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CASE STUDY

SEAOCEAN DIVING & MARINE SERVICES SDN BHD (SERVICES)

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1.0 Executive Summary

Seaocean Diving Marine & Services Sdn Bhd is an established company since April 2015. The company is managed by the professional workforce with vast experience in the capacity of Diving, ROV and Marine operations. Seaocean Diving Marine & Services Sdn Bhd provide inshore and offshore diving industry with expert personnel and certified equipment. The mission for this company is 'we take pride in our work'. They strive for to provide their clients with integrity and professionalism. The problems that the company faced are **recognition, limited professional personnel, working hours and favoritism.**

For the **recognition**, the top manager failed to give bonus to their employees even though the employees have worked in overtime shift. To solve this problem, **the company should give reward and recognition to the workers by give bonus, sponsored travel holiday ticket to the best employee, more off days given to them and many more.** Next, **limited professional personnel.** Some of the workers does not worked in their specified field profession but instead working in other field especially workers from Management Department. For the solution, it can be solved by **giving training to the workers.** The workers will gain more knowledge, experience and can enhance their skills in terms of multitasking even though they are not work in their specified field profession. Besides that, **working hours.** The workers always exceed their working hours especially for the Operational Department. Although the workers are working overtime, but the company does not give extra pay to them. Once again to solve this problem, the **Top Management should give allowance for the workers that work overtime and by giving them off-day time** so that they will have a better rest from a tiring work. Finally, **favoritism.** Favoritism is the main problem in the company. The Top Manager only like and put his trust to certain people that he favors. The problem can be solved if the **Top Manager attend more training** so that he will be more professional in develop his responsibility as the leader of the company. Not only that, it also can reduce the abuse of power.

In conclusion, these are the best solution for every problem that Seaocean Marine & Services company have been faced. Every problem needs to solve in professional way, so that it is would not affect the quality of work.

2.0 Introduction

The background of the study, as a student we are learns better by real life examples. Case study can assess application on theories and concepts learned in class to real life situations. Through case study we would be able to improve communication and enhance our team work. Furthermore, we would also be able to improve problem solving and decision-making skills. Other than that, by studying about this company we can know the organization structure of the company.

The purpose of the case study is to identify the problems that need to be solved. In this case study, we identify few of the company problem. By selected few of major problem, we suggest few solutions for every problem and may recommend the best solution to be implemented. Our group choose Seaocean Diving & Marine Services Sdn Bhd company to be our case study. In the Seaocean Diving & Marine Services Sdn.Bhd, there are few problems that can be detect. The first problems in this organization are **Recognition**. The employees in Seaocean Diving & Marine Services Sdn. Bhd has worked in overtime shift but the top managers failed to give bonus to their employees. Besides that, the second problems that might be occurs in this organization is the **limited professional personnel**. The workers who are skilled in their field does not work in their field profession but instead working in other field especially workers from management department. This type of problems is may cause inefficiency because if the workers does not have any training it will affect the working process of the organization. In addition, the company face problem with **working hours**. The top manager always forced the operational department to work overtime. Apart from that, the final problems that might be occurs in this organization is the top manager practise **favouritism**. Where the top managements have their own favourite employees or trusted person to handle the project or work in that organization. Thus, the employees that is not his favourite will not be trusted and this will make the employees feel unfair. Nevertheless, it will have some bias on that organization if they keep practising this kind of behaviour. This kind of behaviour should not be existed because it will create and bad example and names to their company. So, it has been assumed that this organization should be more productive especially in dealing with their worker. Besides, in this case study we would solve this problem to be a better organization in providing their services.

3.0 Company Information

3.1 Background



Seaocean Diving & Marine Services Sdn. Bhd is of value added in diving company with work scope such as Underwater Submarine Cable Laying, Underwater Submarine Cable Recovery, Underwater Construction, Underwater Inspection, Underwater Propeller Replacement, Underwater Examination (UWE), Underwater Non-Destructive Testing, Underwater Blanking (sea valve changes out/maintenance) Class approved insert plate (cofferdam) Underwater Hull Cleaning and many more. With the expertise in diving, our focus is to provide the best services to our clients. We not only serve inshore but also offshore clients. We strive to provide our clients with integrity and professionalism.

Seaocean Diving & Marine Services was established in April 2015 and the company name was change to Seaocean Diving & Marine Services Sdn. Bhd in December 2016. Seaocean Diving & Marine Services Sdn. Bhd. is providing the inshore and offshore Diving industry with expert personnel and certified equipment. The company is managed by professional workforce with vast experience in the capacity of Diving, ROV and Marine operations. The management will provide the best and fastest way to complete a project with safety in mind.