

ABSTRACT

The objectives of this study were: (1) to identify previous and current communication processes between G Bank employees and GIDA; (2) to identify the advantages and disadvantages in terms of costs and benefits of the current processes after dissolving of the ICD; (3) to propose possible alternative solutions to minimize the potential losses that might occurs.

The Cost and Benefit Analysis is chosen to analyze this problem of this study to identify and help analyze the costs and benefits in terms of both monetary and non-monetary costs and to find out the best solution that can minimize the costs and at the same time maximize the benefits to company.

After analyzing all the data and with the use of cost and benefit analysis, the results can prove that the current process after dissolving of ICD can contribute to more costs which do not align with the cost savings plan. Hence, the recommended best alternative comes up with the option of “returning of the ICD with new a pattern” which returns two existing ICD staffs without an ICD assistant manager and an ICD manager but hiring new skillful IT staff who have experience in the IT filed and techniques the same as existed with two previous ICD staff as the cost can be minimized without complexity while the benefits can be maximized.