



WORK PROCESSES INVOLVED IN CONTRACT-I DEPARTMENT
CASE STUDY OF TEKUN NASIONAL

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ABSTRACT

A good working process is critical for any business to ensure smooth operation. With the implement of good working processes, the employees can feel more excited to do their work and can reduce making mistakes. There are several problems that happen in TEKUN Nasional, which the company used too many manual tasks that can result in errors, This can make the employees fail to complete their tasks on time. Another problem is the steps of doing some of the processes are too difficult and not all everyone can follow all the steps stated in the department's Standard Operating Procedures. Information was collected using the primary data gathered from personal interviews with four respondents in the Contract-I department. The study found several issues which are the challenges to complete some work processes, the work processes that involved in the department, and suggestions to improve the work processes. The study concluded on how TEKUN Nasional may improve the work processes, making work completion more efficient.

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INTRODUCTION

1.1 BACKGROUND OF STUDY

On daily basis, a business is run on multiple work processes, within and outside the organization. Some work processes are documented and employees conduct their tasks based on a Standard Operating Procedure (SOP) or work manual. However, there are times when an employee has to use her own judgment in completing a task. An experienced employee does not have to refer to the SOP all the time. Sometimes, their decisions contradict with the SOP. As long as it does not cost the organization any loss, it is acceptable.

An effective work process is very important to make any business operate more effectively. However, when the employees need to run too many processes to make their work done, there will be many possibilities for error. Sometimes they face a lot of problems such as they have to extend their work and not complete their work on time, as the SOP.

It is a popular belief that to make the process more effective, the employee is the main person to make sure this process is suitable with their business. In a big company, they should provide a good system to reduce the problem for the employees and the employees will be more focused in their work. The employees will be happier when they have no stress while doing their work. They will show the desirable attitudes, high morale, ethics, and give more cooperation in their team work. They also can reduce the error while doing their work and they can improve their productivity on their work,

Furthermore, with the increase use of technology, more tasks are no longer manually done. There will be less human interaction and therefore less error will occur.

In general, there are many benefits when the company implements good work processes in their business. They must be developed and documented - can motivate the team members to make their work properly. They also can focus on their tasks while having all the information they need in one place.