

**ROUTE SCHEDULING  
OF INTRAKOTA BUS SERVICES :  
A STUDY ON DRIVERS PROBLEMS TOWARD SCHEDULING  
EFFICIENCY**

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## **EXECUTIVE SUMMARY**

Organization is more than one chart that we always seen in a room or hall. Organization is one mechanism where it shows the chain of command of a company or factory. Good organization enables administration operate smoothly and encourage positive development. It helps achieve company vision through their activities continuously. Organization has one main function, that is to manage human resource.

### **Human Resource Management**

Human resource management includes activities to move the human resource in one organization. Its objective is to understand and use as much as they can the relationship, activities and productivity they have.

### **Development of Human Resource**

It refers to the process of teaching skilled individual, the skill that they need to do the job. Its objective is to widen their knowledge so that all their energy can be utilized to develop the organization.

## **TABLE OF CONTENT**

<b><u>Contents</u></b>	<b><u>Pages</u></b>
<b>Prefaratory Information</b>	
Title Page	
Preface	i.
Executive Summary	ii. - iii.
Table of Content	iv. - vii
List of Abreviations	viii.
List of Tables	ix.
List of Figures	x.
<b>Chapter 1</b>	
1.0 Introduction	1.
1.1 Background of the Company	2. - 6.
2.0 Background of the Study	7. - 8.
2.1 Objectives	9.
2.2 Problem Statement	9. - 10.

2.1 Sampling Design	21.
3.0 Data Analysis Techniques	21.
<b>Chapter 4</b>	
1.0 Introduction	22.
2.0 Findings Report	
2.1 Part A	23. - 25.
2.2 Part B	26. - 45.
<b>Chapter 5</b>	
1.0 Introduction	46.
2.0 Suggestions and Recommendations	
2.1 Human Relationship	47. - 48.
2.2 Working Quality	49.
2.3 Drivers' Welfare	50.
2.4 Motivation	51.

## 1.1 BACKGROUND OF THE COMPANY

### 1.1.1 DRB/HICOM

DRB/HICOM consist of two management team, that is HICOM Holding Bhd which controls automotive, property, construction and services. While Diversified Resources Bhd (DRB) controls Associations and Subsidiaries companies. These two management team are being manage by one managing director, Datuk Wira Mohd Saleh Sulong.

On consideration of DRB group of management, Intrakota Composite Sdn Bhd is one of DRB subsidiaries, together with Computerise Checking Vehicles Centre Sdn Bhd (PUSPAKOM), National Motorcycle and engine Sdn Bhd (MODENAS), Proton-DRB Corporation Sdn Bhd (USPD) and Imatex Bhd. Under Intrakota Composite Sdn Bhd is Intrakota Consolidated Bhd.<sup>1</sup>

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<sup>1</sup>. Intrakota Anual Report, 1994 and 1995.