

Treedent Ship Sdn.Bhd Organizational Behavior

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ABSTRACT

Diversity management is a process that create and maintain positive work environment where the similarities and differences of individuals are valued. However, every employer or employee at some point will encounter some problems at their work place. Our group has decided to choose Treedent Ship Sdn.Bhd to research about some of the problems face by the organization and to provide relevant solutions based on the problems. The reason behind choosing this company is because the information was easily accessible. Moreover, the methodology used by our group is interview and we found out that the company faces several serious problems among the organization. One of the problem encounters by this company is high stress jobs. This problem is related to a theory, known as job demand-control (JDC) model. Secondly, employees are not getting enough motivation to succeed in their performance. Lastly, job satisfaction that refers to unhappy or negative feelings about the work and work environment. The factors that lead to the job satisfaction will be explained further in the report. In conclusion, our group has come up with several recommendations that helps the company to solve those problems. The management and employees have to prioritize and plan the most important task in an organized way to reduce stress. Besides, the management has to empower and offer more opportunities for advancement to motivate the employees. Last but not least, job satisfaction can be improved by providing positive working environment, rewards and recognition to the employers and employees.

BACKGROUND OF THE IDEA

This paperwork is working on identifying the organizational behavior of the chosen company by the team which is known as the Treedent Ship Sdn.Bhd. Being a part of the organization, an employee will face lots of situation and takes decision as well. The action that taken by the employee will come with crucial consequences. There are other things that matters affect the behavior of employees in their working environment. So, the high-level personnel of the organization which are the Chief Executive Officer, Vice President, departments' head and especially Human Resource Department should observe the individual who are contributing to the company's good present and future in all sort of aspect. Their productivity, profitability of the company and ethical business operation routines during their working hours.

Therefore, the information that have been accumulated in this paperwork are based on the information received from the personnel that we got connected to and what comes along with the information like solution and benefits are based on our knowledge which gain during the lecture conducted by the lecturer along with research done by the team members.

INTRODUCTION OF THE COMPANY

Treedent Ship Sdn.Bhd (TS) was formed in year 2011. This company was established to support services and lay-up vessel. TS collaborate with their clients and partners to deliver cohesive services across clients' connection points that satisfy their clients' needs and surpass their business goals.

As demand and expertise increased, the service has been extended to include lay-up Oil Rigs and its preservation activities. Treedent Ship Sdn.Bhd (TS) is able to provide complete preservation. One of the preservations is known as regular maintenance carried out by trained marine and engineering staff.

Recently, owners have discovered a hidden potential in Treedent Ship Sdn.Bhd (TS) and they expertise in arranging and carrying out minor as well as major repairs during the periods of lay-up. In a fast-changing world, there is tremendous potential for what is simpler, more efficient, more cost effective and more secure. This is where the company aims to add value.

There are several objectives of Treedent Ship Sdn.Bhd (TS). The main objective is to ensure the lay-up position is safe for the vessel or oil rig. Moreover, they ensure the machinery and equipment of the vessel and rig are in good condition at all times as to be able for activation in short notice. The other objective is to help the owner in cost saving by using local manpower.

Treedent Ship Sdn.Bhd (TS) is providing an innovative solution to rigs and ships care services that exceed their customer expectations. Their aim is to become a leading specialist in rigs and ships care services.

PROBLEMS

According to the human resource manager in Treedent Ship Sdn.Bhd, we have found out that this company faces few serious problems in its organization. **High stress jobs have been one of the main problems in the organization.** Work related- stress is a growing problem in almost all the organizations. It does not only affect the health and well-being of employee but it also affects organization's productivity. When the work demands of various types and combination exceed an employee's capacity and capability to cope, there is where the work-related stress in other word high stress jobs arises.

High stress jobs can be caused by various events. For instance, an employee might feel under pressure if the demands of their job are heavier than they can comfortably manage. The demands of job can be either extra working hours or responsibilities. Other sources of high stress job include conflict with co-workers, or bosses, threats to job security such as potential redundancy as well as constant change.

Treedent Ship Sdn.Bhd also experience extra working hours and responsibilities more than conflicts with co-workers and threats to job security. The employees in the company had to deal with excessively high loads to achieve the company's vision and mission. The unrealistic deadline makes people feel rushed, under pressure and overwhelmed. For an example, as it is a shipping company, it will incur demurrage and detention if the documentations are not prepared or completed on time. Therefore, the employees had to complete the documentations in a very short period of time to avoid negative consequences.

Based on our research, Treedent Ship Sdn.Bhd also faces **lack of motivation among the organization.** A drop in employee motivation can become contagious if the cause is not identified and addressed. Management needs to be conscious of employee motivation and that means being able to recognize and identify the factors that cause a lack of motivation in the workplace. The organization and management of Treedent Ship Sdn.Bhd believe that they have lack of recourse for poor performance. Every employee would like to be rewarded and recognized for

their contributions. If the employees who do mediocre work gets the same treatment as strong performers, it is natural for the strong performers to just turn off and do their job on autopilot.

There are few other factors that contributes to the lack of motivation in Treedent Ship Sdn.Bhd. Employees are motivated to succeed at jobs for which they feel prepared and properly trained. Organization has to be certain that employee has had the training needed to get started before moving an employee into a position of greater responsibility or before allowing any changes to an employee's job duties. However, under unavoidable circumstances, Treedent Ship Sdn.Bhd had to place some employees in a position where they feel they have inadequate job skills. Therefore, such situations will erode the employee's confidence and stifle any motivation to succeed.

Apart from high stress job and lack of motivation, the employees are also dealing with job dissatisfaction in the organization. Job dissatisfaction can be defined as unhappy or negative feelings about work or the work environment. The main cause of this problem in Treedent Ship Sdn.Bhd is some of the employees are underpaid. Not being paid what one is worth is called being underpaid. If the employees do not think they are being paid enough to do their job, then they perceive themselves to be underpaid. The employees' dissatisfaction is warranted, if they research the salaries for that particular job and find they are indeed being underpaid. There are chances for some of the employees in our researched company to leave the organization as they are quite dissatisfied with the money they are making.

Furthermore, most of the employees has limited career growth. Another area that can foster dissatisfaction with a position is not having the opportunity to climb the ladder and grow the career. It is important to understand that not everyone wants to move up the ladder and this could mean that the employee will potentially become a sleeper cell or leave for another organization that might have better career growth opportunities.

The third main factor of job dissatisfaction in Treedent Ship Sdn.Bhd is lack of interest in the career. This is a very straight forward concept that an employee should not start his or her career with a job which is not an interested area of that person. However, due to the high unemployment rate, some of the employees had to adapt themselves in whatever job they get. This leads to a lack of interest in the work as they are unhappy about it. Monotonous work causes an employee to experience boredom. Bored and unchallenged employees face a little incentive to concern themselves with workplace productivity.

In a nutshell, as stated above, Treedent Ship Sdn.Bhd is facing three main problems among its organization which are high stress job, lack of motivation and job dissatisfaction. From a company's perspective, it is a valuable and important issue because individuals who encounter a lot of problem in their workplace, highly unlikely, they would leave the organization. Therefore, it is very essential for the company to take action and overcome the problems face by the employees.

SOLUTION

When there is a problem, there should be its solution then. But when it comes to the problems among the employees of an organization, then it is a definite situation which need effective solution for them.

The first problem that was mentioned was *'High stress jobs has been one of the main problems in the organization.'* The organization should practice by having senior-employees which are the supervisors and the new recruits along with other junior-employees work while helping each other. For example, the senior employees or the managers of department are encouraged to be a reference party to the junior-employees. This can be done by having the managers not to bear down on the employees under their supervision especially when the certain jobs are assigned with deadlines. Ordering employees around with loads of responsibilities is a bad idea for a manager to do. Instead of ordering around, managers are more appreciatively offer direction or guidelines in completing the task that is assigned to the employees. The guidelines should be

given to the junior-employees and new recruits as well to aid them to come up with their own processes. Introduce the employees under the respective departments' managers to the group work culture in taking over high stress jobs. Encouraging employees to carry job rotation. When working on the ships' maintenance tasks, have the group members to divide the jobs among them when there are lots of work or maintenance need to be done to their clients' ships. This would aid the employees to have different job scope whenever they are undertaking tasks every time, they rotate types of works.

Next, human resources department or any department should have a routine or more likely a company culture where activities and events are organized with a purpose of increasing bonding among employees. This alternative is known as an extrinsic motivation form. This alternative works well with employees. They will mingle with each other despite department they are working for respectively. It can be a good opportunity to share a lot of matters among each other. For example, those employees who work on on-site work where they will have to go to the ocean to meet their clients to fulfill their requirements like the clients who are in need of aid in repairing their ship and those group of employees who take care of lay-up services will share their experiences with each other. Not only the employees that work in operation department will meet and get to know each other but it will a good chance for all human resources to mingle around to be introduced each other and share the information regarding their demands of rights as employees of the organizations. In the events that are organized by the department, it is more encouraging for the high level of the employee pyramid who are the executive personnel: Chief Executive Officer (CEO), Vice President and Management. These parties are the crucial personnel that should be included in the events that involves employees.

Their higher officer's engagement in the event is important because they can get feedback from the employees. This initiative will assist the related department either human resource department or the department that employees working with to find the solution their organization's employees. It is a nature of humans to be secured and satisfied to be working in a place where their employers are ready to help them with variety ways along with the idea of when their superior are ready to listen to them.

Then, motivation can be given as part of the employees' behavior issue solution. Giving rewards like extrinsic rewards could fuel up the employees. The example that can be given to employees are such as bonus, receiving prize like tour with full family package for the employees that shown good performance for a period of time and it can be a promotion as well. Why does rewards can be a choice in improving an employee's performance review? The reason is employees will compete among themselves to keep improve in the working environment. The question is how they would display their performance? The answer is they portray good employee values when they are working where they will show effective teamwork, productive and keep themselves motivated.

This alternative eventually will create intrinsically motivated behavior in themselves. Intrinsically motivated behavior is referring as a behavior that comes from the employees' sense motivation and that employee performs for his or her sake and action itself. For example, employees will help each other willingly after completing their assigned tasks. This will bring a working environment where employees actively bring expected production to the company.

Lastly, job dissatisfaction that occurred in the organization among the employees. Based on the reference who is the one of the personnel from Treedent Ship Sdn.Bhd This problem happen due boredom caused by same assigned task and also absence of salary increment given to the employees. The administration department of Treedent Ship Sdn.Bhd, the human resource department are required to organize a training session or seminar regarding the employees' job expansion. Whereby during the training or seminar, employees are able to learn required skills to perform the tasks that they can contribute to willingly after completing their routine tasks. This allows job rotation to be done smoothly. This alternative is strong recommended because variety of job assigned to the employees could give motivation that boost their commitment to the organization. The employees will be emotionally attached to the organization because there will

be a presence of mindset where the organization appreciate and need their human resources to do undertake various important task to the personnel.

Last but not least, the organization very much encouraged to allocate a budget to provide the employees for essential and effective facilities such as a resting space and gym or yoga space. These mentioned facilities aid the employees by relaxing themselves after finishing their assigned heavy tasks. In a nutshell, these listed solution list could be factors that helps the organization to improve in the matter their organizational behavior.

BENEFIT

Benefits that the Treedent Ship Sdn.Bhd workers gain from the solutions are employee efficiency would improve. As we know they were undergoing high stress jobs has been one of the main problems in the organization of Treedent Ship Sdn.Bhd. An employee needs to have a good balance between the ability to perform the task given and willingness to want to perform the task assigned. Certainly, this balance can lead to an increase of productivity and an improvement in efficiency of the production. Thus, the employee would feel motivated when the output is reached the target of the business. Without a motivated workplace, a company would be placed in risky position. At the same time, it allows management to achieve the company goals.

Human resources department or any department should have a routine or more likely a company culture where activities and events are organized with a purpose of increasing bonding among employees. As a result, employee may enhance their communication and interaction among themselves. Communication among the employees is really crucial to solve a problem among the employees. Positive communication can improve employee's motivation at the workplace. This can lead to increased productivity and allow organization to achieve higher levels of output. Employer who set some time to talk with to their employee each day or else join them during the coffee break time would give essential impact to the employee. Employees would feel comfortable to work as though they are a part of the team. Plus, they would feel relax and stress free in handling their task assigned.

Moreover, the human resource department are required to organize a training session or seminar regarding the employees' job expansion. Certainly, employee would want to see that they are working for succeed and for better lifestyle. Most of the employees have wonderful and excellent ideas. Plus, they are also so dedicated end upon their task given and high self-esteem in progressing and submitting their work. Therefore, management should make an effort to take some time to ask and listen to their suggestions. Nothing is more worthwhile than feeling valued. As a result, the employee would feel motivated to work in such a positive environment in working place.

In addition, motivation can be given as part of the employees' behavior issue solution. Giving rewards like extrinsic rewards could fuel up the employees. This is because individual efforts and contribution plays crucial part of the company's overall goals and direction. Employees will take pride and be engaged in their work if they are aware how their efforts create an impact to the organization. Regardless of how big or small their contributions are.

To sum up, employee need to treat well to see better outcome in the company. The organization behavior in a company need to well mold to create positive environment among the organization and also increase the productivity of the company.

RESULTS/DISCUSSION

As problems, solution, and benefits have been listed down, there should be action taken by executing the recommendations provided accordingly. There should be positive impact in the organizations' behavior.

As what are recommended, the organization's higher level should stress upon the motivation that can be provided to the employees. As the solution given which is the practice in job rotation regulations. This initiative gives the employees to learn new knowledge regarding the variety tasks or routines that occurs within the organization's premises as well as on-site operations. The employees will be more satisfied when they can perform more than what they can do usually. New knowledge allows them to experience the new responsibilities. By assigning new opportunity to the employees creates the mind-set that gives impression that the company do appreciates them by giving acknowledgement to their capability in performing their single task as their daily routine. Instead of assigning a single task, providing the opportunity of joining in various company's operation activities increases the functionality of the employees and this secures the company by having the personnel for a long period of time.

Next, events organized by the company creates the opportunity for the employees in the company regardless their position, department and their position in the employee pyramid to communicate with each other. The absence of rules and regulations will allow them to share their experiences in their working period without having second thought. The organization should be very liberal when they carry out this way. There must be no criticism when the employees are pointing out their opinions, instead their related parties of the company should take the employees opinion in carrying out a research to bring some changes to the company.

"Limitations live only in our minds. But if we use our imaginations, our possibilities become limitless." –Jamie Paolinetti

This quote explains that various initiatives can be taken without any boundaries can create lots of possibilities of changes to the society. It's the same to the employee treatment in an organization's environment. Providing opportunities, fulfilling their rights and prioritizing their needs during their working period of time should be something given attention to.

Therefore, the company should organize a performance management program to ensure the solutions provided for the above problems really work and to identify the benefits or impact on the organization. The productivity of a company can be improved or increased by having an effective performance management program. It also ensures their objectives and goals coordinate with hiring and employment development plan. A frequent or continuous review would give the managers a chance to point out the employee's negative behaviour before it affects their productivity. Manager should tell the employees a valid and solid reason behind the rating they give to every employee, be it good or bad, so that the employees will get a clear picture of what the managers need from them.

CONCLUSION

In a conclusion, Treedent Ship Sdn.Bhd organization's behaviour should be something given attention upon to. If there is any further issue, related department should take different initiatives to solve the issue. The solution and the benefits seeking are not impossible. Whereby, the company's personnel should not give up when they facing any issues relating their company's employees. Organizational behaviour is a very crucial part to an organization where it can affect a lot of aspects that related to the company's functionality, impressions on behalf of the client, profitability that is important for the company internal individuals and also public along with the future of company.

METHODOLOGY

We have carried out a qualitative research to gain information as we want to understand the company on how they operate, their competitive environment, workplace environment, political environment, the ideas, belief, value, the organization behaviour of the company and the factor that can affect all of this above.

First, we have interview one of the managers in Treedent Ship Sdn.Bhd through email. The manager is very responsive and helpful in answering all the question that are given. We also contacted with them to ask permission on using their company as a subject to this project and do some interview through the phone.

The question that we have ask them in the phone interview is about the system of the company, how works are distributed, the company internal and external environment and the control from the company in different situation and other. The problem that we faced in interviewing them is they will not have disclosed all the information as they will not show their bad side.

Next, mainly the information that we have gain about the company is from the company website. Most of the information of the company have already disclose at the website. Example of the information that we gain from there is all kind of service that they provide, the customer review of the company which is mainly positive, how many workers they have, the layout of the company, the location, the services, technologies of the company, their project and others. In doing analysis, we have referred on some material as the company website did not disclosed all the external information, article, books and competitor website is the other platform that we are using to gain information.

Besides that, government website such as Malaysian transportation department to gain information on statistic of the shipment entered Malaysia to do analysis on the competitor environment. the information that are gain from this method is several such as how big is the market, what is Treedent Ship Sdn.Bhd share market, in what perspective the company can improve their services.

Beside from all above, we have also taken initiative to do consultation with seniors that have done the project using the same company. The seniors provide many useful information that we are using in this report and lastly, we do consultation with lecturer to have more understanding knowledge on how to do this project.

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