

ABSTRACT

Agung Julianto (2019021244)

ONLINE COMPLAINT PROCESS OF DOREMI STORE FOR MAINTENANCE AND REPAIR OF GENERATOR SETS JAKARTA BRANCH

Professional Work (KP) is an activity that aims to provide students with a comprehensive picture of the world of work so that they can apply the theory they have learned during their studies. Practitioners have the opportunity to carry out professional work at PT. DOREMI for 400 hours. This is in accordance with the scientific field being pursued by the practitioner, namely the field of Human Resource Management. During professional work, the practitioner learns about the Complaint Online process for the maintenance and repair of the Jakarta branch generator set. Specifically, the tasks carried out by the practitioner in this case, namely the request for maintenance and repair services for the generator unit in the Doremi store with the Compliant Online system that is already in the store program, perform maintenance and repairs directly in the store or those already in the store. General Affairs (GA) warehouse. The Complaint Online process is the basis for submitting maintenance and repairs to facilities in the Doremi General Affair (GA) store and warehouse, this is also aimed at selecting technicians in charge of repairing shop facilities (genator). The selection of an MTC field technician is important so that all implementation runs smoothly, so that there is no mistake in the analysis of decision making. In this professional work practice, there are many lessons that can be learned, namely, how to work together in teams, deal with work teams, and find solutions to existing problems, in a heavy workload. From these various attitudes, it can be concluded that the importance of a leader in taking a stand in every situation and finding joint solutions when these problems have made team performance decline.

Keywords : Professional Work, Human Resources, and Doremi Shop