

CASE :

1. Many consumers have complained about PT Pos Indonesia's services in the Sumenep, Madura, East Java areas regarding delays in delivering goods and mail services to recipients. It cannot be denied that people who use Pos Indonesia experience poor service due to several factors. One of these complaints came from the Editor-in-Chief of one of the print media, Zaini Amin. He questioned the performance of PT Pos Indonesia Sumenep branch because the shipment that should have arrived on time had met expectations. Plus, he doesn't always check the package all the time. "If this is the case in the future, PT Pos could lose trust, consumers will even leave it, especially now that there are many delivery services that are clearer and have excellent service unlike PT Pos," he said in a disappointed tone.

Make a plan based on the "Planning" stage that PT POS must carry out so that a similar incident does not happen again!

2. Every organization faces some challenges and make it has to react swiftly and dramatically. Consider you are a manager.

- a. what kind of challenges that manager may face?
- b. How would you react to the challenges? What is needed to overcome the challenges?
- c. As a manager, how would you deal with resistance to change when you suspect employees' fears of job loss are well founded?