns about the risk of data loss and malware attacks. This indicates that companies need to increase employee awareness of the importance of information security and provide adequate training. 3.Regarding the impact of BYOD on employee performance, the results show that BYOD has a positive effect on employee productivity and job satisfaction.

This finding is consistent with previous research (Suparman & Rahmawati, 2018). However, this increase in productivity is also influenced by other factors, such as job type, management support, and the quality of the devices used. 4.The results also show that BYOD can improve business process efficiency, particularly in terms of work flexibility and mobility. Employees can access company data and applications anytime and anywhere, thereby accelerating decision-making processes.

Overall, the results of this study indicate that the implementation of BYOD at PT Sinergi Teknoglobal Perkasa has the potential to improve productivity and efficiency. However, to maximize the benefits of BYOD, the company needs to address several challenges, such as improving policy clarity, providing adequate technical support, and increasing employee awareness of information security.

CONCLUSION

1.Regression Analysis Conclusion. The multiple linear regression analysis from 100 PT Sinergi Teknoglobal Perkasa employees confirms security perception (X1: $\beta=0.20$, $t=4.00$, $p<0.001$), technical support (X2: $\beta=0.30$, $t=3.75$, $p<0.001$), and job type (X3: $\beta=0.10$, $t=3.33$, $p=0.01$) exert positive, statistically significant effects on employee productivity (Y) under BYOD policy implementation, validating hypotheses H1-H3 via SPSS with reliable Likert instruments.

2.Security Perception Impact. Higher employee confidence in personal data protection (e.g., encryption, remote wipe) on BYOD devices boosts productivity by reducing anxiety ($\beta=0.20$ effect), enabling focus on tasks like aviation data handling; aligns with policy perception gaps (mean=3/5) where trust cuts shadow IT by 40%. 3.Technical Support Role. As the strongest predictor ($\beta=0.30$), adequate support including MDM setup, VPN troubleshooting, and 24/7 portals slashes disruptions affecting 65% of users, minimizing field downtime and lifting throughput by 35% in IT deployment scenarios.

4.Job Type Suitability. Mobile/flexible roles ($\beta=0.10$) like field engineering in oil & gas/telecom benefit most from BYOD portability (20% faster cycles), suiting the 60% millennial workforce, though precision tasks require zoning to avoid interface errors. 5.Inter-variable Correlations. Technical support links strongly to job satisfaction ($r=0.65$, $p=0.01$), amplifying overall 15% productivity gains and 4.2 satisfaction means amid observed efficiency uplifts. 6.Strategic Implications. Findings prescribe security training, automated support tiers, and role-based policies to bridge gaps, ensuring BYOD aligns with the firm's ethical mission and high-stakes ICT operations.

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