

## **ABSTRACT**

Human resource is important to every business. No matter how big or small the business, human resource is of concern because it makes the business run. To manage employees, the company has to find a method to bring out their effectiveness to perform work efficiently.

Self-directed work teams are a good solution to manage working behavior of repairmen. To build a successful team work, the company has to understand the repairmen's need. Once the business owner realizes the repairmen's mind and increases their motivation, it is easy to make some change in the working environment. Then the company continues with team development in order to collect people from difference functions to work together as a team.

The result after applying self-directed work teams was good. In traditional work group, repairmen use around eighteen hours to finish one car, which is not including waiting time. After applying self-directed work team, the company can reduce the working hours to twelve hours which is less than the original working method by 6 hours. Repairmen use less time to complete their work since they help each other in this self-directed work teams. This can shorten the period of working hours and increase collaboration among repairmen to share their knowledge. Hence, repair men use less time to perform their job and this can lead to increase in productivity for the company.