

FOREWORD

Alhamdulillah, all praise goes to the author for praying for the presence of Allah SWT because for the overflow of His Mercy, the author was able to complete the mini thesis with the title "**WORKLOAD ANALYSIS TO DETERMINE THE OPTIMAL NUMBER OF HUMAN RESOURCES AT SARIRAYA CO., LTD**". The purpose of writing this thesis is to meet one of the requirements for graduating from the Bachelor's Degree International ICT Business Study Program, Faculty of Economics and Business, Telkom University, Bandung.

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The author is aware that, due to the limitations of their knowledge, experience and writing ability, this thesis is not without flaws and is not a perfect piece of work. However, the author hopes that this preliminary thesis will prove useful to the author and to all parties who are willing to make use of it.

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