

ABSTRACT

CV. MARSADA TRAVEL's income was decreasing monthly many time ago. Survey the customers was been done to find the problem which causes the company's decreasing incomes. From the survey's results', it's found that 40% from 52 respondents say that they were not sastified by administrator didn't look neat and polite until 63% from 52 respondents say that they were not satisfied by administrator does not explain what was the service that the company can reserve to the passanger. The employees were interviewed for finding the compatibility of questionnaire's result, but they said that they have done their work well. From the director, he stated that the rules had been made but it's not written so the implementation seem trivial. Then it could be concluded that CV. MARSADA TRAVEL's problem was the need of designing the feasible job description for the company and it can increase customers satisfaction. The design of the job description was required by the company in maximizing the employees performance so the customer's satisfaction could be increased. Based on the interview with the director of CV. MARSADA TRAVEL, Mr. B. Simanjuntak was found that there was no job description that can represented the business yet. For the continuity of the company, it was required the job description and in the making of the job description, the process business was need. Making process business was done by observation, it means directly mointors of how CV. MARSADA TRAVEL's business processes were running. Drawing the process was done as the main ingredients in making job description of CV MARSADA TRAVEL. Making the business processes was not enough. RACI matrix method was done for mapping the employees' responsibilities and their workflow until the CV. MARSADA TRAVEL need tobe repaired's job description was got. Benchmarking was need too, so it's required to vote which company was feasible and proper and the company was CV. Paradep Taxi. It's same as before but with the different method, the drawing business processes of CV. Paradep Taxi was done by interview, and know, as well as to find out what divisions and job descriptions were in CV. Paradep Taxi for comparing with the need to be repaired CV MARSADA TRAVEL's job description and the gap was found. Job description was developed and addition of new divisions according to the benchmarking's

result indeed. After it's discussed with the directors and the employees, the developed job description was suggested for CV. MARSADA TRAVEL

Keywords: Business Process, Raci Matrix, Job Description, Benchmarking