

CHAPTER I

INTRODUCTION

A. Background of the Study

Robert Breedlove, the author of "Employees are a company's top asset" says that "Company needs to manage the most valuable asset they have - their employees". If the employees are happy with their job, they are more likely to give maximum effort to their job and do it as best as they can. If they are unhappy with their job, they are likely to perform their job with a below-standard quality, or even leave the company; these will harm the company. If the job performance is below standard, the profit that the company gains will be less also. If the employees leave the company, there are many factors that the company has to consider, such as replacement and recruitment which will take time and spend more money.

At P.T. Giri Asmary, where I did my apprenticeship, I found that the employees were unhappy. They came home almost at 9 every night because they had so many tasks to finish. Actually, their working hours were from 8 a.m. until 5 p.m. but they stayed longer, unpaid, to finish all the tasks they had on their desk.

I can conclude that they were unhappy in their job because they were overloaded with their works. Sometimes, several employees even had to have their lunch while they were working. There were several times when I heard the employees complaining because their working hours were almost over but the manager gave them another job. It means that if they do it right away, they can be working until 9 p.m. or they can do it the day after but the work will be overloaded because they already have daily tasks waiting to be done everyday.

B. Statement of the Problem

My primary concern in this term paper is stated in the following points:

1. Why does work overload happen to the employees at P.T. Giri Asmary?
2. How can the work overload problem at P.T. Giri Asmary be solved?

C. Objectives and Benefits of the Study

The objectives of this study are to know the reasons why work overload happens and what efforts can be done in order to overcome that problem.

The benefits of this study are first, for me, to find the solution of the problems, which will be beneficial for me in the future if I am going to face work overload at the company I will be working for. Second, for P.T. Giri Asmary, to know what they have to do in order to prevent work overload from happening to the employees again. Third, for the readers, is to know how to cope with work overload in a company.

D. Description of the Institution

P.T. Giri Asmary was established in October 2007. P.T. Giri Asmary opened its first office at Paskal Hypersquare for a year. At the end of its contract at Paskal Hypersquare, P.T. Giri Asmary moved its office to Bandung Textile on Jl. Kebon Jati. P.T. Giri Asmary was formed based on a cooperation between Mr. Asuy and Mr. Massimo. As one of the owners, Mr. Asuy becomes the General Manager of P.T. Giri Asmary. P.T. Giri Asmary also has a main office in Italy, which does not use the name P.T. Giri Asmary, but C-Rhal instead. The General Manager for C-Rhal is Mr. Massimo who is also one of the owners.

P.T. Giri Asmary runs the business in trading export garment. Its products are formal and casual wear, for men and women and also for kids and adults. P.T. Giri Asmary is the supplier for international brands especially in Italy such as Hang Ten, Perry Hills, Alcon, Armata di Mare, and Basile.

In the production process, P.T. Giri Asmary buys its materials such as fabrics, threads, and buttons from distributors in Indonesia. Then they produce the material to become clothes. After that, they sell the clothes to the customers in Italy.

E. Method of the Study

The problem that I discuss in this paper is a real problem which I experienced in my apprenticeship. I worked there for 24 working days, 7 hours each. I had a lot of experiences and also faced several problems.

The problem will be analyzed by using the problem analysis method, and the data will be taken from the evaluation from the supervisor, library research, Internet sources

and apprenticeship journal.

F. Limitation of the Study

The main problem that I want to discuss in this paper will be limited into work overload that was experienced by the employees at P.T. Giri Asmary. The work overload was observed during my internship which lasted from January 14th until February 6th 2009.

G. Organization of the Term Paper

This term paper starts with the Abstract, a concise summary of the entire paper and Declaration of Originality. The Abstract is followed by the Acknowledgements, in which I acknowledge the work and the contribution of others. After that, there is a Table of Contents, followed by its four chapters.

Chapter I is the Introduction of the Study

Chapter II contains the Problem Analysis

Chapter III contains the Potential Solutions to the problems

Chapter IV is the Conclusion

In the last part, I present the Bibliography and also the Appendix.