

Perbaikan proses bisnis melalui pengembangan sumber daya manusia pada UMKM Masato Catur Coating. = Business process improvement through human resource development at SME Masato Catur Coating

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Abstrak

ABSTRAK

Tesis ini merupakan hasil penelitian dan analisa dari proses business coaching yang dilakukan pada UMKM Masato Catur Coating yang berlokasi di kawasan industri MM2100, Cibitung. UMKM Masato Catur Coating merupakan perusahaan jasa pelapisan cat komponen otomotif. Dengan melakukan wawancara dan observasi secara langsung kepada pemilik dan karyawan UMKM ditemukan permasalahan yang dihadapi oleh UMKM yaitu proses bisnis yang dapat terhambat akibat keterbatasan tenaga kerja yang dimiliki, sementara dari segi financial UMKM masih belum mampu untuk merekrut atau menggaji karyawan baru. Tujuan dari business coaching ini adalah mengembangkan Sumber Daya Manusia SDM yang dimiliki UMKM Masato Catur Coating. Tujuan dari pengembangan SDM yang dimiliki UMKM adalah agar setiap karyawan dapat mengerti proses bisnis secara keseluruhan serta menguasai departemen lain melalui perluasan kerja dan pelatihan, serta mengisi kekosongan dari departemen lain apabila terdapat kondisi karyawan yang izin dan berhalangan hadir.

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ABSTRACT

This thesis is the result of research and analysis of business coaching process conducted at SME Masato Catur Coating located in industrial area MM2100, Cibitung. SME Masato Catur Coating is an automotive component coating services company. By conducting interviews and observations directly to the owners and employees of the SME, the problem that are found and faced by the SME is a business process that can be hampered due to limited manpower owned, while in terms of the SME rsquo s financial are still not able to recruit or hire new employees. The purpose of this business coaching is to develop the Human Resources HR that are owned by SME Masato Catur Coating. The purpose of developing human resources of the SME is that every employee can understand about the business process as a whole and master other departments through the expansion of work and training, and also fill vacancies from other departments if there are conditions of employees who are permitted and unable to attend.