# APPRENTICESHIP REPORT

# PT. RIAU ANDALAN PULP & PAPER (KOPKAR-STAKEHOLDER RELATION)



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2023

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# PT. RIAU ANDALAN PULP AND PAPER (KOPERASI KARYAWAN PT. RAPP & STAKEHOLDER RELATION)

Written as one of the conditions to completing Job training

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Bengkalis, August 26<sup>th</sup>, 2023 Author

Anindhia Prativ

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# CHAPTER I INTRODUCTION

# 1.1 Background of Apprentichesip

The development of science and technology is increasingly rapidly, which is then followed by the need for qualified human resources adequate knowledge and technology. It is purposeful so that the development of science and technology can be balanced with mastery of science and technology by these human resources. There is a demand for adequate and reliable expertise in their respective fields, useful for getting competitive customized jobs to achieve desired destination. With sufficient expertise, it will produce human resources that are ready to use both in terms of knowledge, morals, attitude, and other criteria needed. The current progress of the times and technology in the current era of globalization is something that cannot be avoided. The same is true in education which always experiences development from time to time and the government is always trying to improve the quality of education.

Practical work is the application or practice and implementation of factually studied theory where in this activity students will get something that can be used as work experience (work simulation) before carrying out actual work activities / work activities, and students can also apply the knowledge received from it results of practical work Implementation of practical work will lead to real experience, namely the world of work. The process of practical work that is carried out by going directly to the company will create an overview of new thoughts, because here the theory will be implemented, and students will easily understand and learn.

Since 2000's until now the Bengkalis State Polytechnic has 9 (eight) departments with 20 (twenty) study programs, and the D-IV International Business Administration Study Program is one of those formed by Ms. Yunelly Asra SE., MM which focuses on learning about the challenges faced in the business world in the international market by receiving the first batch in 2016. The Bengkalis State

Polytechnic has a responsibility to advance human resources, especially in achieving the quality of students. To meet and achieve educational goals in tertiary institutions, knowledge is needed to apply the knowledge that has been obtained so that students can practice the aspects needed to enter the industrial world. To be able to enter the world of work after graduating from college, every student must have the readiness to face the professionalism of his work in accordance with the field he is in. With these demands, practical work activities are carried out outside.

In accordance with the curriculum of the Bengkalis State Polytechnic Business Administration study program, that every student who will complete the study must carry out Practical Work (KP) which has been stipulated in the decision of the Director of Bengkalis State Polytechnic in a special regulation. For Diploma III postgraduate students, this Practical Work is carried out after students have completed a minimum of 4 (four) semesters and fully graduated, carried out for 1 month. Whereas for Diploma IV postgraduate students, practical work is carried out after students have completed a minimum of 6 (six) semesters and full graduation, which is carried out for a minimum of 4 months. During the implementation of practical work, the author was placed in the Public Relations and Employee Cooperative Section (Kopkar) with a comparison of the 2-week internship portion at the Employee Cooperative and 6 weeks in the Stake Holder Relations Department. After carrying out Practical Work for 2 (Two) months, students are required to make a Job Training report as a form of accountability for each activity carried out during the apprenticeship.

Based on the provisions above, this Job Training (KP) is carried out at PT. Riau Mainstay Pulp and Paper Pangkalan Kerinci, Pelalawan Regency which carried out for 8 (eight) weeks from Januari 16, 2023 to May 16, 2023.

# 1.2 Purpose of the Apprenticeship

Practical work activities for Bengkalis State Polytechnic students, International Business Administration Study Program have the following objectives:

- 1. To find out the job specifications in PT. Riau Andalan Pulp and Paper at the Employee Cooperative office and Stakeholder Relations office (SHR)
- 2. To explain practical workplace systems and procedures of apprentichesip
- 3. To find out the obstacles and solutions encountered during the implementation Practical Work at PT. Riau Andalan Pulp and Paper at the Cooperative office Employee and Stakeholder Relations office (SHR)

# 1.3 Significances of the Apprentichesip

Practical work activities for Bengkalis State Polytechnic students, International Business Administration Study Program have the following benefits:

- Students could apply the knowledge (theory/concept) they have learned to the real world of work and can increase their knowledge and skills through direct involvement in the work at PT. Riau Andalan Pulp and Paper at the Employee Cooperative office and the Stake Holder Relations office.
- 2. Students gain experience in the world of work for prepare themselves before being recruited into the world of work.
- 3. Bengkalis State Polytechnic obtains feedback from organizations or companies on the abilities of students participating in internships in the world of work.

# 1.4 Time of the Apprenticeship

Practical Work Activities (KP) are carried out in accordance with the provisions of the Job Training implementation rules. The practical work period is 2 (two) months, starting from January 16 to May 26, 2022. Practical work schedule at PT. Riau Andalan Pulp and Paper is as follows:

**Table 1.1 Office Hours** 

No	Day	Office Hours	Rest
1	Monday-Friday	08:00-17:00 WIB	12:00-13:00 WIB
2	Saturday	08:00-12:00 WIB	=
3	Sunday	Leave	=

Source: PT. Riau Andalan Pulp and Paper 2023

# 1.5 Place of the Apprentichesip

This practical work activity was carried out at PT Riau Andalan Pulp and Paper (Mill) Jl. Lintas Timur, Pangkalan Kerinci, Pelalawan Regency, Riau 28300, Indonesia, Tel: +62-761-491-000, Fax: +62-761491-846. The activities carried out by the author during practical work were at the KOPKAR Business Development Unit PT. RAPP and Stakeholder Relations (SHR) Department.

#### **CHAPTER II**

# GENERAL DESCRIPTION OF THE COMPANY

# 2.1 Company Profile

# 2.1.1 Royal Golden Eagle (RGE) Group

Royal Golden Eagle (RGE), formerly known as RGM (Raja Garuda Emas), was officially registered in 1973. RGE began as a spare parts supplier shop called Toko Motor in 1967 in Medan, Indonesia. It was there that the founder and chairman of the RGE Group, Mr. Sukanto Tanoto, first entered the business world. During the oil crisis in 1973, he was able to overcome the rapidly rising oil prices to expand his business as oil companies expanded in the region. After a long break, he succeeded in establishing a plywood factory in Besitang, North Sumatra. At that time, he had observed that Indonesia was exporting logs and importing plywood, so he decided to invest in plywood manufacturing in Indonesia.



Figure 2.1 RGE Group Logo

Source: rgei.com

Sukanto Tanoto then built the world's largest pulp and paper mill in Kerinci, Riau. April Group is listed on the New York Stock Exchange. After overcoming

challenging conditions during the financial crisis in the late 1990s, RGE expanded its presence in China, Brazil, Canada and Spain. RGE has 5C principles that are trusted by its founder, namely Sukanto Tanoto, to be able to bring goodness to the Community (community), Country (Country), Climate (climate), Customer (customer), and Company (company). The business groups under the auspices of the Royal Golden Eagle (RGE) Group can be seen in the image below:

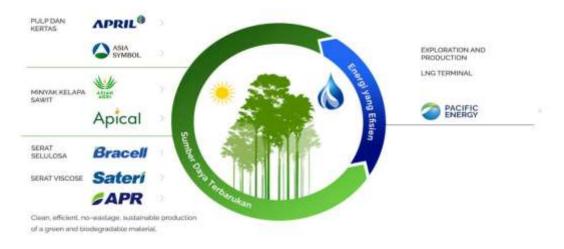


Figure 2.2 RGE Group Companies Source: rgei.com

The Royal Golden Eagle (RGE) Group has core values, is T.O.P.I.C.C start with me. This value is used as a guideline for working in RGE Group companies, T.O.P.I.C.C consists of the following abbreviations:

- 1. **Complementary Team**, we are one in purpose and complement each other in teamwork.
- 2. **Ownership**, we maintain a sense of belonging to always achieve the best.
- 3. **People**, we develop human resources to grow together.
- 4. **Integrity**, we act with integrity.
- 5. **Customer**, we understand and provide the best for customers.
- 6. **Continuous**, we avoid indifference and make continuous improvements.

# 2.1.2 Asia Pacific Resources International Holding Limited (APRIL) Group

APRIL Group is one of the pioneer companies from the RGE Group which is engaged in the pulp and paper business segment and is one of the leading pulp and paper companies in the world. APRIL has its head office in Asia, namely Singapore and has main production areas in Indonesia and China. Through state-of-the-art pulp and paper mills and industrial forest plantations operating in Riau province, Sumatra, Indonesia, as a large company, APRIL has a vision of "Improving lives by developing resources sustainably" and a vision of "To be one of the largest, best managed and sustainable resource-based Groups, creating value for the Community, Country, Climate, Customer, and Company". As such, corporate social responsibility is applied to APRIL Group's operations and management to promote the environment and develop society and to fulfill corporate social responsibility. The Tanoto Foundation, founded in 1981, is the implementation of this vision.



Figure 2.3 APRIL Group Logo Source: aprilasia.com

Through its subsidiary in Indonesia. APRIL group start developing plantations in Riau Province, Sumatra and building a factory in Pelalawan Kerinci from 1993. At that time, kerinci was home to 200 families. This population grew to over 200,000 in 2010 as APRIL Group's development and business diversification transformed Kerinci into the regional social and commercial hub of the province. APRIL Group started commercial pulp production in 1995, followed by commercial paper production in 1998. This regional growth mirrored the growth of APRIL Group

operations in Indonesia, with the establishment of Pelalawan District in 1999 and later the municipality of Kerinci in 2001. Kerinci's rapid growth later allowed it to be divided into three regions in 2005. In 2010, APRIL Group's forestry operations contributed 6.9% to the total economy of Riau Province. APRIL Group has created around 90,000 jobs for the community. APRIL is also contributing to providing better access to education and social support in areas such as health care and housing. APRIL Group has helped improve living standards and reduce poverty by 30%.

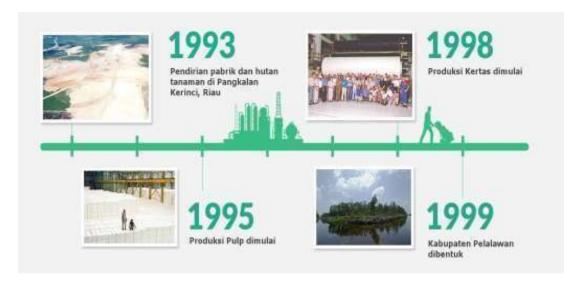


Figure 2.4 APRIL Group History
Source: aprilasia.com

Recognizing the importance of community development as part of a long-term approach to sustainable business, APRIL Group has also launched a series of economic development initiatives to assist the development of small and medium scale local entrepreneurs (SMEs). In 2002, APRIL Group implemented a comprehensive timber legality system to prevent illegal timber from entering supply and production chains. The system verifies and tracks wood from the company's fiber plantations to the mills. APRIL Group also collaborated with the World Wildlife Fund (WWF) to tackle illegal logging in Tesso Nilo and signed a moratorium on further road construction and development of Acacia plantations in the Tesso Nilo

area. In the same year, APRIL Group achieved ISO 14001 certification for pulp and paper mill fiber plantations. In 2003, a decade after the company was founded, the APRIL Group published its first Sustainability Report, detailing its community development initiatives and commitment to sustainable forestry operations. In the same year, APRIL Group established a branch in Guangzhou to support the development of the company's operations in China. In 2005, APRIL Group introduced a voluntary High Conservation Value (HCV) scoring system in its concession areas for land use planning. This policy provides practical and responsible solutions to the challenges of deforestation and degradation. APRIL also established the APRIL Learning Institute and received a Green Proper Rating for factory environmental performance as well as a Golden Flag Choice & Zero Accident Award for factory health and safety management from the Government of Indonesia.

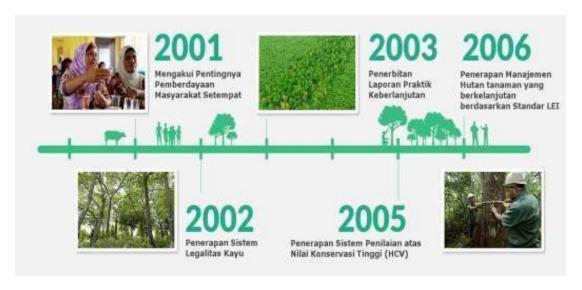


Figure 2.5 APRIL Group History
Sumber: aprilasia.com

In 2006, APRIL Group became a signatory to the UN Global Covenant Principles. In the same year, PT. Riau Andalan Pulp & Paper (RAPP), a subsidiary of APRIL, is certified for Sustainable Plantation Forest Management according to the Indonesian Ecolabelling Institute (LEI) standards. In 2007, APRIL through its

subsidiaries became the first and only Indonesian company to be recognized by the World Business Council for Sustainable Development (WBCSD). In 2008, the completion of Pulp Line 3 made Riau home to the world's largest integrated pulp and paper mill, with a production capacity of 2.8 million tons per year. Manufacturers certified to ISO 9001, 8000 and ISO 14001 continue to invest in technology to ensure the company can self-sufficiently meet its own electricity needs. Since 2010, APRIL Group's production facilities have been certified by the Program for the Endorsement of Forest Certification (PEFC) on the standard side of the Chains of Custody, which ensures that all raw materials entering the factory are supplied from legal and unproblematic sources. APRIL also obtained certification from the Hong Kong Green Label for its PaperOneTM products in 2010.

Pada bulan Oktober 2011, RAPP anak perusahaan APRIL berhasil disertifikasi oleh standar dari Bureau Veritas untuk Asal dan Legalitas Kayu (OLB). RAPP merupakan perusahaan perkebunan Asia pertama di industri yang menerima sertifikasi ini. Standar OLB Grup APRIL untuk sertifikasi perusahaan kehutanan mencakup kegiatan kehutanan fasilitas produksi. Mitra pemasok untuk RAPP juga berhasil lulus audit berdasarkan standar "Chain of Custody-Acceptable Wood" dari OLB.



Figure 2.6 APRIL Group History
Source: aprilasia.com

APRIL Group launched its Sustainable Forest Management Policy in January 2014. The new policy underscores APRIL Group's commitment to balance the need to save the environment and prioritize the interests of local communities, while continuing to run a sustainable business. An independent Stakeholder Advisory Committee was also introduced to ensure transparency and implementation of the Sustainable Forest Management Policy. In June 2015, APRIL Group developed a Sustainable Forest Management Policy based on input from SAC and various other stakeholders. APRIL is also strengthening its forest protection and conservation commitments including removing deforestation from its supply chain and adding a High Carbon Stock (HCV) assessment aspect.

# 2.1.3 PT. Riau Andalan Pulp and Paper (RAPP)

PT. Riau Andalan Pulp and Paper is a private company engaged in the manufacture of pulp (pulp) and paper (paper) and is the largest pulp company in Asia Pacific. PT. RAPP is a subsidiary of APRIL Group (Asia Pacific Resource Internasional Holding Ltd) which is one of the pioneer companies of the Royal Golden Eagle (RGE) Group. PT. Riau Andalan Pulp and Paper was based in Jakarta in 1992, at which time a field survey was conducted for a factory location in Riau Province to be precise in Pangkalan Kerinci Village, Pelalawan Regency. PT. RAPP obtained HTI permits based on Minister of Forestry Decree No. 327/Menhut-II/1992. PT. Riau Andalan Pulp and Paper was built and designed to produce high-quality pulp and paper, where the pulp is produced chemically using a sulfate (kraft) process. The control system in this company has entered the ISO system which is used as a sign to determine the world quality of a product. Some of the chemicals used in factories include CIO2, CI2. Besides that, PT. Riau Andalan Pulp and Paper is a fastgrowing private company and has received ISO 9002 and ISO 14001 certificates. PT. Riau Andalan Pulp and Paper is a company that uses sophisticated production technology, namely a superbatch administrator digester system and a good production

system with a sophisticated control system and good management, both in terms of production and cooperation.



Source: aprilasia.com

# 2.1.4 Koperasi Karyawan PT. RAPP

Employee Cooperative or abbreviated as Kopkar PT. RAPP is in Pangkalan Kerinci, Pelalawan Regency, registered with the Legal Entity Cooperative Department No. 2004/III/BH dated 2 August 1995. Kopkar member PT. RAPP is an employee and company partner within PT. RAPP and the Group. Since standing Kopkar PT. RAPP has been elected 9 (nine) times for the management period led by 7 (seven) cooperative heads. The chairman of the Employee Cooperative PT. RAPP started from standing is:

- 1. The period 1995 - 1998 was led by HD Pasaribu.
- 2. The period 1999 - 2001 was led by Jusuf Wibisono.
- 3. The period 2002 - 2004 was led by Amru Mahali.
- 4. The 2005 - 2007 period was chaired by R. Elwan Jumanri.
- 5. The 2008 - 2010 period was chaired by R. Elwan Jumanri.
- 6. The 2011 - 2013 period was led by Mhd. Ali Shabri Nst.
- 7. The 2014 - 2016 period was chaired by Marzum.

- 8. The 2017 2020 period is led by Marzum.
- 9. The 2021 2023 period is led by Tengku Kespandiar.

In accordance with Law no. 25 of 1992 concerning cooperatives, Kopkar activities of PT. Riau Andalan Pulp and Paper is based on a cooperative spirit, namely: cooperation, kinship and cooperation as well as fostering a sense of togetherness among members.



Figure 2.8 Kopkar PT. RAPP Logo Source: Kopkar PT.RAPP 2023

#### 2.1.5 Stakeholder Relation (SHR)

Stakeholder relations is the company's front guard in supporting the smooth operation of the company by building harmonious relationships with external stakeholders around company operations at the district and provincial levels. As for external stakeholders, namely: government, legislative institutions, informal figures such as community leaders, traditional leaders, religious leaders, youth leaders, community organizations, youth organizations (OKP), local NGOs, and campuses and student organizations.

# 2.1.5.1 Stakeholder Relation (SHR) Activities and Enagement Methods

#### 1. Stakeholder Relation (SHR) Activities

In carrying out this unit, Stakeholder relations has several main tasks which can be seen as follows:

- a. Creating harmonious and healthy relationships with external stakeholders by prioritizing corporate dignity
- b. Support and bridge the interests of departments/companies in dealing with external stakeholders.
- c. Become the official representative of the company to attend calls, invitations from external stakeholders.
- d. Become a company representative and the first door to handle the interests of external stakeholders towards the company.

# 2. Enagement Methods

In carrying out this practical work activity, the author is placed in Stakeholder Relations (SHR), along with assignments:

#### a. Inform

In the Inform section, SHr has several tasks under it, namely:

- 1. Conducting visits/visiting Stakeholders.
- 2. Conduct Industrial visits.
- 3. Sharing information that is distributed through print media in the form of newspapers, magazines and leaflets.
- 4. Sharing information that is shared through non-print media, namely the website.

#### b. Support Activity

In the Support Activity section, SHR has several tasks under it, namely:

- 1. Provide support for proposals submitted from outside.
- 2. Attend various discussions and events.
- 3. Conducting surveys to certain parties Sharing information.

#### c. Involve

In the Support Activity section, SHR has several tasks under it, namely:

- 1. Conduct Forum Workshops
- 2. Provide data needed by other departments.
- 3. Create an event.

#### d. Colabrate/Empower

In the Support Activity section, SHR has several tasks under it, namely:

- 1. Consultant
- 2. Co-plan and share projects Together.
- 3. Train and build capacity.
- 4. Conducting FGDs.

# 2.1.5.2 Campus Relation

Campus relations are part of stakeholder relation (SHR) conducted by PT. RAPP to build a positive image of the campus, schools and organizations around the campus and the community. This is done by providing internship opportunities and looking for talent on related campuses in order to find employees who are competent in the field needed. There are several campus relations partners as shown in the table below:

Table 2.1 Campus Relation PT. Riau Andalan Pulp and Paper

Campus	Campus Internal Organization	Campus External
		Organizations
	Badan Eksekutif Mahasiswa	Himpunan Mahasiswa Islam
	(BEM)	(HMI)
	Majelis Perwakilan Mahasiswa	Persatuan Mahasiswa Islam
	(MPM)/Dewan Perwakilan	Indonesia ( <b>PMII</b> )
All campuses that have	Mahasiswa ( <b>DPM</b> )/Badan	
become SHR partners	Legislatif Mahasiswa ( <b>BLM</b> )	
	Himpunan Mahasiswa Jurusan	dsb
	(HMJ)	
	Unit Kegiatan Mahasiswa (UKM)	
	Forum Mahasiswa	
	Dsb	

Source: PT. Riau Andalan Pulp and Paper 2023

# 2.2 Vision dan Mission of PT. Riau Andalan Pulp and Paper (RAPP)

# 2.2.1 Vision of PT. Riau Andalan Pulp and Paper (RAPP)

The vision of PT. Riau Andalan Pulp and Paper is "Becoming a world-class pulp and paper company with the best management and performance, the most profitable and sustainable, as well as being the first choice of consumers and employees".

# 2.2.2 Mission of PT. Riau Andalan Pulp and Paper (RAPP)

The mission of PT. Riau Andalan Pulp and Paper used in realizing the expected goals are as follows:

- 1. Creating sustainable growth throughout the value chain.
- 2. To be an industry leader in every operational aspect
- 3. Maximizing reciprocal profits for shareholders in line with continuing to contribute to the socio-economic development of local communities and their regions. Creating value through modern technology and impacting industry knowledge, valuable assets, networks and human resources (HR).

# 2.3 Kind of Business

PT. Riau Andalan Pulp and Paper is a company engaged in the production of pulp (pulp) and paper (paper). Cellulose fiber is the main raw material for pulp production. Most of these cellulose fibers are obtained from wood. The wood itself is divided into 2 (two), namely hardwood and softwood and from several other plants.

#### 1. Pulp

Paper pulp is the result of separating fiber from fibrous raw materials through various manufacturing processes. Pulp consists of fibers as raw material for paper. The process of making pulp includes mechanical, chemical, and semichemical processes. To produce pulp, small wood chips are processed and used as an admixture. The mixture is processed to produce a natural adhesive that functions to bind wood fibers. This mixture is then cleaned and bleached for further processing. The most basic material in producing pulp is lignin,

which is a black liquid that functions as a material to trigger the boiling point to generate energy for the production process. After being dried, trimmed, and packaged, the pulp is then ready to be processed into various products. The following is the pulp production carried out by PT. Riau Mainstay Pulp and Paper:



Figure 2.9 Pulp Product PT. Riau Andalan Pulp and Paper Source: aprilasia.com

# 2. Paper

Paper is a thin material resulting from the compression of fibers originating from the pulp. The fiber used is usually natural and contains cellulose and hemicellulose. PaperOneTM is the flagship brand of PT. RAPP offers a variety of paper with premium quality and is made from 100% renewable plantation fiber which is produced to meet the high demand in society. PaperOneTM has also been PEFC certified which ensures that this product comes from plantations that are managed in a sustainable manner. All PaperOneTM products are manufactured using the latest ProDigiTM HD Print Technology to produce superior quality for printing purposes.



Figure 2.10 Paper Product PT. Riau Andalan Pulp and Paper Source: aprilasia.com

The resulting paper is 3 times finer and 33% stronger because it has 100% Elemental Chlorine Free (ECF) production material from sustainably managed plantations. Paper is produced through a pulp drying process which is then mixed with cellulose fibers to bond and blend together. While still wet, the paper is processed by a series of heated rolling processes for flattening and drying purposes. The product is then coated with adhesive and various additives to improve its quality. Finally, to produce smooth and shiny paper, the rolling process is carried out repeatedly until the product is judged to be ready for use and marketed.

# 2.4 Organization Structure

The company's organizational structure has an important meaning in a company to achieve the goals set or planned by the company. Without a good organizational structure, the company's activities will not run smoothly because it is not clear who should carry out a task. Therefore, it is clear that the organizational structure can provide firm boundaries and at the same time be responsible for these duties.

# 2.4.1 Organization Structure of Koperasi Karyawan (KOPKAR) PT. RAPP

Organizational structure of PT. Riau Andalan Pulp and Paper follows the type of line and staff organization where the powers and responsibilities are branched to each leader from top to bottom, each position is not responsible for one another but only responsible for their respective directors. Each superior has a certain number of subordinates, and his subordinates receive orders from their respective superiors. The following is the organizational structure of the Employee Cooperative of PT. Riau Andalan Pulp and Paper Pelalawan, which is as shown below:

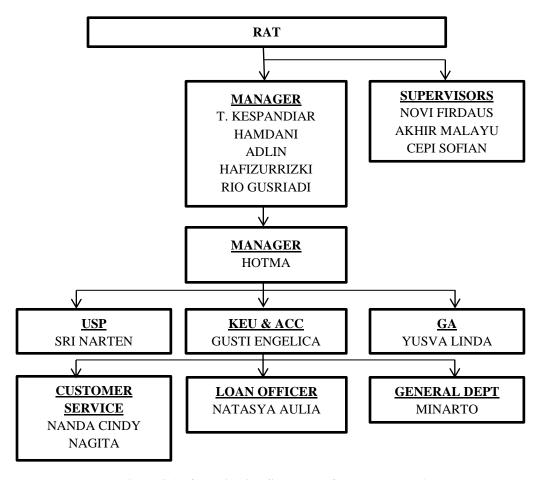


Figure 2.11 Organization Structure of Kopkar PT. RAPP Source: Kopkar PT. RAPP

From the structure above, the author provides an overview of the composition, division and implementation of tasks, authority and responsibilities of each section. An overview of the distribution arrangements and implementation of the duties of each part of the organization is as follows:

# 1. Manager

The management is the highest authority in the meeting of members. The name and composition are listed in the deed of establishment of the cooperative. Directors are appointed for a certain term of office. That's a maximum term of five years. Elections and inauguration are carried out through members' meetings on the recommendation of the supervisor. The duties of the directors are as follows:

- a. Organize member meetings.
- b. Organizing organizational development.
- c. Representing the cooperative inside and outside the forum.
- d. Management of the cooperative and its business Submit a work plan and a cooperative income and expenditure budget plan (RAPB).
- e. Delivering financial reports and accountability for the implementation of tasks.

#### 2. Cooperative Superintendent.

Cooperative supervisors are part of the apparatus or structure in addition to meeting members and cooperative management. The duties of the cooperative supervisor are as follows:

- a. Supervise the implementation of policies and management of cooperatives.
- b. Make a written report on the results of supervision.
- c. The requirements for being elected and appointed as members of the supervisory board are regulated in the articles of association.

#### 3. Accounting

Account Officer is one of the positions under the auspices of finance such as banks or cooperatives, especially in the field of credit. The account officer has several responsibilities in carrying out his work and below are his responsibilities:

- a. Introducing products to customers, clients or consumers.
- b. Follow up on customers, clients or consumers.
- c. Ensuring that the product is distributed properly and also ensuring that consumers understand it well.
- d. Ensuring consumers get the best solution for problems experienced related to the company.
- e. Maintain the good name of the company and the credibility of the companies it occupies and analyze potential debtors and provide ongoing offers.
- f. Measuring risk, analyzing the debtor's guarantee or collateral, knowing the debtor's business history and conducting the debtor's history using BI Checking.
- g. Manage customer credit and must also be able to manage credit from customers. Here, the account officer must monitor credit customers and determine whether later he can get credit again or not.
- h. Manage monthly reports containing customer analysis, adding potential customers, adding new customers, and other issues related to customers and companies.

# 4. Credit Officer.

Credit officers or often also referred to as credit officers are part of an important account officer in the banking business. Lending officers have a specific duty to channel and supervise funds from funding officers. It's task is as follows:

- a. Advise clients about the risks, consequences and benefits of alternative loan solutions.
- b. Develop loan applications by evaluating applicant information and documentation. consulting clients about their loan needs to help them

- achieve their financial goals, including gathering and analyzing information about clients' financial situation.
- c. Evaluate loan applications and documentation by informing applicants of additional requirements.
- d. Refuse a loan by explaining the shortfall to the applicant, schedule and track the loan closing date, emergency date, and expiration date.
- e. Approve a loan by issuing a check or forwarding the application to the loan committee.
- f. Complete loan contracts by explaining terms to applicants, getting signatures and notaries, and charging a fee.
- g. Prepare and submit loan files in a timely and accurate manner.
- h. Use advanced technology to manage loan lines and perform credit analysis and underwriting. I. Update job knowledge by participating in educational opportunities reading professional publications, maintaining professional networks, and participating in professional organizations.
- i. Assist customers by answering questions and responding to requests.
- j. Maintain customer trust by maintaining the confidentiality of loan information.

#### 5. Customer service.

Customer service is all activities aimed at satisfying customers through services that can meet customer needs and desires. Customer Service duties are as follows:

a. Provide services to customers. Services tailored to the company or agent. In this case, because in a banking institution, services are in the form of deposit accounts, savings accounts, and others related to finance. Not only that, but CS is also required to understand in detail the information about the services previously provided.

- b. Serving and providing solutions to problems from customers. Not only understand the details of service products. CS must also be good at finding solutions to service product problems experienced by customers.
- c. Make various types of administration in the bank. For example, a bank's CS must be able to print passbooks, current accounts, or other products. All administration related to the product must be carried out by customer service.
- d. Another task is to introduce and provide offers to customers. It relates to bank products and services. So, customers will not have any difficulties, can get the right service product according to their needs.

#### 6. General Affair

General Affair is a job position that is under the leadership of a general division or head of operations in a company. In not very large companies, usually the position also known as GA joins HRD or becomes part of buying or buying. General affairs duties are as follows:

- a. Support the company's operational activities through the procurement of goods and services needed.
- b. Plan the budget for the procurement of goods or services and their maintenance costs.
- c. Fostering good relations with suppliers of goods or services.
- d. Create, develop and implement work systems or procedures for procurement and maintenance of existing facilities.
- e. Prepare periodic reports for the purposes of budget meetings, financial reports on office assets and expenses.

# 2.4.1 Organization Structure of Stakeholder Relation (SHR) PT. RAPP

Organizational structure of PT. Riau Andalan Pulp and Paper follows the type of line and staff organization where the powers and responsibilities are branched to each leader from top to bottom, each position is not responsible for one another but only responsible for their respective directors. Each superior has a certain number of subordinates, and his subordinates receive orders from their respective superiors. The following is the organizational structure of the Employee Cooperative of PT. Riau Andalan Pulp and Paper Pelalawan, which is as shown below:

# SHR Departement (Stakeholder Relation) organizational structure

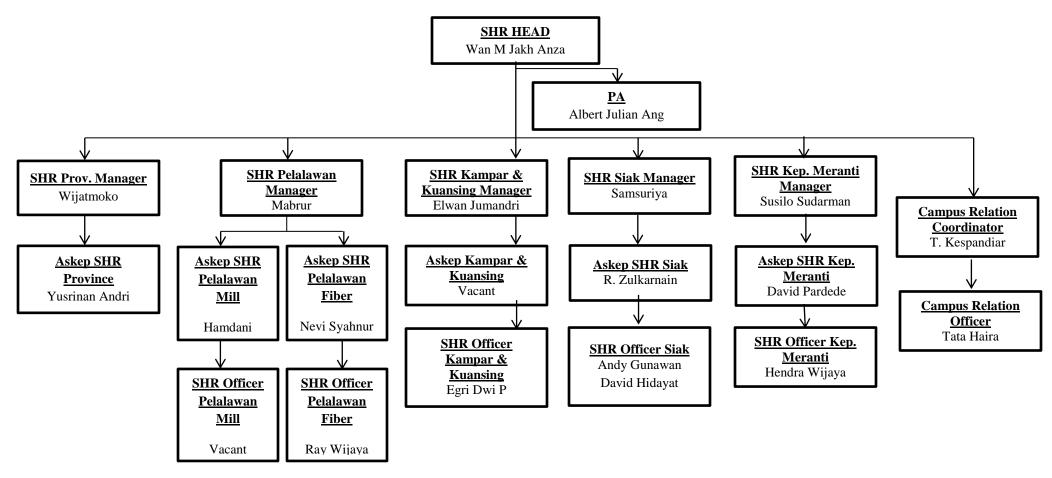


Figure 2.12 SHR Departement (Stakeholder Management) organizational structure

Source: PT. Riau Andalan Pulp and Paper 2023

# 2.5 The Working Process

SHR requires ongoing planning to benefit growth companies. This is based on the belief that corporate life is also influenced by public opinion. Therefore, SHR activities must be carried out to form a positive response from public opinion. Public Relations that occurred at PT. Riau Andalan Pulp and Paper is a two-way relationship. On the one hand, its function is to interpret the company for society. Meanwhile, on the other hand, SHR activities can produce information about what is expected by the community from the company.

Bearing in mind, SHR activities are not only concerned with the final results, but also the methods taken to obtain the final results. The work process of the Stake Holder Relations (SHR) Division can be seen in Figure 2.15 below as follows:

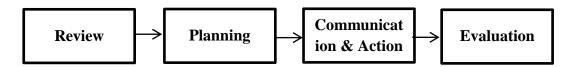


Figure 2.13 The Working Process SHR Departement (Stakeholder Management)

Source: PT. Riau Andalan Pulp and Paper 2023

# 1. Review.

SHR of PT Riau Andalan Pulp and Paper must recognize the symptoms and causes of problems that occur in the related corporate community. Therefore, SHR needs to be involved in fact-gathering research. SHR needs to monitor and read about the understandings, opinions, attitudes, and behaviors of those people who are interested in and affected by the company's actions. "What is happening right now?" are the words that describe this stage. SHR must be observant in viewing data and facts that are closely related to the work to be carried out. All information must be obtained as completely as possible. In the research definition stage, SHR must process existing factual data, make comparisons, make judgments, and produce judgments, so that conclusions and

accuracy can be obtained from the factual data that has been obtained. The SHR process is not as simple as collecting data and facts, but must also prioritize processing, research, classifying, and compiling data in such a way as to facilitate problem solving later. Research in searching for this data can be carried out by means of surveys and opinion polls, interviews, focus group discussions, in-depth interviews, and field trips.

#### 2. Planning.

After the research and data search phase, SHR proceeds to the planning stage. At this stage, SHR prepares the problem and makes thoughts to solve the problem and determines the person who will work on the questions later. This planning should not be ignored but must be considered carefully because it will determine the overall success of SHR's work. Planning is prepared based on data and facts that are obtained, not based on SHR wishes. Based on the formulation of the problem, strategic planning and decision making are made to create work programs based on company policies which are also adapted to the interests of the community. The key words of this stage are, "What should we do and why?".

#### 3. Communication and Action.

Communication is often done based on personal assumptions by an SHR practitioner (Staff). As a result, these actions sometimes bring bad results and are not recommended because they will harm the company's image. This stage is skipped to get an answer to the question, "How do we do it and say". Specific goals and objectivity must be linked to achieving the actions and communications that will be carried out by SHR practitioners. SHR must be able to communicate the implementation so that it can influence people's attitudes which then encourage them to support the implementation of the program. In addition, SHR must also take action and carry out activities as well as possible. This action activity is a communication activity, such as group communication, mass communication, and organizational communication.

### 4. Evaluation.

The way to find out whether the process has been completed or not is to evaluate the steps that have been taken. The main purpose of evaluation is to measure the overall effectiveness of the process. At this stage, SHR is required to be thorough and thorough for the accuracy of existing data and facts. Therefore, after solving one problem, it is possible to get another new problem. Thus, this stage also becomes a reference for future planning. In short, "How do we do it?" used as a reference in this case stage.

### 2.6 Document Used for Activity

In the implementation of practical work there are several documents needed to complete the work given. These documents are as follows:

### 1. Proposal for funding assistance.

Funding assistance proposals are proposals submitted by institutions or agencies outside the company that are stakeholders for the company both in terms of region or campus and other institutions and agencies. Proposals for funding assistance can be seen in Graph 2.16 below:

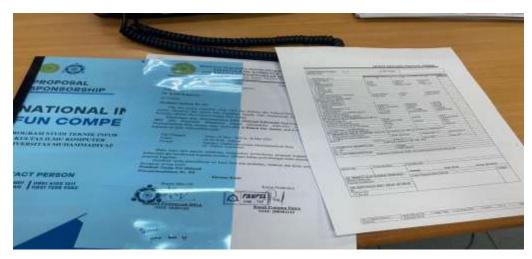


Figure 2.14 Proposal Request for Funding Assistance (Sponsorship)

Source: PT. Riau Andalan Pulp and Paper 2023

### 2. Scoring Form (Donation proposal scoring sheet)

A donation proposal assessment sheet or scoring sheet is a proposal assessment sheet that is submitted where this sheet determines whether the proposal will be accepted and given a donation grant or not and will be given to the next financial party. The donation proposal assessment sheet can be seen in the following Figure 2.17:



Figure 2.15 Scoring Form (Donation Proposal Assessment Sheet)
Source: PT. Riau Andalan Pulp and Paper 2023

### 3. Proposals, application letters for internships and industry visits.

This document is addressed to SHR as a condition for applying for an internship, where later Campus Relations will review and sort about how the campus and the requirements put forward are met or not. Apprenticeship proposals and applications are shown in Figure 2.18 below:



Figure 2.16 Proposals, application letters for internships and industrial visits Source: PT. Riau Andalan Pulp and Paper 2023

### 4. Check disbursement of aid funds.

This document is used as proof of disbursement of funds for proposals that have been submitted from various agencies and organizations. Check the disbursement of aid funds seen in Figure 2.19 below:

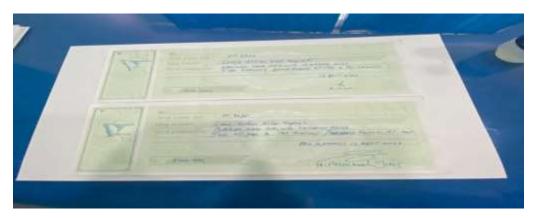


Figure 2.17 Check Disbursement of Funding Assistance Source: PT. Riau Andalan Pulp and Paper 2023

### 5. Proposal for funding the development of Sedjiwa Café.

The proposal for funding for the development of Sedjiwa Café is a proposal submitted by PT. RAPP Kopkar for the Café development plan. The proposal for funding for the development of Sedjiwa Café can be seen in Figure 2.20 below:

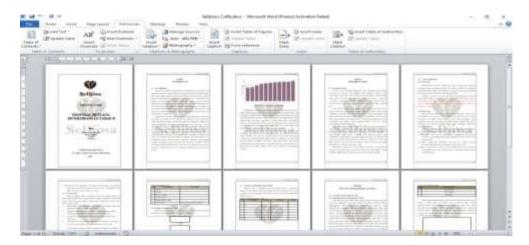


Figure 2.18 Check the SeDjiwa Café Development Fund Proposal

Source: PT. Riau Andalan Pulp and Paper2023

### **CHAPTER III**

### SCOPE OF THE APPRENTICHESIP

### 3.1 Job Description

During the period of practical work at PT. Riau Andalan Pulp and Paper (PT. RAPP), the author is placed in the KOPKAR business development unit and in the Campus relations unit in the Stakeholder Relations (SHR) division. The business development unit was formed to be responsible for business development under the auspices of the Kopkar PT. Riau Andalan Pulp and Paper (PT. RAPP). Meanwhile, SHR is the department in charge of managing and being responsible for the company's relations with stakeholders around the company area and also campuses as well as organizations and institutions around the company.

In the KOPKAR business development unit, there are several authorities and responsibilities to carry out the following tasks:

- 1. Make a proposal for the development of the SeDjiwa Café business.
- 2. Review proposals for submitting Sedjiwa Café business development funds.
- 3. Make recapitulation of business development data.
- 4. Join the café survey and make data recapitulation.

In the SHR campus relations unit, there are several authorities and responsibilities to carry out the following tasks:

- 1. Scoring proposals for requests for funding assistance
- 2. Fill out the industrial visit application form and industrial lecture practice.
- 3. Checking and recapitulating data
- 4. Checking data and apprenticeship requirements
- 5. Scanning proposals
- 6. Followed a visit to RTC, APR, Finishing Paper, CD, and Pelalawan Estate
- 7. Participate in activities outside the office.

### 3.2 Place of Apprentichesip

Practical work is carried out when students take semester VIII, while the internship activities last for 2 (two) months, starting from January 16<sup>th</sup>, 2023, to May 26<sup>th</sup>, 2023, at PT. RAPP Jl. Lintas Timur, Pangkalan Kerinci, Pelalawan Regency, Riau 28300, Indonesia, Tel: +62-761-491-000, Fax: +62-761-491-846. During practical work the author was placed in the KOPKAR business development unit and SHR of PT. RAPP, Campus relation unit. The company's provisions regarding the schedule or time for carrying out practical work are as follows:

Table 3.1 Working schedule at SHR PT. Riau Andalan Pulp and Paper

No	Day	Working Hours	Rest
1.	Monday to Friday	08:00 - 17:00 WIB	12:00 – 13:00 WIB
2.	Saturday to Sunday	Holiday	Holiday

Source: PT. Riau Andalan Pulp and Paper 2023

As for the work schedule at KOPKAR PT. RAPP can be seen in the following table:

Table 3.2 Working schedule at KOPKAR PT. Riau Andalan Pulp and Paper

No	Day	Working Hours	Rest
1.	Monday to Friday	08:00 - 17:00 WIB	12:00 – 13:00 WIB
4.	Sunday to Friday	Holiday	Holiday

Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out during practical work can be seen in the following table:

Table 3.3 List Activities at KOPKAR PT. Riau Andalan Pulp and Paper

	January			
		Week 1		
No	Date/Time	Activities	Place	
1.	Sunday, January 16 <sup>th</sup> 2023	1. Self introduction at KOPKAR Pt. RAPP	KOPKAR	
			PT. RAPP	
2.	Tuesday, January 17 <sup>th</sup> 2023	1. Made a proposal for the development of	KOPKAR	
		the Sedjiwa Café business	PT. RAPP	
3.	Wednesday, January 18 <sup>th</sup> 2023	1. Made a proposal for the development of	KOPKAR	
		the Sedjiwa Café business	PT. RAPP	
4.	Thursday, January 19 <sup>th</sup> 2023	1. Make a proposal for the development of	KOPKAR	
		the Sedjiwa Café business	PT. RAPP	
5.	Friday, January 20 <sup>th</sup> 2023	1. Make a proposal for the development of	KOPKAR	
		the Sedjiwa Café business	PT. RAPP	

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Business Development Division January 23, 2023, to January 27, 2023, can be seen in the table below as follows:

Table 3.4 List Activities at KOPKAR PT. Riau Andalan Pulp and Paper

	January				
	Week 2				
No	Date/Time	Activities	Place		
1.	Sunday, January 23 <sup>rd</sup> 2023	1. Review the proposal for the development of the Sedjiwa Café business.	KOPKAR PT. RAPP		
		2. Made a proposal for the development of the Sedjiwa Café business.			
2.	Tuesday, January 24 <sup>th</sup> 2023	Participate in the Sedjiwa     Café survey and recapitulate     café inventory data	Sedjiwa Café, Akasia		
3.	Wednesday, January 25 <sup>th</sup> 2023	1. Input data for PT. RAPP Kopkar members	KOPKAR PT. RAPP		
4.	Thursday, January 26 <sup>th</sup> 2023	1. Serving requests and complaints from Kopkar members as tellers	KOPKAR PT. RAPP		
5.	Friday, January 27 <sup>th</sup> 2023	1. Serving requests and complaints from Kopkar members as tellers	KOPKAR PT. RAPP		

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department April 10<sup>th</sup>, 2023, to April 14, 2023, can be seen in the table below as follows:

Table 3.5 List Activities at SHR PT. Riau Andalan Pulp and Paper

	April			
		Week 3		
No	Date/Time	Activities	Place	
1.	Sunday, April 10 <sup>th</sup> 2023	1. Self introduction at SHR, PT. RAPP.	KOPKAR PT.	
		2. Participated in SHR Safari Ramadhan	RAPP	
		in Lalang Kabung village	& Lalang Kabung	
			Village, Kerinci	
2.	Tuesday, April 11st 2023	1. Visit to the Community Development	CD Center, PT	
		(CD Center) in the Batik and Honey	RAPP	
		unit.		

	April			
		Week 3		
3.	Wednesday, April 12 <sup>nd</sup>	1. Conducting Industrial Visits with	PT. RAPP &	
	2023	Sriwijaya State Polytechnic (SIAK) to	Delik Village.	
		RTC, APR, and Finishing Paper units.		
		2. Participated in SHR Safari Ramadhan		
		in Delik village		
4.	Thursday, April 13 <sup>rd</sup>	1. Scoring Proposals for requests for	SHR PT. RAPP	
	2023	financial assistance.		
5.	Friday, April 14 <sup>th</sup> 2023	1. Scoring Proposals for requests for	SHR PT. RAPP	
		financial assistance.		

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department April 17<sup>th</sup>, 2023, to April 21<sup>st</sup>, 2023 can be seen in the table below as follows:

Table 3.6 List Activities at SHR PT. Riau Andalan Pulp and Paper

	April			
		Week 4		
No	Date/Time	Activities	Place	
1.	Sunday, April 17 <sup>th</sup> 2023	1. Scoring Proposals for requests for financial assistance.	SHR, PT. RAPP	
2.	Tuesday, April 18 <sup>th</sup> 2023	1. Scanning NGOs proposals	SHR, PT RAPP	
3.	Wednesday, April 19 <sup>th</sup> 2023	Checking the data transfer of the joy of Ramadan relief funds	SHR, PT. RAPP	
4.	Thursday, April 20 <sup>th</sup> 2023	1. Eid holiday	Eid holiday	
5.	Friday, April 21st 2023	1. Eid holiday	Eid holiday	

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department April 24<sup>th</sup>, 2023, to April 28 2023 can be seen in the table below as follows:

Table 3.7 List Activities at SHR PT. Riau Andalan Pulp and Paper

	April				
		Week 5			
No	No Date/Time Activities Place				
1.	Sunday, April 24 <sup>th</sup> 2023	EID HOLIDAY	EID HOLIDAY		
2.	Tuesday, April 25 <sup>th</sup> 2023	EID HOLIDAY	EID HOLIDAY		
3.	Wednesday, April 26 <sup>th</sup> 2023	EID HOLIDAY	EID HOLIDAY		
4.	Thursday, April 27 <sup>th</sup> 2023	EID HOLIDAY	EID HOLIDAY		
5.	Friday, April 28 <sup>th</sup> 2023	EID HOLIDAY	EID HOLIDAY		

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department 1 May 2023 to 5 May 2023 can be seen in the table below as follows:

Table 3.8 List Activities at SHR PT. Riau Andalan Pulp and Paper

Tubic	More				
	May				
		Week 6			
No	Date/Time	Activities	Place		
1.	Sunday, May 1 <sup>st</sup> 2023	1. Eid holiday	Eid holiday		
2.	Tuesday, May 2 <sup>nd</sup> 2023	1. Scoring Proposals for requests for financial assistance.	SHR, PT RAPP		
3.	Wednesday, May 3 <sup>rd</sup> 2023	Fill out the Industrial     Visit Form	SHR, PT. RAPP		
4.	Thursday, May 4 <sup>th</sup> 2023	Participated in the SHR     Halal Bihalal at the     Grand Manager's house.	Townsite 1, PT. RAPP		
5.	Friday, May 5 <sup>th</sup> 2023	1. Scoring Proposals for requests for financial assistance.	SHR, PT. RAPP		

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department May 8<sup>th</sup>, 2023, to May 12 2023 can be seen in the table below as follows:

Table 3.9 List Activities at SHR PT. Riau Andalan Pulp and Paper

	May			
		Week 7		
No	Date/Time	Activities	Place	
1.	Sunday, May 8 <sup>th</sup> 2023	1. 1. Fill out a check for providing financial	SHR	
		assistance.	PT. RAPP	
		2. Sort funding aid documents		
2.	Tuesday, May 9 <sup>th</sup> 2023	Scoring of grant proposals.	SHR	
		2. Sorting documents for prospective interns	PT. RAPP	
		at PT. RAPP		
3.	Wednesday, May 10 <sup>th</sup>	1. Scoring of proposals for requests for	SHR	
	2023	funding assistance.	PT. RAPP	
4.	Thursday, May 11st 2023	1. Sort the funds disbursement documents.		
		2. Fill out the industrial visit application		
		form.	Townsite 1,	
		3. Scoring of grant proposals.	PT. RAPP	
		4. Halal bihalal at the residence of Mr.		
		Mabrur		
5.	Friday, May 12 <sup>nd</sup> 2023	Scoring of grant proposals	SHR	
			PT. RAPP	

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department 15 May 2023 to 19 May 2023 can be seen in the table below as follows:

Table 3.10 List Activities at SHR PT. Riau Andalan Pulp and Paper

	May			
		Week 8		
No	Date/Time	Activities	Place	
1.	Sunday, May 15 <sup>th</sup> 2023	Industrial Visit with UIR and UTP	KCN, RTC, Unigraha Hotel, CD (PT.RAPP)	
2.	Tuesday, May 16 <sup>th</sup> 2023	1. Sick leave	-	
3.	Wednesday, May 17 <sup>th</sup> 2023	Industrial Visit with     SMKN 1 Lubuk Batu     Jaya	KCN, RTC, Unigraha Hotel, CD (PT. RAPP)	
4.	Thursday, May 18 <sup>th</sup> 2023	1. Ascension Day of Jesus	-	
5.	Friday, May 19 <sup>th</sup> 2023	Attended the Halal bi     Halal Event at Riau     Garden Pekanbaru	Riau Garden Pekan Baru	

Source: PT. Riau Andalan Pulp and Paper 2023

Agenda of activities or work that has been carried out by the author during the implementation of Job Training at PT. Riau Andalan Pulp and Paper Campus Relations Division at SHR department 22 May 2023 to 26 May 2023 can be seen in the table below as follows:

Table 3.11 List Activities at SHR PT. Riau Andalan Pulp and Paper

	January			
		Week 9		
No	Date/Time	Activities	Place	
1.	Sunday, May 22 <sup>nd</sup> 2023	1. Duplicate Expenses Claim Form and	SHR	
		Operational Expenses Report documents.	PT RAPP	
		2. Sort Expenses Claim Form documents and		
		Operational Expenses Reports.		
		3. Scoring of proposals for requests for funding		
		assistance		
2.	Tuesday, May 23 <sup>rd</sup>	1. Industrial visits and lectures on forestry	Pelalawan	
	2023	industry practices at Lancang Kuning	Estate dan	
		University	TPK 13	
			PT RAPP	
3.	Wednesday, May 24 <sup>th</sup>	1. Scoring of proposals for requests for funding	SHR	
	2023	assistance	PT. RAPP	
4.	Thursday, May 25 <sup>th</sup>	1. Scoring of proposals for requests for funding	SHR	
	2023	assistance	PT. RAPP	
5.	Friday, May 26 <sup>th</sup> 2023	1. Scoring of proposals for requests for funding	SHR	
		assistance	PT. RAPP	
		2. Final presentation of practical work report		

Source: PT. Riau Andalan Pulp and Paper 2023

### 3.3 System and Procedures

Companies need a system to support company activities, in other words, a system is a series of procedures that are interconnected and together form a function that aims to achieve company goals. There are several procedures used in the operational activities of PT. Riau Andalan Pulp and Paper, especially in the Business Development section at KOPKAR, and SHR.

In this KOPKAR business development unit, the author is given several authorities and responsibilities to carry out the following tasks:

1. Make a proposal for the development of the SeDjiwa Café business.

The task performed by practitioners is to make proposals for funding accompanied by the head of the business development unit at PT. KOPKAR

RAPP as a mentor. Where, while making a proposal, several reviews were also carried out before finally filling in the RAB by the finance party.

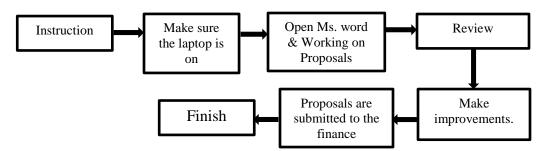


Figure 3.1 The process of making a proposal for the SeDjiwa Café development fund Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out in inputting data are as follows:

- a. Get directions from the head of business development KOPKAR PT. RAPP
- b. Turn on Laptop.
- c. Open Ms. Word
- d. Make proposals according to directions, except for the RAB section which will be filled in by the accounting department.
- e. Review progress of proposals
- f. Make improvement proposals.
- g. Proposals are submitted to the finance department.
- 2. Help make business development data recapitulation.

KOPKAR has several businesses under its umbrella, such as SeDjiwa Coffe and Kopkar Mart. Here, interns are assigned to help input data and make a summary of the availability of goods in the business unit. The activities carried out in inputting data are as follows:

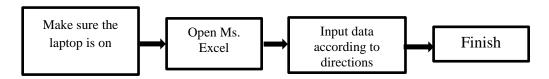


Figure 3.2 The data input process at KOPKAR PT. RAPP

Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out in inputting data are as follows:

- a. Turn on the computer.
- b. Enter Ms. Excel
- c. Input the data needed according to the instructions.
- d. Finished.
- 3. Join the café survey and make data recapitulation.

SeDjiwa Coffe is the first café under the auspices of PT. KOPKAR RAPP, thus requiring special attention. For this reason, surveys are often carried out regarding the availability of materials and daily income which will later be submitted to the finance team to recap.

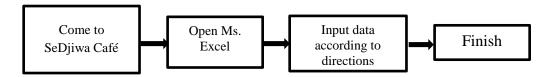


Figure 3.3 Café survey process and café data input.

Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out in inputting data are as follows:

- a. Come to Sejiwa Coffee
- b. Turn on the computer.
- c. Enter Ms. Excel
- d. Input the data needed according to the instructions.
- e. Finished.

Thus, in the SHR campus relations unit, the author is given several authorities and responsibilities to carry out the following tasks:

1. Scoring proposals for requests for funding assistance.

Proposal scoring is carried out to provide an assessment on the Donation Proposal Scoring Sheet originating from outside agencies or organizations. This is done to review how much influence the activities have on the company.

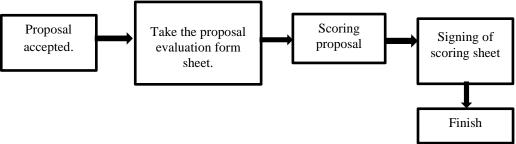


Figure 3.4 Proposal scoring process.

Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out in inputting data are as follows:

- a. Proposal accepted.
- b. Take the proposal assessment form sheet (scoring).
- c. scoring proposals.
- d. Signing of the scoring sheet.
- e. Finished
- 2. Fill out the industrial visit application form.

Before carrying out an industrial visit, an agency outside RAPP must send a notification letter containing an application for approval for an industrial visit where in the form it is also specified where the visit will be carried out.

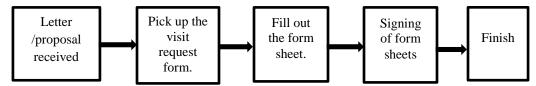


Figure 3.5 The process of filling out the industrial visit application form Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out during the Industrial Visit are as follows:

- a. Receive an application letter for an industrial visit.
- b. Take the industrial visit form sheet.
- c. Fill out the industrial visit form.
- d. Form sheets and requests for industrial visits are submitted to campus relations & Finish.

3. Checking, sorting data and internship requirements.

The task carried out by the practitioner is to check the transfer data, sort documents related to the 2023 Hari Raya and Ramadhan joy aid funds in each region and the report. As well as the completeness of the administrative requirements of the apprenticeship being one of the benchmarks for whether prospective apprentices are accepted at PT. RAPP, for this reason, apprentices sort the apprenticeship requirements to screen prospective interns from various campuses in various regions.

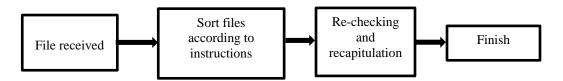


Figure 3.6 Checking, sorting data and internship requirements Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out in checking, sorting data and apprenticeship requirements are as follows:

- a. Receive files from SHR regional holders, as well as data on interns from campus relations.
- b. Sort data according to directions.
- c. Doing checking and recapitulation of sorting results in accordance with affairs and sorting results.
- d. Finished
- 4. Participated in visits (RTC, APR, Finishing Paper, Estate concessions & KCN) Industrial Visits or Industrial Visits are generally carried out in several companies in Indonesia depending on the needs of the relevant agencies (schools, campuses or other institutions). Industrial visits conducted at PT. RAPP.

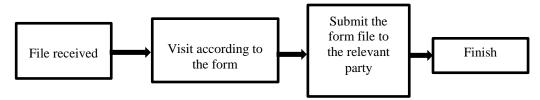


Figure 3.7 Industrial visits (RTC, APR, Finishing Paper, Estate concessions & KCN).

Source: PT. Riau Andalan Pulp and Paper 2023

The activities carried out during the Industrial Visit are as follows:

- a. Receive an industrial visit form sheet.
- b. Conduct industry visits according to the contents of the form (KCN, APR, RTC, Finishing Paper, Unigraha Hotel).
- c. Submit an industrial visit form to the relevant party.
- 5. Participate in outdoor activities.

In addition to visits or visits within PT. RAPP, as Stakeholder Relations (SHR) also made visits or visits outside the PR. RAPP environment such as to several villages and districts around PT. RAPP which are part of the concession area of PT. RAPP as well as New Week.

### 6. Visits into Community Development (CD)

As a company that also has a responsibility towards the surrounding community, PT. RAPP also has a flagship program to foster existing MSMEs such as bono batik and honey which are located within the Townsite II complex. Batik Bono is an MSME that is directly assisted by Community Development, batik bono already has a patent for the bono motif originating from bono waves so that it becomes the characteristic of batik itself. This batik consists of stamped and written batik. Bono batik is marketed both locally in Kerinci and throughout Indonesia. Generally, bono batik is a souvenir for visitors who come, besides that bono batik also accepts orders from government agencies or schools. While my honey comes from forest honey, so it is rich in properties, fresh honey is also marketed in local Kerinci and throughout Indonesia through expedition servicess.

### 3.4 Obstacle and Solution

### 3.4.1 Obstacle

Some of the obstacles encountered during the practical work process are as follows:

- 1. Adjustments to procedures and steps in work.
- 2. Limitations in using office facilities, because office facilities have been arranged from the office center.

### 3.4.2 Solution

Based on the constraints above, the solutions that can be found during the practical work process are as follows:

- 1. Assimilate and be proactive in the office so that we get feedback and teaching from employees regarding steps and work procedures.
- 2. Discuss in advance the needs of the facilities you want to use, so that the intent and purpose of their use can be understood.

### **CHAPTER IV**

### **CONCLUSION AND SUGESTION**

### 4.1 Conclusion

Based on the explanation in the previous chapter, the authors draw conclusions in several ways, namely as follows:

- 1. The writer was assigned to two units at PT. Riau Andalan Pulp and Paper, namely the business development unit at KOPKAR PT. RAPP and the Campus Relations unit at Stakeholder Relations (SHR). During his assignment in the two units, the author was taught to make proposals for the development of the SeDjiwa Café business, to make business development data recapitulations, how to survey cafés and make data recapitulations, to score proposals for requests for funding assistance, to fill out industrial visit application forms and to practice industry lectures, checking and recapitulating data, checking data and apprenticeship requirements, scanning proposals and being invited to participate in visits to RTC, APR, and Finishing Papers and participating in activities outside the office.
- 2. In carrying out this internship, the authors carried out practical work at PT. Riau Andalan Pulp and Paper which lasted for 2 (two) months starting from January 16<sup>th</sup>, 2023, to May 26, 2023. The activities carried out by the author during practical work were at the KOPKAR Business Development Unit PT. RAPP and UnitCampus Relations, Department of Stakeholder Relations (SHR).
- 3. Then in this practical work activity the author also understands the systems and procedures that apply in the implementation of practical work. Such as making proposals for submitting SeDjiwa Café business development, making business development data recapitulations, how to survey cafés and make data recapitulations, scoring proposals for requests for funding assistance, filling out application forms for industrial visits and industry lecture practices, checking

and recapitulating data, checking data and internship requirements, scanning proposals and being invited to participate in visits to RTC, APR, and Finishing Papers and participating in activities outside the office.

3. During the practical work the obstacles encountered in completing the work were the slight difficulty of adjusting the procedures and steps in working and the limitations in using office facilities, because office facilities had been arranged from the central office. So based on the constraints above, the solution that can be done during the practical work process is to blend in and be proactive in the office so that we get feedback and teaching from employees regarding steps and procedures for working and discuss in advance about the needs for the facilities you want used, so that the intent and purpose of its use can be understood.

### 4.2 Sugesstion

The author provides several suggestions for various parties, namely for the author himself, for students who will do practical work in the next period, for companies and for the Bengkalis State Polytechnic.

### 1. The Author

Provides several suggestions for various parties, namely for the author himself, for students who will do practical work in the next period, for companies and for the Bengkalis State Polytechnic.

### 2. Students

Provides suggestions that may be useful for students who will carry out practical work in the next period, namely prioritizing occupational safety and health, making the best use of time, doing work according to ability and also in accordance with the instructions for the internship place, thinking before taking action, always being patient. and obedient, must learn to manage all assigned tasks and have initiatives to evaluate systems and procedures for apprenticeship implementation. And finally, the most important thing is to do your best during

this internship, because this opportunity can only be obtained once. Good performance in the implementation of practical work also has a positive impact, especially for students, campuses, and companies.

### 3. Company

After the author carried out internship activities at PT Riau Andalan Pulp and Paper. There are several suggestions for a better company, namely when the company gives assignments that have great responsibility and high risk to practical work students to be supervised, guided and taught in accordance with the field of practical work placed.

### 4. Polytechnic State of Bengkalis

Suggestions for the Bengkalis State Polytechnic campus so that the implementation of this internship can be used as an evaluation and provide provision for students who will carry out practical work activities before carrying out practical work in accordance with the field or course material related to the system. and procedures in the company where the work is performed.

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https://paperone.co.id

### **APPENDICESS**

**Appendix 1. Figures of Apprenticeship** 



















### **Appendix 2. Apprenticeship Acceptance Letters**



### Appendix 3. List of Attendance

### LIST OF ATTENDENCE PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Nama : Anindhia Pratiwi

NIM : 5404191232

Department : KOPKAR & SHR

Tabel Absensi Kerja Praktek

No	Absensi Kerja Praktek  Date	Mor	rning	After		Signature
		Masuk	Keluar	Masuk	Keluar	/
1	Monday, January 16th 2023	08:00	12:00	13:00	17:00	N
2	Tuesday, January 17th 2023	08:00	12:00	13:00	17:00	N
3	Wednesday, January 18 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	~
4	Thursday, January 19th 2023	08:00	12:00	13:00	17:00	~
5	Friday, January 20th 2023	08:00	12:00	13:00	17:00	V
6	Monday, January 23rd 2023	08:00	12:00	13:00	17:00	n
7	Tuesday, January 24th 2023	08:00	12:00	13:00	17:00	n
8	Wednesday, January 25th 2023	08:00	12:00	13:00	17:00	N
9	Thursday, January 26 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	n
10	Friday, January 27th 2023	08:00	12:00	13:00	17:00	n
11	Monday, April 10th 2023	08:00	12:00	13:00	17:00	~
12	Tuesday, April 11th 2023	08:00	12:00	13:00	17:00	v
13	Wednesday, April 12 <sup>nd</sup> 2023	08:00	12:00	13:00	17:00	2
14	Thursday, April 13 <sup>rd</sup> 2023	08:00	12:00	13:00	17:00	N
15	Friday, April 14th 2023	08:00	12:00	13:00	17:00	2
16	Monday, April 17 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	~
17	Tuesday, April 18th 2023	08:00	12:00	13:00	17:00	2

18	Wednesday, April 19th 2023	08:00	12:00	13:00	17:00	N
19	Thursday, April 20th 2023	08:00	12:00	13:00	17:00	N
20	Friday, April 21st 2023	08:00	12:00	13:00	17:00	a
21	Monday, April 24th 2023	08:00	12:00	13:00	17:00	N
22	Tuesday, April 25th 2023	08:00	12:00	13:00	17:00	v
23	Wednesday, April 26 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	N
24	Thursday, April 27th 2023	08:00	12:00	13:00	17:00	V
25	Friday, April 28th 2023	08:00	12:00	13:00	17:00	2
26	Monday, May 1 <sup>st</sup> 2023	08:00	12:00	13:00	17:00	N
27	Tuesday, May 2 <sup>nd</sup> 2023	08:00	12:00	13:00	17:00	N
28	Wednesday, May 3 <sup>rd</sup> 2023	08:00	12:00	13:00	17:00	N
29	Thursday, May 4 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	N
30	Friday, May 5 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	N
31	Monday, May 8th 2023	08:00	12:00	13:00	17:00	N
32	Tuesday, May 9th 2023	08:00	12:00	13:00	17:00	N
33	Wednesday, May 10th 2023	08:00	12:00	13:00	17:00	N
34	Thursday, May 11st 2023	08:00	12:00	13:00	17:00	N
35	Friday, May 12 nd 2023	08:00	12:00	13:00	17:00	~
36	Monday, May 15 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	V
37	Tuesday, May 16 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	~
38	Wednesday, May 17 <sup>th</sup> 2023	08:00	12:00	13:00	17:00	N
39	Thursday, May 18th 2023	08:00	12:00	13:00	17:00	~
40	Friday, May 19th 2023	08:00	12:00	13:00	17:00	n

# LIST OF ATTENDENCE PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Nama : Anindhia Pratiwi

NIM : 5404191232

Department : KOPKAR & SHR

Tabel Absensi Keria Praktek

No	Date	Morning		Afternoon		Signature
		Masuk	Keluar	Masuk	Keluar	
41	Monday, May 22 <sup>nd</sup> 2023	08:00	12:00	13:00	17:00	2
42	Tuesday, May 23 <sup>rd</sup> 2023	08:00	12:00	13:00	17:00	2
43	Wednesday, May 24th 2023	08:00	12.00	13:00	17:00	1
44	Thursday, May 25th 2023	08:00	12:00	13:00	17:00	2
45	Friday, May 26th 2023	08:00	12:00	13:00	17:00	N

### Appendix 4. Daily Activities

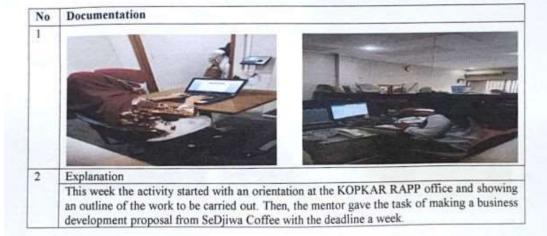
### WEEKLY ACTIVITIES OF PT. RAPP APPRENTICHESIP

Day: Monday-Friday (1st Week)

Date: January, 16th -20th 2023

Description of Activities	Task Assignor	Signature
Self-introduction at KOPKAR Pt. RAPP)	Anggun	1 -50
Made a proposal for the development of		( Mary
	Self-introduction at KOPKAR Pt. RAPP)	Self-introduction at KOPKAR Pt. RAPP)  Made a proposal for the development of

### Noted by Supervisor:



Day: Monday-Friday (2<sup>nd</sup> Week)

Date: February, 23rd -27th 2023

Description of Activities	Task Assignor	Signature
Review the proposal for the development of the Sedjiwa Café business.	Anggun	Luy
Made a proposal for the development of the Sedjiwa Café business.		
Participate in the Sedjiwa Café survey and recapitulate café inventory data		0
Input data for PT. RAPP Kopkar members		100
Assisting USP KOPKAR administrative activities		
	Review the proposal for the development of the Sedjiwa Café business.  Made a proposal for the development of the Sedjiwa Café business.  Participate in the Sedjiwa Café survey and recapitulate café inventory data  Input data for PT. RAPP Kopkar members  Assisting USP KOPKAR administrative	Review the proposal for the development of the Sedjiwa Café business.  Made a proposal for the development of the Sedjiwa Café business.  Participate in the Sedjiwa Café survey and recapitulate café inventory data Input data for PT. RAPP Kopkar members Assisting USP KOPKAR administrative

No	Documentation
1	
2	Explanation
	In the second week it was continued with a review of development proposals for sou coffee and also visits to cafes and inputting cafe data and assisting USP KOPK

Day: Monday-Friday (3<sup>rd</sup> Week)

Date: April, 10th-14th 2023

No	Description of Activities	Task Assignor	Signature
-	Self-introduction at SHR, PT. RAPP.	Tata Haira, Ray Wijaya	
2	Participated in SHR Safari Ramadhan in Lalang Kabung village		of
3	Visit to the Community Development (CD Center) in the Batik and Honey unit		
4	Conducting Industrial Visits with Sriwijaya State Polytechnic (SIAK) to RTC, APR, and Finishing Paper units		
5	Participated in SHR Safari Ramadhan in Delik village		
6	Scoring Proposals for requests for financial assistance		



Day: Monday-Wednesday (4th Week)

Date: April, 17th-19th 2023

No	Description of Activities	Task Assignor	Signature
1	Scoring Proposals for requests for financial assistance	Tata Haira, Nadia	A
2	Scanning NGOs proposals		
3	Checking the data transfer of the joy of Ramadan relief funds		/

### Noted by Supervisor:

No	Documentation		
1			
2	Explanation  In the fourth week in April, activities have been focused on campus relations units starting from scoring proposals to requests for funding assistance and also assisting in several fields such as NGOs and others		

Day: Tuesday-Friday (5th Week)

Date: May, 2<sup>nd</sup>-5<sup>th</sup> 2023

No	Description of Activities	Task Assignor	Signature
1	Scoring Proposals for requests for financial assistance	Tata Haira	4
2	Fill out the Industrial Visit Form		
3	Participated in the SHR Halal Bihalal at the Grand Manager's house		1

No	Documentation				
1					
2	Explanation  Explanation  A plan to be precise there are several activities outside				
	At the beginning of May, the fifth week to be precise, there are several activities outside working hours such as halal bihalal at the manager's family home, but still on the main task of assisting company relations with the campus by reviewing proposals for requests for funding and sorting documents for apprentice candidates.				

Day: Monday-Friday (6<sup>th</sup> Week)

Date: May, 8th -12nd 2023

No	Description of Activities	Task Assignor	Signature
1	Fill out a check for providing financial assistance	Tata Haira	400
2	Sort funding ied documents		1
3	Scoring Proposals for requests for financial assistance		1
4	Sorting documents for apprenticeship candidates at PT. RAPP		
5	Sort the funds disbursement documents		/
6	Fill out the industrial visit application form		
7	Halal bihalal at the residence of Mr. Mabrur		

Noted by Supervisor:

No	Documentation
1	
2	Explanation
	In the 6 <sup>th</sup> week the interns also helped a lot in the Siak, Pelalawan and Kampar stakeholder units to sort the recapitulation of the Ied Fitri joy funds and there were also several proposals for requests for financial assistance and halal bihalal.

Day: Monday-Friday (7th Week)

Date: May, 15th -19th 2023

No	Description of Activities	Task Assignor	Signature	
1	Industrial Visit with UIR and UTP	Tata Haira	hel	
2	Industrial Visit SMKN 1 Lubuk Batu Jaya		7	
3	Attended the Halal bi Halal Event at Riau Garden Pekanbaru			

### Noted by Supervisor:



Day: Monday-Friday (8th Week)

Date: May, 22nd -26th 2023

No	Description of Activities	Task Assignor	Signature
1	Duplicate Expenses Claim Form and Operational Expenses Report documents	Tata Haira	1
2	Sort Expenses Claim Form documents and Operational Expenses Reports		1
3	Scoring of proposals for requests for funding assistance		1
4	Industrial visits and lectures on forestry industry practices at Lancang Kuning University		/
5	Final presentation of practical work report		A THE RESERVE

# No Documentation 1 APRIL AP

2 Explanation

The last week of the internship program some of which are still being worked on are scoring proposals and also industrial visits to conservation areas with Mr. Tata Haira as campus relations and ending with the presentation of the final report with several employees and also

mentors from Stakeholder Relations of PT. RAPP

**Appendix 5. Certificates** 



### **Appendix 6. Evaluation Sheet**

EVALUATION RESULT FROM APPRENTICESHIP COMPANY APPRASIAL

PT. Riau Andalan Pulp and Paper (PT.RAPP)

KOPKAR

Rukan, Jl. Lintas Timur, Pangkalan Kerinci Kota,

Kec. Pangkalan Kerinci, Kabupaten Pelalawan, Riau 28654

Name

: Anindhia Pratiwi

NIM

: 5404191232

Study Program : D-IV International Business Administration

College

: State Polytechnic of Bengkalis

No	Assesment Aspect	Precentage	Score
1.	Disciplin	20%	20
2.	Responsibility	25%	20
3.	Adjustment/Adaptation	10%	10
4.	Work Result	30%	25
5.	Behavior in General	15%	11
	Total (1+2+3+4+5)	100%	(85

### Explanation:

Score

81 - 10071 - 80

66 - 70

: Criteria

: Excelence \

: Very Good

: Good

61 – 65 56 – 60	: Good End : Enough	ough				
Notes:	A A	sens Pra	tek me	nonjvlekan	anthias	
d	alom f	elajar da	~ hele	erja. Ontingleetk	ey delem	· bekerja
Pangkal	m Kerinci,	26 2023				MEX 11. 1
4	Andalan Pul					

## EVALUATION RESULT FROM APPRENTICESHIP COMPANY APPRASIAL

PT. Riau Andalan Pulp and Paper (PT.RAPP)

Stakeholder Relation

Rukan, Jl. Lintas Timur, Pangkalan Kerinci Kota,

Kec. Pangkalan Kerinci, Kabupaten Pelalawan, Riau 28654

Name : Anindhia Pratiw NIM : 5404191232

Study Program : D-IV International Business Administration

College : State Polytechnic of Bengkalis

No	Assesment Aspect	Precentage	Score
1.	Disciplin	20%	85.
2.	Responsibility	25%	85.
3.	Adjustment/Adaptation	10%	90
4.	Work Result	30%	90.
5.	Behavior in General	15%	85
	Total (1+2+3+4+5)	100%	

### Explanation:

Score	: Criteria
81 - 100	: Excelence
71 - 80	: Very Good
66 - 70	: Good
61 - 65	: Good Enough
56 - 60	: Enough

Notes:	Bernah	Perheni	Untop	Bolg ar	feros	fingpat
can ten	namy wan					<i>J.</i>

Pangkalan Kerinci, May 26th 2023