

**APPRENTICESHIP REPORT**  
**PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN**

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**INTERNATIONAL BUSINESS ADMINISTRATION**  
**STUDY PROGRAM**  
**BUSINESS ADMINISTRATION DEPARTMENT**  
**STATE POLYTECHNIC OF BENGKALIS**  
**BENGKALIS – RIAU**  
**2023**

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**PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN**

Written as one of the conditions for completing Job Training

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Pekanbaru, May 31, 2023

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# CHAPTER I

## INTRODUCTION

### **1.1 Background of the Apprenticeship**

Every individual must have the desire to work. Therefore, careful planning and preparation needs to be carried out and implemented in order to get a better job and also according to one's interests. A person is required to be able to improve his quality and competence in order to become an individual who is ready to compete in various sectors, especially in the industrial sector. To overcome these demands, every university in Indonesia provides provisions in the form of training and hands-on practice to students suitably enter the world of work, this is done to adjust the human resource needs needed by companies.

Practical Work is one of the activities carried out by students to gain experience of intellectual intelligence before entering the world of work (Widodo et al, 2021). Practical Work is an apprenticeship activity for students in the world of work both in industry and government and is a mandatory subject that must be taken (Rohmatulloh et al, 2022). In the field work practice process, students get the opportunity to understand real work that must be completed in accordance with the knowledge and skills have mastered and it is hoped that students can work in accordance with the field of work at hand. With the Practical Work Program, it is hoped that it can provide competition for students to add new knowledge, insights, and experiences in the world of work.

The Bengkalis State Polytechnic also seeks to improve students abilities by holding training in companies, then it can realize the Polytechnic's mission to make workforce ready to use and have a well-executed link and match between the world of industry and the world of education. In this case, The Author carries out Practical Work Program at PT. Telkom Indonesia Tbk. Witel Riau Daratan, whose head office is Graha Red and White of Pekanbaru, Which is located at Jl. Jenderal Sudirman No. 199, Sumahilang, Kec. Pekanbaru, Pekanbaru City, Riau 28111.



**Figure 1.1 Graha Red and White of PT. Telkom Indonesia Pekanbaru**  
*Source : Telkom Website, 2023*

Graha Red and White Pekanbaru is a smart office where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and establish relationships to produce the highest productivity. Graha Red and White Pekanbaru was built to meet the needs of Pekanbaru entrepreneurs. Equipped with various facilities that support employee productivity, Graha Red and White Pekanbaru provides a one stop solution by establishing a smart office for the needs of its tenants.

## **1.2 Purpose of the Apprenticeship**

The partical work activities of Bengkalis State Ploytechnic students, International Business Administration study program have the following objectives that are :

1. To describe job description during practical work.
2. To know the place and time of practical work.
3. To explain practical workplace systems and procedures.
4. To find out the obstacles and solutions during practical work.

## **1.3 Significances of the Apprenticeship**

The practical work carried out is very beneficial for several parties such as students, companies and Bengkalis State Polytechnic :

1. For Students

There are several benefits from the implementation of practical work programs obtained by students, namely as follows:

- a. Get a certificate from the company if you have completed the practical work program.
- b. Get pocket money and transportation according to the agreement between the practical work participants and the company.
- c. Students can develop work relationships and add experience to their resumes.
- d. Students have the opportunity to apply theoretical or conceptual knowledge in the real world of work.
- e. Students gain practical experience in applying theoretical or conceptual science according to their study program.
- f. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

2. For Companies

The benefits of implementing practical work programs are also obtained by companies or institutions that accept practical work students, such as:

- a. The company will receive labor assistance from students who do practical work therefore the work becomes a little lighter and easier.
- b. The company will be recognized by academics and the world of education.

3. For State Polytechnic of Bengkalis

There are several benefits from implementing the practical work program obtained by the State Polytechnic of Bengkalis, which are as follows:

- a. There is good cooperation or relationship between the campus and the company where students do practical work.
- b. State Polytechnic of Bengkalis can improve the quality of its graduates through student practical work experience.
- c. State Polytechnic of Bengkalis will be better known in the industrial or corporate world.

- d. State Polytechnic of Bengkalis receives feedback from organizations or companies on the ability of students who take part in practical work in the world of work.
- e. State Polytechnic of Bengkalis receives feedback from the world of work for curriculum development and learning processes.

## **CHAPTER II**

### **GENERAL DESCRIPTION OF THE COMPANY**

#### **2.1 Company Profile**

In the current era of globalization, telecommunications has a very important and strategic role in human life. Technological developments can encourage the development of communication tools that are very rapid. Companies engaged in the telecommunications sector continuously pay attention to and consider customer satisfaction in addition to achieving profits due to increasingly competitive conditions.

Based on Telkom Indonesia website (2020), PT Telkom Indonesia (Persero) Tbk (Telkom) is a Badan Usaha Milik Negara (BUMN) engaged in information and communication technology (ICT) services and telecommunications networks in Indonesia. Telkom's majority shareholder is the Government of the Republic of Indonesia with 52.09%, while the remaining 47.91% is controlled by the public. Telkom shares are traded on the Indonesia Stock Exchange (IDX) with the code "TLKM" and the New York Stock Exchange (NYSE) with the code "TLK".

In an effort to transform into a digital telecommunication company, Telkom Group implements a customer-oriented company business and operational strategy. This transformation will make the Telkom Group organization more lean and agile in adapting to the rapid changes in the telecommunication industry. The new organization is also expected to increase efficiency and effectiveness in creating a quality customer experience.

In the course of its history, Telkom has gone through various business dynamics and gone through several phases of change, namely the emergence of the telephone, the change in service organization which was the birth of Telkom, the growth of cellular technology, the development of the digital era, the expansion of international business and the transformation into a digital based telecommunications company.

In 1882, the emergence of the telephone rivaled the postal and telegraph services that were previously used in 1856. The presence of the telephone made

people increasingly choose to use this new technology. At that time, many private companies conducted telephone business. This large number of players made the telephone industry grow faster: in 1892 telephones were used locally and in 1929 all people were connected internationally.

In 1961, the Government of Indonesia established the State Enterprise for Post and Telecommunications (PN Postel). However, in line with the rapid development of telephone and telex services, the Government of Indonesia issued PP No. 30 dated 6 July 1965 to separate the postal and telecommunication industries into PN Postel: PN Post and Giro and PN Telecommunications. With this separation, each company can focus on managing their respective business portfolios. The formation of this Telecommunications PN is the forerunner of today Telkom. Since 2016, Telkom's management has set July 6, 1965 as Telkoms birthday.

In an effort to transform into a digital telecommunication company, Telkom Group implements a customer oriented company business and operational strategy. This transformation will make the Telkom Group organization more lean and agile in adapting to the rapid changes in the telecommunication industry. The new organization is also expected to increase efficiency and effectiveness in creating a quality customer experience.

Telkom Group business activities grow and change along with developments in technology, information and digitalization, but are still in the corridor of the telecommunications and information industry. This can be seen from the business line that continues to grow to complement the existing legacy. Telkom from now on divides its business into 3 Digital Business Domains:

1. Digital Connectivity: Fiber to the x (FTTx), 5G, Software Defined Networking (SDN) or Network Function Virtualization (NFV) or Satellite
2. Digital Platform: Data Center, Cloud, Internet of Things (IoT), Big Data or Artificial Intelligence (AI), Cybersecurity
3. Digital Services: Enterprise, Consumer

PT. Telkom witel riau mainland is a form of marketing mix implementation that is appointed to be responsible for sales and marketing in the region 1 of Sumatra, namely the province of Riau. In the midst of internet service provider business competition, PT. Telkom Pekanbaru City must be able to provide and create different values in the eyes of consumers and also pay attention to the factors that influence consumer buying interest to survive during competition to increase sales turnover. Indihome is a product of PT. Telkom issued in early 2015.

### **2.1.1 Philosophy PT. Telkom Indonesia Tbk Logo**

Based on Telkom website (2020) In line with Telkom Indonesia purpose, namely “Creating a more prosperous and competitive nation as well as providing added value to stakeholders”, Telkom Indonesia continues to strive to provide the best service for all stakeholders indefinitely can provide the best contribution to the Indonesian nation which in the end can realize its vision. “Become the first choice of digital telco to advance society”.

As a state owned digital telco company, this determination and belief is symbolized by a company logo as a corporate image consisting of a circle symbolizing the dynamics of the Company and also a symbol of the world, as well as a friendly right hand in reaching out to the world. With red, white, and gray transition colors as the colors of the company's identity, just as red and white are the colors of Indonesias identity.

The Telkom Indonesia logo is also equipped with the tagline 'The World in Your Hand' with the meaning 'The World is in Your Hand' with the meaning of '*Dunia dalam Genggaman anda*' which carries the message that Telkom Indonesia is committed to making things easier and more enjoyable in accessing the world.





### **Figure 2.1 Logo PT. Telkom Indonesia Tbk**

*source : PT. Telkom Indonesia, 2023*

Figure 2.1 The Following is an elaboration of the Telkom logo:

1. The Telkom Indonesia logotype consists of 2 lines
2. An asymmetrical circle icon as a symbol of the world and a symbol of dynamics
3. Hand icon as a representation of the tagline "The World In Your Hand"
4. The red color symbolizes the spirit of Telkom Indonesia to always be optimistic and courageous in facing challenges and changes
5. The white color symbolizes Telkom's spirit to provide the best for the nation
6. The gray color symbolizes technology
7. Black color symbolizes strong will

### **2.2 Purpose, Vision and Mission of PT. Telkom Indonesia Tbk**

To answer the challenges of the digital industry, support national digitization and to internalize the transformation agenda, Telkom has re-sharpened its Purpose, Vision and Mission (Telkom website, 2020). The Purpose, Vision and Mission of PT. Telkom Indonesia Tbk as Follows :

1. Purpose  
Realizing a nation that is more prosperous and competitive as well as providing the best added value for stakeholders.
2. Vision  
To be the digital Telco of choice for advancing society.
3. Mission
  - a. Accelerate the development of infrastructure and smart digital platforms that are sustainable, economical and accessible to all people.
  - b. Develop superior digital talent that helps drive digital capabilities and the nation's digital adoption rate.
  - c. Orchestrating the digital ecosystem to provide the best customer digital experience.

### **2.3 Kind of Business**

Based on Telkom Indonesia Tbk Website (2019) Telkom creates products and services that are able to anticipate the rapid development of content and devices, be it smartphones, personal computers or tablets. In addition, Telkom's innovation is also developed by combining voice communications, data services via the internet and IPTV in one package called Triple Play. These innovative products and services are very different from other Telkom competitors, thereby giving Telkom an advantage in terms of Time to Market and positioning it as a prestigious company in the years to come. This creativity also drives a major evolution in Telkom's body which is reflected in the transformation program that has started since the end of 2009.

However, to anticipate the rapidly growing dynamics of the telecommunication business, Telkom, based on the Corporate Regulations of PT Telekomunikasi Indonesia, Tbk. No.PD.506 of 2011 concerning Product Trees synergizing all products, services and solutions, starting from legacy to new wave products and services, and grouping them into a number of business activities as follows :

1. Telecommunications
  - a. Fixed wired telephone connection
    - i. Plain Old Telephone Services (POTS) is the basic telephony service on landline telephone lines.
    - ii. Value-added Fixed Telephone Service (Vas Fixed wireline) is a value-added service facility presented as a package with our core product to meet customer needs.
    - iii. Intelligent Network Service (IN) or Smart Information Technology Network (JAPATI) is an information technology-based service network architecture that is connected to Telkom's central system and telecommunication network. Japati service customers can enjoy Free Calls, Personal Free Calls, Split Charging, Uni Calls, Virtual Net, Premium Calls, Vote Calls and Vote Free.

iv. Session Initiation Protocol (SIP) service is a service based on IP Multimedia Subsystem (IMS) technology that combines wireless and wired technology to provide voice and data services.

b. Fixed Wireless Telephone Connection

i. Prepaid services are telephone connection services that can be enjoyed by customers by purchasing a starter number and a top-up voucher to use the desired telecommunication service.

ii. Postpaid service is a telephone service with a payment system that is billed to customers at the end of the month for telecommunication services used in the previous month.

c. Mobile

Telkom provides cellular communication services through its Subsidiary, Telkomsel, which utilizes GSM technology and 3.5G frequency. Cellular services are still the largest contributor to the Company's consolidated revenue. Cellular products and services offered by Telkomsel are divided into two models, namely postpaid services provided through Kartu Halo products, and prepaid services provided through Simpati and Kartu As products. The differentiation of the three products is as follows :

i. Kartu Halo is still listed as the most widely used postpaid cellular communication service since it was first introduced in 1995. At the end of 2011, Kartu Halo subscribers reached 2.2 million, or the equivalent of a market share of 53.4% of the total existing postpaid cellular subscribers in Indonesia.

ii. Simpati is a prepaid product available in the form of initial and top-up vouchers with advanced and complete features at affordable prices during off-peak times.

iii. Kartu As is the latest cellular service innovation from Telkomsel for the prepaid type with rates calculated per second of use. Kartu As targets the young user segment.

d. Internet Service (Narrowband and Broadband)

- i. Dial-up service is an internet access service that utilizes a regular telephone network and a dial-up modem, customers are required to subscribe to a certain Internet Service Provider (ISP) or access the internet to Telkomnet Instant.
  - ii. Flexi Net is an internet access service that uses the Telkom Flexi network.
  - iii. Port Rental Services (Port Wholesale) provide Port Remote Access Server rentals for internet service providers, content service providers (Content Service Providers or CSPs), and corporate to then be traded to customers.
  - iv. Metro I-net is a high-capacity data network solution based on Internet Protocol (IP) or Ethernet that guarantees flexibility, convenience and effectiveness as well as quality assurance for the business and residential customer segments.
  - v. Astinet provides Internet access using Telkom default Internet Gateway and public IP address for fixed or dedicated communication channels 24 hours a day.
  - vi. Broadband Internet provides dedicated Internet access with speeds above 384 kbps.
  - vii. Hotspot or Wi-Fi is a wireless Intranet and Internet access solution for mobile data service subscribers in certain areas by utilizing Telkom's means of payment, other ISP's means of payment (roaming) or in bulk using Customer Premises Equipment equipment based on Wi-Fi technology.
  - viii. IP Transit provides interconnection services to the global internet by utilizing the Full Route BGP Internet feature and IP blocks as well as Customer (Non-Telkom) Autonomous System (AS) with a bandwidth ratio of 1:1 from CPE to Telkom upstream.
- e. Network Service
- i. Subscription Circuit is a form of unregulated terrestrial transmission network service that connects 2 (two) termination points between

- dedicated Point of Presence (POP) for exclusive use with a symmetrical transmission channel capacity.
- ii. IPLC (International Private Leased Channel) is a dedicated leased terrestrial telecommunication channel to facilitate voice, data, video communications and other telecommunication services carried out by subscribers in Indonesia with telecommunication customers in other countries or vice versa, in accordance with the customer's authority based on applicable regulations.
  - iii. VPN Backhaul is a node that is in a Virtual Private Network (VPN) network that functions as a center for other nodes.
  - iv. ADSL Link or EBIS ESP is a customer access channel based on Asymmetric Digital Subscriber Line technology to provide leased internet access to internet service providers other than Telkom.
  - v. Satellite Services provide bandwidth rental for satellite transponders and or their derivative products that utilize Telkom's satellites or replacement satellites.
- f. Data Communication Services
- i. ISDN PRA is a digital network to facilitate multimedia telecommunications services, which uses wider bandwidth and a digital system from terminal to terminal to serve voice, data and video communications with speed, quality and high capacity through one channel. This network has a total capacity of 1,984 kbps, consisting of 30B+D64, and can be used to connect PABX, from mainframe computers to the PASOPATI network, and connections between Local Area Networks (LANs).
  - ii. DINA Access is a communication service with dedicated access to serve interconnection between LANs and multimedia services whose speed can be adjusted according to customer demand, ranging from 64 to 2,084 Kbps.
  - iii. VPN is a private network that uses media such as the internet to connect remote sites securely.

- iv. Global Data com is a form of data communication service for corporate customers that connects the head office with branches or clients in various countries around the world. Telkom cooperates with global partners through in providing this service.
  - v. Metro Link is a form of Metro network-based connectivity service that serves point to point, point to multipoint and multipoint to multipoint.
  - vi. VAS Data com provides additional facilities that offer added value to data communications customers.
- g. Interconnection and Inter carrier Services
- i. Transit interconnection is a form of interconnection call distribution service from the originating communication provider to the destination provider by utilizing Telkom's fixed network.
  - ii. Interconnection Termination is a form of interconnection call termination service on Telkom's network from other domestic telecommunication providers.
  - iii. Signaling-based services are offered to other providers through Telkom's signaling network, both domestically and internationally.
  - iv. Originating interconnection is an interconnection call generation service offered by originating provider networks.
  - v. Access to Telkom Services is provided by other telecommunications service providers for services, such as long-distance direct dial access (SLJJ) and international direct dial (SLI) 007.
  - vi. International Termination is a call termination service by International Partners on the Telkom network.
  - vii. VAS Interconnection is a value-added service including Telkom Free, Telkom Split Charging, Telkom Vote, Telkom Unit, Telkom Premium, and call centers from service providers through the Telkom network.
- h. Supporting facilities

- i. Mechanical and Electrical Services (ME) provides Telkom's AC power supply facilities for organizing partners.
  - ii. Non-ME services provide Telkom's supporting facilities for organizing partners, including rooms, land, collocations, integration of grounding, towers, ducts, roof tops, and access roads.
  - iii. CPE is a device used by Telkom customers as a complement to telecommunications providers and is located at the customer's location.
- 2. Information Technology Services (ITS)
  - a. Managed Application and Performance atau ITO Cloud Based
    - i. Managed Services, which are based on client server applications, support cloud computing services that can be accessed by customers via the internet network.
    - ii. Server Based Managed Services, which are server based which are accessed by customers through internet services or other special applications as clients.
    - iii. IT Consulting is an IT consulting service consisting of system or application development work, Blueprints or IT Master Plans or other strategic document designs.
  - b. E-Payment or Payment Service
    - i. Billing Payment is a service that facilitates the payment transaction process for service or goods customers to service provider companies such as PLN, Telkom, PDAM, PJKA, and others through services provided by collection agents including banks, cooperatives, rural banks, convenience stores, and others..
    - ii. Remittance is a money transfer service where the sender and recipient of funds do not have to have an account at the bank but must have a mobile device to receive notifications.
    - iii. E-Money serves to store money for use electronically in a medium (handphone, prepaid card, or a virtual account that can be accessed via internet media) to make transactions electronically.

- iv. E-Voucher or Telkom Voucher is a single voucher issued by Telkom which functions to buy services or top up services belonging to the Telkom Group, such as Kartu As, simpati and Flexi Trendy, Telkom Vision prepaid services and Speedy Hotspot.
  - c. IT enabler Services (ITES)
    - i. Business Process Outsourcing (BPO) is a contract-based service to manage or run several customer company processes.
    - ii. Knowledge Process Outsourcing (KPO) is a BPO service for business processes that require special competence to manage.
  - d. Network Centric VAS
    - i. Data and Telephony is an IT-based data and telephony service that offers added value to connectivity service customers.
    - ii. Security is an IT-based security service with added value for service customers.
    - iii. Server and Storage is an IT-based server & storage service that has added value for connectivity service customers.
  - e. Integration Services
    - i. Network and Hardware Integration Services integrate and provide connectivity devices at the customer's location (CPE).
    - ii. Application and Software Integration Services combine and provide all systems needed to integrate two or more applications or systems.
    - iii. Computing Hardware Integration Services integrates systems that combine all computing devices needed to help information systems for customers.
- 3. Media and Edutainment
  - a. Media Pay TV is a pay TV service provided via satellite or cable with premium content such as news, sports, entertainment and others.
    - i. Over The TOP Tv (OTT TV) is a TV service that subscribers can access via the internet.



- ii. Advertisement is a commercial promotion service for products or services belonging to third parties provided through digital or print media.

## 2.4 Organizational Structure

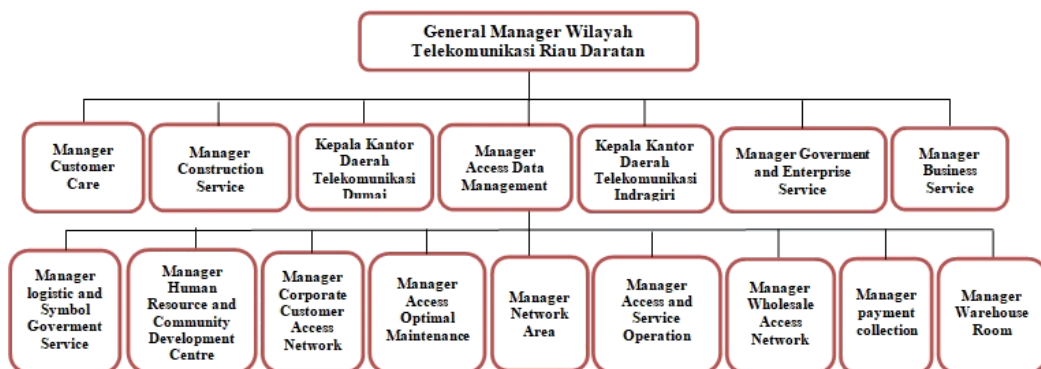
Organization is any form of alliance between two or more people who work together to achieve a common goal and are bound formally in a hierarchical fishery where there is always a relationship between a person or group of people who are called leaders and someone or a group of people who are called subordinates (Handyaningrat in Tewu et al, 2022).

Organizational structure is also a factor that is equally important in determining and seeing how an organization works, which can be analyzed through its illustrated structure and it will be known which sections and sub-sections, their respective authorities and coordination relationships between sections and sub-sections within the company (Caesar et al, 2021).

Organizational structure is a unified organizational framework established for managerial processes, systems, patterns of behavior that arise and occur in the practice of organizing and managing organizations. The organizational structure is a tool to assist management in achieving its goals.

### 2.4.1 The Structure of PT. Telkom Indonesia Tbk. Witel Riau Daratan

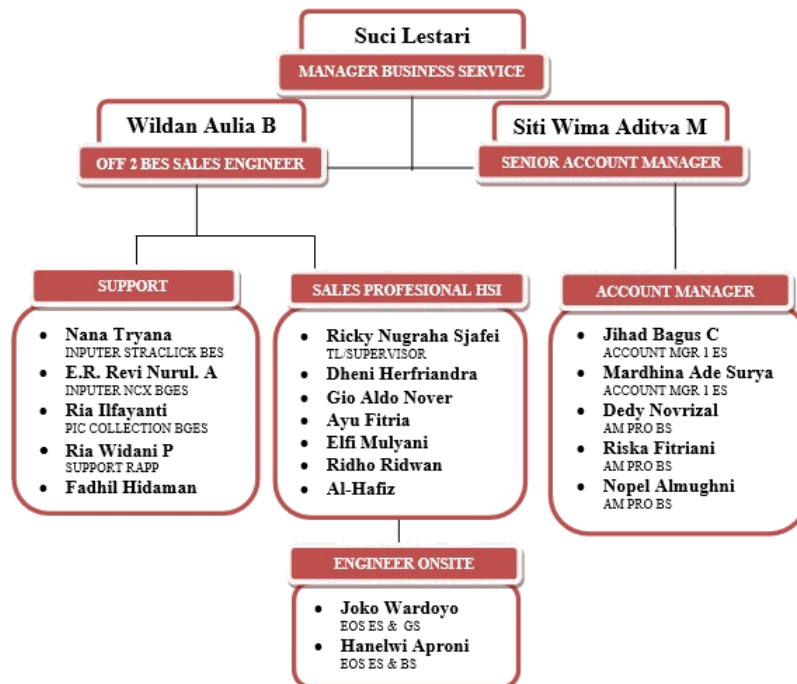
Organizational structure at PT. Telkom Indonesia Witel Ridar consists of several sections led by a general manager. The organizational structure can be seen in the image below :



**Figure 2.2 Organizational Structure of PT. Telkom Indonesia Tbk**  
*Source : Processed Data, 2023*

### 2.4.2 Business Service Unit Organizational Structure

Organizational structure at PT. Telkom Indonesia Witel Ridar deviation Business Service. The organizational structure can be seen in the image below :



**Figure 2.3 Organizational Structure of Unit BS**  
*Source : Processed Data, 2023*

The following is an explanation of the tasks based on the organizational structure of the Witel Ridar Business Service Unit :

1. Business Service Manager, the manager in this section is tasked with elaborating business unit strategies and strategic programs, and unit performance contracts as a direction for achieving Witel management performance, by compiling work programs and performance indicators, allocating resources, distributing work to staff team members personally.
2. Senior Account Manager (AM) is the same as other Account Managers, maintains good relations with telkom customers by providing the right solutions according to their needs, what distinguishes the segment from

Senior AM is serving or handling enterprise customers whose revenue value is greater than Account Manager Business Service, Large enterprises will be handled directly by a senior Account Manager. And Senior Am must carry out maintenance or maintenance of large enterprises, such as Pertamina, Bank Riau Kepri, PTPN 5, universities and several other enterprises.

3. Sales Engineer Off 2 BES is pre-sales before sales occur. Includes product engineering that is well received by customers, design presentation materials and sales support materials. There are 3 aspects of BES Sales Engineer in supporting sales, namely: Business, Technical and Law.
  - a. Business Aspects : Increase sales opportunities by building relationships with potential customers, reduce sales risk by identifying risks and concerns that prospects may have, increase sales efficiency by prioritizing the best prospects and focusing on the prospects provided, Providing important information to prospects and assisting choose the right solution, and Obtain feedback from potential customers about the product or service offered to increase product innovation.
  - b. Technical Aspect : Assisting customers with technical questions or problems, Guiding clients in developing a cost justification using a realistic return on investment (ROI), Assisting sales Executives during technical presentations and supporting account sales team to prepare presentation plans.
  - c. Legal Aspect: Even though the goal is to provide customer experience and satisfaction, still have to comply with the company's internal rules.
4. Account MGR 1 ES is Account Manager Enterprise Service, which is the position of someone who bridges between companies and customers in providing solutions and meeting the needs of their customers. Account Manager 1 Enterprise Service handles and serves enterprise customers whose revenue is greater. The duties of an Account Manager 1 Enterprise Service are more or less the same as a Senior Account Manager.
5. Account Manager Professional Business Service (AM PRO BS), his job is to maintain good relations with Telkom customers by providing the right

solutions according to their needs. AM is also tasked with helping customers to provide detailed explanations about selected products and services. make daily activity reports and pour them into the LOP (account manager activity report system), follow up on offers that have been submitted to customers.

6. Inputer NCX Starclik BES (Business and Enterprise Service), responsible for inputting customer order data for Indi homes new installation.
7. Inputer NCX BGES is NCX input Datin orders, either New Install, Upgrade, Downgrade, Renewal Agreement or Cancel Account Manager Segmen Enterprise Service & Government services at NCX and monitor them until the order is Closed or Billing Completed.
8. Input NCX BS, input is responsible for inputting new Install, Modify Upgrade or Downgrade, Amendment, Dismantle or Disconnect, Guarding orders, Order Constraints or Fall out, JT or FO Development, Development Submissions, Development Investment Feasibility, Solutions related to technical services.
9. BGES PIC Collection, Send Invoices to BGES (Business, Government, Enterprise Service) Customers, Coordinate daily room chat with the Medan FBCC (Finance Billing Collection Center) Team, Coordinate with the Medan FBCC (Finance Billing Collection Center) Team for the Payment Flagging Process , Deposit money account with the FBCC Team Checking Outstanding Daily Operational Unit GS (Government Service) Riau Daratan Draft Custom Invoices that do not conform to the system.
10. Support RAPP  
Send soft copy or hard copy invoices or bills to customers (RAPP Group), follow up invoices back to customers if customers need to be revised again and oversee the bills until the customer makes a payment. As well as coordination or recon with the Medan FBCC (Finance Billing Collection Center) team for the process of flagging customer payments or PPH in the Telkom system (Info Payment) to straighten out bills that still have an unpaid payment status to avoid Isolate (Dead Service)

#### 11. Supervisor

Supervisor is someone who is responsible for supervising and coordinating the tasks performed by employees or work teams. The duties of a supervisor may include supervising employee performance, providing training or direction to improve employee performance, developing and evaluating work programs, and making performance reports to management.

12. Engineer Onsite (EOS) duties or job desk, Solution to all services and needs of Account Manager, Delivery of services according to Account Manager request to customers, Assurance of disturbance control either reports from customers or from Account Manager. Responsible for installing Telkom products or information data such as Wi-Fi Manage Service, ASTINET, ASTINET LITE and is responsible for helping if there is a problem with the customer.

### **2.5 Application used for Activities**

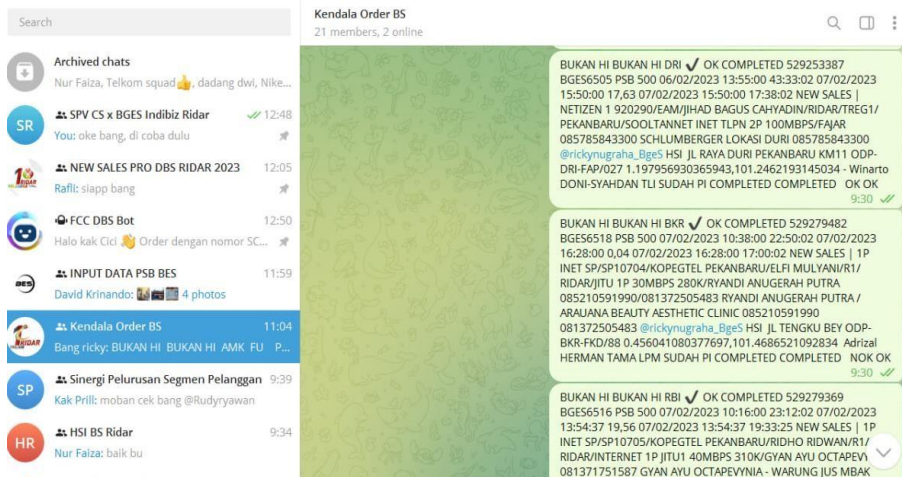
In the implementation of practical work there are several media in the form of applications and spreadsheets that are used to do the tasks given. applications and spreadsheets are as follows:

#### 1. The Daily Provisioning Spreadsheet

The Daily Provisioning Spreadsheet is used to record all order constraints on the Witel Ridar unit. This spreadsheet serves as a medium to make it easier for officers to check constraints on each unit by displaying order constraints such as network constraints, double input constraints with other divisions, pending customer constraints, full Optical Distribution Point (ODP) constraints and Material Constraints. In the Business Service unit, the officer in charge only records problems in the Business Service unit using the name of one of the officers @rickynugraha\_Bges. The following shows the Daily Provisioning Spreadsheet :

**Figure 2.4 Daily Provisioning Spreadsheet**  
*Source : Processed Data, 2023*

After recording Business Service constraints on the Daily Provisioning Witel Ridar section of the Business Service unit. The officer will report the problems that occur in the BS Order Constraints telegram by detailing these obstacles. Constraints that have been detailed will be processed by Sales Pro Bges. The following shows the BS Order Constraints report on the telegram group :



**Figure 2.5 Group Constraint Order Business service**  
*Source : Processed Data, 2023*

## 2. Spreadsheet Data Business Service (BES)

Spreadsheet Data Business Service (BES) is an application information system that provides the entire name of the customer who will subscribe to Indihome. This application is an application used by Business Service unit

officers to view customer data that will be inputted into the starclick application. The business service spreadsheet application is used as a direction for officers before making input. The following shows the Spreadsheets Data Business Service (BS) application :

NO	TANGGAL	WAKTU	NAMA	EMAIL	NO HP	NO KONTAK	STATUS	ALASAN	STATUS	STATUS
3	10/03/2023	16:59:46	Abdul Mukmin	@ERVANHAND	DS10723	1401034612950005	NURUL ATIKA	0813-7413-6163	SC529872497	DECLINE
4	10/03/2023	17:36:15	ricky Nugraha	@nickynugraha	DS10743 GIO	1471092107810002	JHON HEFRI H	8993490022	SC529871394	
5	10/03/2023	18:44:36	ricky Nugraha	@nickynugraha	DS10743 GIO	3276026209750002	LAMBOK TAMP	86271411062	SC529873041	
6	10/03/2023	21:16:02	David Kinando	@davidkinando	DS10736	3175102707720007	RIZAL INDRA	087817888786	SC529875764	
7	11/03/2023	9:10:07	Rudy Ryanawati	@RudyRyanawati	DS10728	1471066807740001	MARLIYANTIRI	83177082979	SC529872231	FCC
8	11/03/2023	9:20:59	ricky Nugraha	@nickynugraha	alpha idsyah (10	1471061210040021	RAIHAN AULIA	083129734666	SC529873204	
9	11/03/2023	11:59:49	ricky Nugraha	@nickynugraha	Pable Maldini (1	11672010409810001	HARIYANTO - Z	82239652010	SC529875010	
10	11/03/2023	12:37:58	Adek bintan prat	@adekblntan	DS10721	1401101707970002	RIKI EDI JULIAN	822365048614	SC529877543	
11	11/03/2023	12:42:31	ricky Nugraha	@nickynugraha	DS10757 HERR	1173022102030009	SYAHRUL MAU	82213846664	SC529877732	QC
12	11/03/2023	12:48:39	Arne Kusuma	@ARRIEKUSUM	DS10722 (Ang	1405036106870001	Maheng Wati	81266763406	SC529885527	DECLINE
13	11/03/2023	12:56:00	ricky Nugraha	@nickynugraha	ALI YASMI (DS	1471010303960001	MARALDA RAM	85271413321	SC529877909	DECLINE
14	11/03/2023	12:56:58	David Kinando	@davidkinando	DS10736	1401061404810008	RUSDI - UD RU	81378381751	SC529878068	
15	11/03/2023	14:10:59	ricky Nugraha	@nickynugraha	DS10757 HERR	1406096011780005	SUSI / ANEKA	82236402487	SC529878158	
16	11/03/2023	14:12:03	Anwar	@anantapanger	MORA SAKTI (C	1472036406010002	VANI ANDILA -	0821701937558	SC529878248	
17	11/03/2023	19:00:13	Wawan Putra	@spv_avatar	DS10712	1271070511870001	PT. GAYA MAKI	81267699114	SC529883293	
18	11/03/2023	20:19:31	ricky Nugraha	@nickynugraha	DS10743 GIO	1471066310990002	YOLA OKTARIT	82284001120	SC529884417	QC
19	11/03/2023	23:17:50	David Kinando	@davidkinando	DS10736	1306116606860002	WITRA - AFIQA	81364760491	SC529882054	
20	12/03/2023	7:43:23	ricky Nugraha	@nickynugraha	ALI YASMI (DS	1471125404020006	ULFA SALSABII	81267512093	SC529882171	FCC
21	12/03/2023	7:43:39	ricky Nugraha	@nickynugraha	DS10747 MURN	1472022604990001	BAYU KURNIAW	85326810575	SC529882923	FCC

Figure 2.6 Spreadsheet Data Business Service (BES)

Source : Processed Data, 2023

### 3. MYCX Telkom

Myx is a database application developed by PT Telkom Indonesia to support customer-related operations. MYCX is an application used to upload Indihome customer data that has been input via the starclick application. Besides that, the mycx application is also used to check customer complaints. The button that is often used when opening the MYCX Telkom application system is New Paperless which functions to retrieve a new consumer data upload link therefore officers can process it immediately. The following shows the Mycx application :

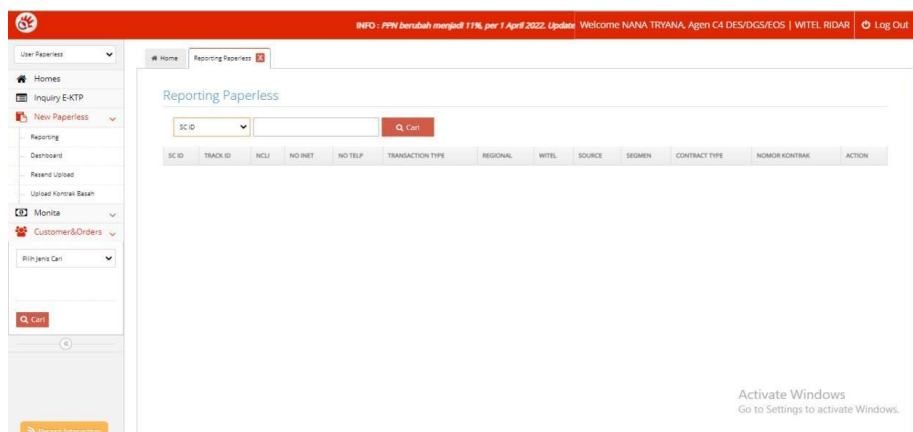
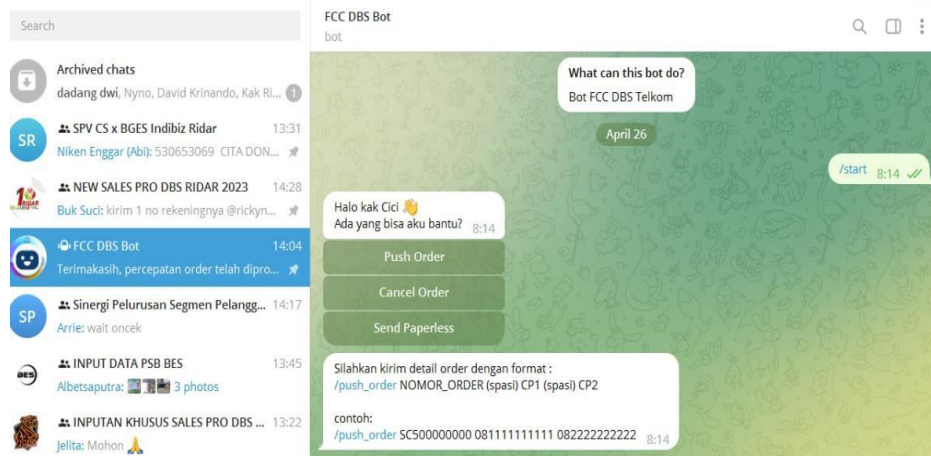


Figure 2.7 MYCX Telkom

Source : Processed Data, 2023

#### 4. FCC Business Service BOT Division

Force Carring Center Business Service Division (DBS) BOT is a computer program that works automatically. Officers interact with BOT using command messages or buttons contained in the BOT telegram. FCC DBS BOT is commonly used by Business Service unit officers to automatically contact potential customers who are contacted directly by FCC officers. FCC DBS BOT is also used to check the order status of prospective customers. FCC DBS BOT has three buttons namely Push Order, Cancel Order and Send Paperless. The following shows the FCC DBS BOT :



**Figure 2.8 FCC DBS BOT**  
*Source : Processed Data, 2023*

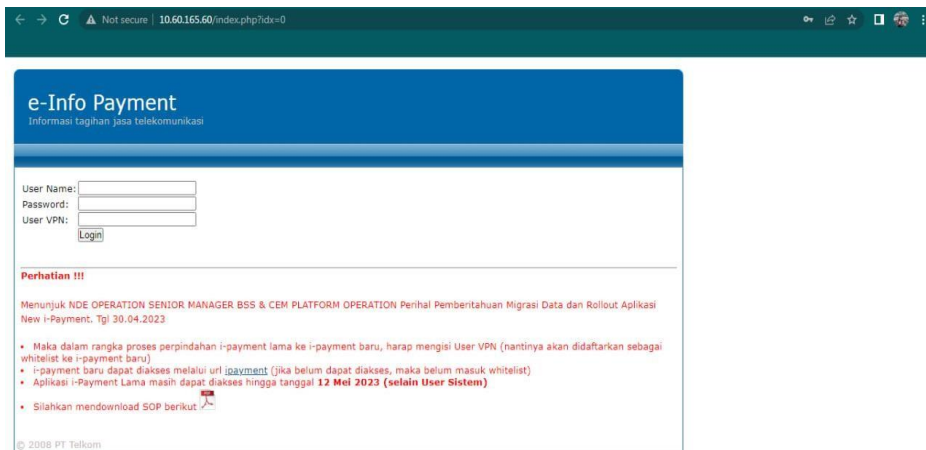
Push Order is a button that is often used by officers to contact potential customers. Cancel order is a button that is used to cancel customer orders that can no longer be processed or customer input that has double input. Send paperless is a button that is used to send an upload link to upload all the photos that were sent by the salesperson. but send paperless on FCC DBS BOT is rarely used.

#### 5. E-Info Payment

E-Info Payment is one of PT. Telkom Indonesia in the form of digital recording, accumulation and collection of bills that can be accessed anywhere and anytime. This solution includes billing, distribution and collection of bills through various payment channels. It is a system for viewing customer bills that have been



paid or have not been paid. E-Info Payment uses internet facilities that can be opened via the link provided by PT. Telkom checked by officers. E-Info Payment provides telecommunication service billing information including bill amount, payment status, payment period, payment date and time of payment. The clerk checks internet and telephone bills through E-Info Payment to find out how much the customer has not paid for the bill. The procedure for checking customer telephone and internet bills via e-payment info by copying the telephone number and pasting it to the jastel number. The following is an example of an e-Info Payment display :



**Figure 2.9 E-Info Payment**  
*Source : Processed Data, 2023*

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

Based on PT. Telkom Indonesia Tbk Website (2019), PT. Telkom Indonesia Witel Ridar has a Business Division, Government Division, and Enterprise Service Division (BGES). The BGES Division is a unit that works in the field of marketing to bridge the need for telecommunication-based goods or services. The Pekanbaru City Telkom Office serves various customer needs related to telecommunication networks such as the submission of Telkom Indihome internet network, Speedy, cable TV network and telephone network installation. One of the divisions in the Witel Ridar unit, PT. Telkom Indonesia Pekanbaru, namely the Business Service Division or abbreviated as DBS.

The Business Service Division is a unit formed by Telkom specifically to manage business customers, most of whom are business segments, both corporate offices and micro, small and medium enterprises (MSMEs). In this segment, Telkom offers a variety of solutions to improve business management efficiency through the application of appropriate information communication technology (ICT). DBS also accepts complaints or complaints if there are problems with the customer's Telkom network. Complaints can also be made online either from the online website, through Telkom's official social media and contact the Telkom care or call center telephone number.

The Business Service Division offers several internet services that potential customers can choose from, namely 1P Internet or High Speed Internet, 2P Inet+voice or Inet+iptv and 3P Inet+voice+tv. The Business Service Division is also tasked with recording prospective customers who have subscribed to the Unlimited Internet Network (JITU) or SooltanNet package. The author is given several authorities and responsibilities to carry out the following tasks :

1. Report daily problems to the SPV (supervisor)
2. Uploading prospective customer data

3. Perform Order Control or Force Carring Center customer SC (Starclik) numbers
4. Check invoices or customer bills

### 3.2 Place of Apprenticeship

Practical work program is carried out after students occupy semeseter VIII, while Practical work activities last for approcimately 4 (four) months, starting from Febuary 01, 2023 to May 31, 2023 at PT. Telkom Indonesia Pekanbaru located at Jl. Jend Sudirman No.199, Sumahilang, Pekanbaru City District, Pekanbaru City, Riau 28111. With the provision of entry from 08.00 to 17.00 WIB for Monday to Friday.

**Table 3.1 Daily Activities of Febuary 01<sup>th</sup>, 2023 to Febuary 03<sup>th</sup>, 2023**

No	Date and Time	Description of Activities	Assignor
1	Wednesday, Febuary 01, 2023	1. Introduction 2. Directions for Internship and Division Activities	Devision Business Service (BS)
2	Thursday, Febuary 02, 2023	1. Making Contract Amendment Letters PT. Pancaseraya Permai	Devision Business Service (BS)
3	Friday, Febuary 03, 2023	1. Making Contract Amendment Letters RS Awal Bros Panam	Devision Business Service (BS)

Source : Processed Data, 2023

Table 3.1 Practical Work Activities The first week of February 2023. given the task of making a contract amendment letter for PT. Pancaseraya Permai and on the third day carried out activities to make a contract amendment letter to Awal Bros Panam Hospital.

**Table 3.2 Daily Activities of Febuary 06<sup>th</sup>, 2023 to Febuary 10<sup>th</sup>, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, Febuary 06, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)
2	Tuesday Febuary 07, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)
3	Wednesday, Febuary 08, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)
4	Thursday, Febuary 09, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Devision Business Service (BS)
5	Friday, Febuary 10, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Devision Business Service (BS)

Source : Processed Data, 2023

Table 3.2 Practical Work Activities Second week of February 2023, Reporting order constraints in the Business Service division to the group of business service order constraints. This activity is carried out every day in the second week, on the fourth day the customer is given a new job, namely order control or Force caring center (FCC), which is an activity after inputting and uploading customer data.

**Table 3.3 Daily Activities of February 13th, 2023 to February 17th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, February 13, 2023	1. Report Business Service Order constraints 2. Order Contro or force caring center (FCC)	Devisiion Business Service (BS)
2	Tuesday February 14, 2023	1. Report a Business Service Order constraints 2. Check The Indihome bill of the meranti district government in 2023	Devisiion Business Service (BS)
3	Wednesday, February 15, 2023	1. Report a Business Service Order constraints 2. Check the indihome bill in February 2023	Devisiion Business Service (BS)
4	Thursday, February 16, 2023	1. Report a Business Service Order constraints 2. Order Control or force caring center (FCC)	Devisiion Business Service (BS)
5	Friday, February 17, 2023	1. Report a Business Service Order constraints 2. Check invoices	Devisiion Business Service (BS)

Source : Processed Data, 2023

Table 3.3 Practical work activities on the third week of February 2023, carry out the same activities as the second week, but on the third week the second day and the third day check customer indihome bills and on the fifth day invoice checking activities.

**Table 3.4 Daily Activities of February 20th, 2023 to February 24th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, February 20, 2023	1. Report Business Service Order constraints 2. Check bill balance Enterprise Service	Devisiion Business Service (BS)
2	Tuesday February 21, 2023	1. Report a Business Service Order constraints 2. Check bill balance Enterprise Service	Devisiion Business Service (BS)
3	Wednesday, February 22, 2023	1. Report a Business Service Order constraints 2. Order Control or force caring center (FCC)	Devisiion Business Service (BS)
4	Thursday,	1. Report a Business Service Order	Devisiion Business

No	Date and Time	Description of Activities	Assignor
	February 23, 2023	constraints	Service (BS)
5	Friday, February 24, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)

Source : Processed Data, 2023

Table 3.4 Practical work activities on the fourth week in February 2023, carry out the same activities as the third week. On the second day, checking customer billing balances at the Enterprise Service (ES) Division and the next day doing the same activities as the previous day.

**Table 3.5 Daily Activities of Febuary 27th, 2023 to Febuary 28th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, February 27, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)
2	Tuesday February 28, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)

Source : Processed Data, 2023

Table 3.5 practical work activities in the fifth week of February 2023, the author carries out the same activities as the previous week.

**Table 3.6 Daily Activities of March 01<sup>th</sup>, 2023 to March 03<sup>th</sup>, 2023**

No	Date and Time	Description of Activities	Assignor
1	Wednesday, March 01, 2023	1. Report a Business Service Order constraints	Devision Business Service (BS)
2	Thursday, March 02, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Devision Business Service (BS)
3	Friday, March 03, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Devision Business Service (BS)

Source : Processed Data, 2023

Table 3.6 practical work activities in the first week of March 2023, the activities carried out are the same as the activities in the previous week, reporting order constraints and uploading incoming consumer data in the first week of March 2023.

**Table 3.7 Daily Activities of March 06th, 2023 to March 10th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, March 06, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Devision Business Service (BS)
2	Tuesday March 07, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Devision Business Service (BS)
3	Wednesday,	1. Report a Business Service Order	Devision Business

No	Date and Time	Description of Activities	Assignor
	March 08, 2023	constraints 2. Uploading prospective customer data	Service (BS)
4	Thursday, March 09, 2023	1. Report a Business Service Order constraints 2. Check the indihome bill Enterprise Service	Devison Business Service (BS)
5	Friday, March 10, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.7 practical work activities in the second week of March 2023, the activities carried out are the same as the activities in the previous week. On the fourth day, check the Indihome Enterprise Service bill.

**Table 3.8 Daily Activities of March 13th, 2023 to March 17th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, March 13, 2023	1. Report Business Service Order constraints 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday March 14, 2023	1. Report Business Service Order constraints 2. Order Control or force caring center (FCC)	Devison Business Service (BS)
3	Wednesday, March 15, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
4	Thursday, March 16, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
5	Friday, March 17, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.8 practical work activities in the third week of March 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.9 Daily Activities of March 20th, 2023 to March 24th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, March 20, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday March 21, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
3	Wednesday, March 22, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
4	Thursday, March 23, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)

		2. Uploading prospective customer data	
5	Friday, March 24, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.9 practical work activities in the Fourth week of March 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.10 Daily Activities of March 27th, 2023 to March 28th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, March 27, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
2	Tuesday March 28, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
3	Wednesday, March 29, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
4	Thursday, March 30, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
5	Friday, March 31, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.10 practical work activities in the last week of March 2023, the activities carried out are Order Control or Force caring center (FCC), namely activities that monitor the status of the customers SC (Starclik) number.

**Table 3.11 Daily Activities of April 03<sup>th</sup>, 2023 to April 07<sup>th</sup>, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, April 03, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
2	Tuesday April 04, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
3	Wednesday, April 05, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
4	Thursday, April 06, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
5	Friday, April 07, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.11 practical work activities in the first week of April 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.12 Daily Activities of April 10th, 2023 to April 14th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, April 10, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
2	Tuesday April 11, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

3	Wednesday, April 12, 2023	1. Order Control or force caring center (FCC) 2. Check invoices	Devison Business Service (BS)
4	Thursday, April 13, 2023	Permit	-
5	Friday, April 14, 2023	Permit	-

Source : *Processed Data, 2023*

Table 3.12 practical work activities in the second week of April 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.13 Daily Activities of April 17th, 2023 to April 21th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, April 17, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
2	Tuesday April 18, 2023	2. Order Control or force caring center (FCC)	Devison Business Service (BS)
3	Wednesday, April 19, 2023	Eid Mubarak	-
4	Thursday, April 20, 2023	Eid Mubarak	-
5	Friday, April 21, 2023	Eid Mubarak	-

Source : *Processed Data, 2023*

Table 3.13 practical work activities in the third week of March 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.14 Daily Activities of April 24th, 2023 to April 28th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, April 24, 2023	Eid Mubarak	-
2	Tuesday April 25, 2023	Eid Mubarak	-
3	Wednesday, April 26, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
4	Thursday, April 27, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
5	Friday, April 28, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)

Source : *Processed Data, 2023*

Table 3.14 practical work activities in the last week of April 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.15 Daily Activities of May 01<sup>th</sup>, 2023 to May 05<sup>th</sup>, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, May 01, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday	1. Order Control or force caring center	Devison Business



	May 02, 2023	(FCC) 2. Uploading prospective customer data	Service (BS)
3	Wednesday, May 03, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
4	Thursday, May 04, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
5	Friday, May 05, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.15 practical work activities in the first week of May 2023, the activities carried out are the same as the activities in the previous week.

**Table 3.16 Daily Activities of May 08th, 2023 to May 12th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, May 08, 2023	1. Order Control or force caring center (FCC) 2. Recap Customer Data	Devison Business Service (BS)
2	Tuesday May 09, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
3	Wednesday, May 10, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
4	Thursday, May 11, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
5	Friday, May 12, 2023	1. Order Control or force caring center (FCC) 2. Check Invoice	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.16 practical work activities in the second week of May 2023, the activities carried out are the same as the activities in the previous week

**Table 3.17 Daily Activities of May 15th, 2023 to May 19th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, May 15, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday May 16, 2023	1. Order Control or force caring center (FCC) 2. Check Invoice	Devison Business Service (BS)
3	Wednesday, May 17, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
4	Thursday, May 18, 2023	Holiday	-
5	Friday, May 19, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)

Source : Processed Data, 2023

Table 3.17 practical work activities in the third week of May 2023, the activities carried out are the same as the activities in the previous week

**Table 3.18 Daily Activities of May 22th, 2023 to May 26th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, May 22, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday May 23, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
3	Wednesday, May 24, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
4	Thursday, May 25, 2023	1. Order Control or force caring center (FCC)	Devison Business Service (BS)
5	Friday, May 26, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

Source : *Processed Data, 2023*

Table 3.18 practical work activities in the fourth week of May 2023, the activities carried out are the same as the activities in the previous week

**Table 3.19 Daily Activities of May 29th, 2023 to May 31th, 2023**

No	Date and Time	Description of Activities	Assignor
1	Monday, May 29, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
2	Tuesday May 30, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)
3	Wednesday, May 31, 2023	1. Order Control or force caring center (FCC) 2. Uploading prospective customer data	Devison Business Service (BS)

Source : *Processed Data, 2023*

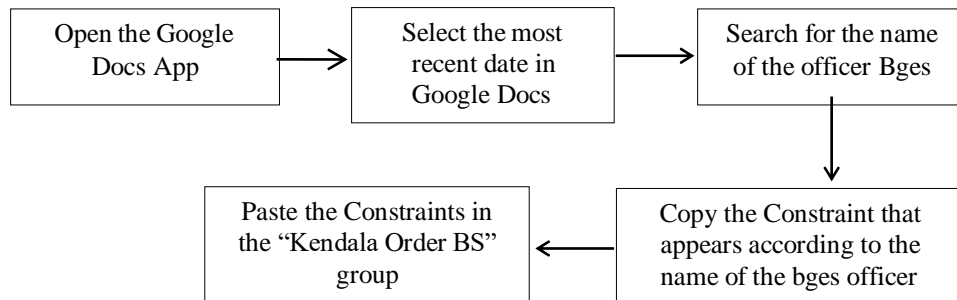
Table 3.19 practical work activities in the second week of May 2023, the activities carried out are the same as the activities in the previous week

### 3.3 System and Procedures

Systems and procedures that the author uses while working at PT. Telkom Indonesia Tbk Witel Ridar Mainland Business Service Division is as follows :

#### 1. Report a Business Service Order constraints

The task given is to report the daily problems of the Business Service Division to Salespersons. The steps taken to report BS order constraints are as follows :



**Figure 3.1 Flowchart Steps for reporting interference on business service orders**

Source : Processed Data, 2023

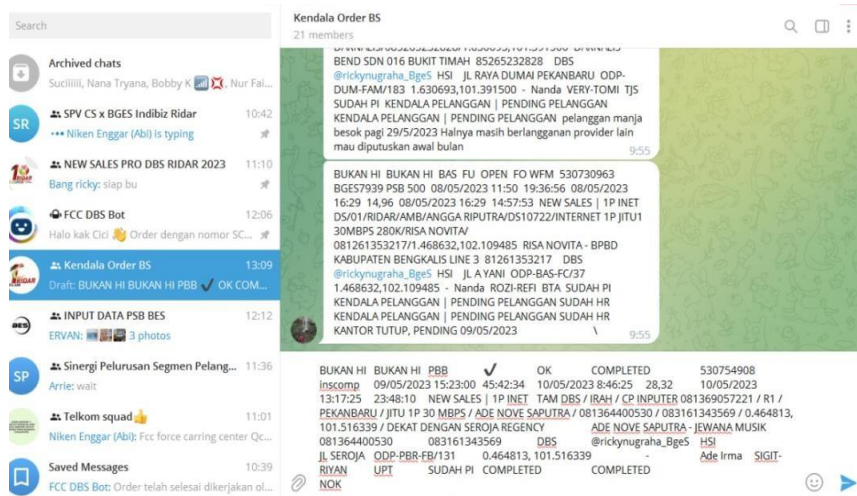
Figure 3.1 In this activity, the author has the task of reporting constraints on business service orders in the Business Service Division.

Q	R	S	T	U	V	W	X	Y
230	dedek indra lesma	085558853526	DCS	@adekbintan		1 077447.100.53	Jln pematang tebi	ODP-UHT-FL/034
231	BAHAYU	081270125300	DCS	@ERVANHANDRI		@SPR41NA	Jl. Sorek, Petalawa	ODP-SOK-FA/169
232	Aghni Andry Itha	0859106593278	DCS	@ARRIEKUSUMA		@SPELV15_AKAG	malin kuning, Sg	ODP-SOK-FA/794
233	NANDA SAPUTRA	081277858187	DCS	@Albetsaputra		@SPUWR93	Lu buak Teras, Peta	ODP-SOK-FA/104
234	H. MUHAMMAD SH	08127804206	DBS	@rickynugraha_Bgs HSI				0.110256.102.078738
235	MUHAMMAD SUE	085363167070	DCS	@BobbyK_SV1RD04		@SPSUHE9	PETALING JAYA, KI	ODP-RGT FAA
236	CAROLUS HOTAS	081372369027					Jl. AIR PUTIH	ODP-DRH-FAD/039 FAD/DO2/039.01
237		081372368556					Jl. RANDU	ODP-BKR-FKG/017 FKG/DO1/017.01
238	SATRIA ALI	08167136CAR	DCS	@nonayana	DIGITAL	@nonayana	Jl. GARUDA No	ODP-UHT-FG/110
239	Delawati Purba	081277977144	DCS	@ARRIEKUSUMA		@SPELV13_AKAG	jalan ade Irma sur	ODP-PKR-FR/41
240	muhammad	082286992595					BERINGIN TYPE F	ODP-PKR-FL/108
241	MOCH JUNADI - PC	082113294929	DBS	@rickynugraha_Bgs HSI			Jl. KELAKAP TULUH	ODP-DUM-FJ/008
242	GENO FEFA	081636CMHRANI	DCS	@nonayana	DIGITAL	@nonayana	Jln kesuma no. 88	ODP-DUM-FAA/75
243	Noran	085265446048	DCS	@nonayana	DIGITAL	@nonayana	Jln swadaya Bukit	ODP-DUM-FBE/01
244	RID ARFENGKI	081335427573	DCS	@nonayana	DIGITAL	@nonayana	perumahan benar	ODP-DUM-FN/41
245	Abdul Idris	081320020281	DCS	@amentasangeran			Jl. Budi rukun, Bul	ODP-DUM-FAN/199
246	NURMAHANI	089271800202					Jl. GUNUNG MERU	ODP-DUM-FS/93 FA/009/93.01
247	DUM	085265202836					Jl TENAGA	ODP-DUM-PX/02
248	TRI HARI WIBOWO	085264661309	DBS	@rickynugraha_Bgs HSI			Jl. PATMURA	ODP-AMK-FA/135

**Figure 3.2 Google Docs Daily Provisioning constraints on business service orders**

Source : Processed Data, 2023

The steps taken are to open the Google Docs Daily Provisioning then select the latest date on the sheet, then enter the name of the Business Service officer, namely @rickynugraha\_bges and search for the name of the bges officer. After typing the officer's name, the number of constraints will automatically appear in the search field. Copy the constraint that appears according to the officer's name and paste the constraint in the group "Kendala order Bs".

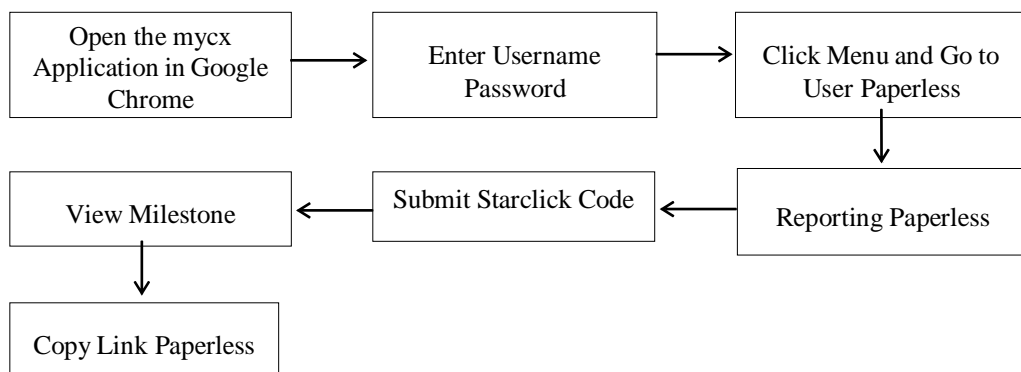


**Figure 3.3 Group “Kendala Order Business Service”**

*Source : Processed Data, 2023*

## 2. Uploading Prospective Customer Data

The second task done by the author is to upload prospective customer data through the mycx application. The steps are as follows:



**Figure 3.4 Flowchart of Steps for Uploading Prospective Customer Data**

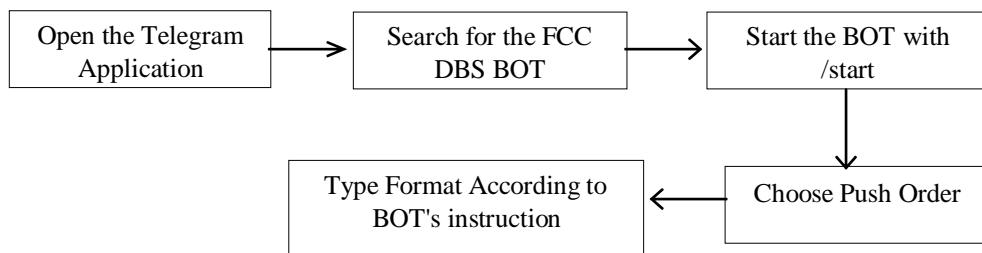
*Source : Processed Data, 2023*

Figure 3.4 shows the steps for uploading prospective customer data. Starting from logging in to the mycx application via Google Chrome. Login using the officer's username and password then you will be directed to the menu and go to the paperless user. There are several menus in this paperless user, specifically for uploading customer data, select the paperless reporting menu, enter the customer's starclick (sc) number, click submit and a milestone view

will appear to get the customer data upload link, copy the paperless link and upload customer data.

3. Order Control or Force caring center (FCC)

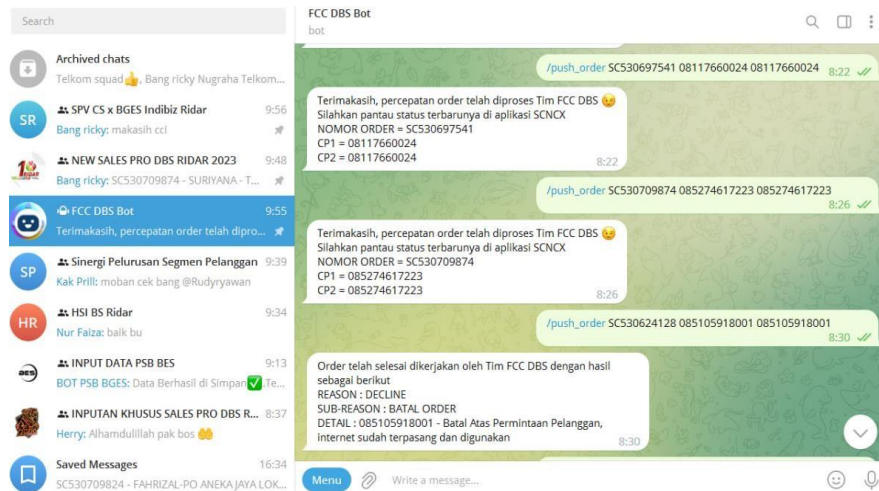
Another task that is carried out is Order Control of prospective customers through the FCC DBS BOT. Steps to control prospective customer orders are :



**Figure 3.5 Flowchart of Order Control/Force Carring Center (FCC) steps**

*Source : Processed Data, 2023*

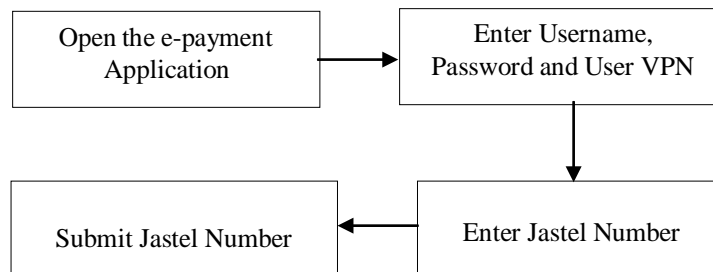
Figure 3.5 In this activity, the author escorts prospective customer orders by verifying calls to be contacted directly by the Force Carring Center (FCC). The first step that must be done is to open the FCC DBS BOT on the personal author's telegram account. After that start the bot by typing the start button, select the push order according to the further instructions by typing the correct fcc format. Before placing a control order, the author opens and copies the prospective customers SC (Starclik) number and the prospective customer's cellphone number. After copying the prospective customers SC number to fcc dbs bot by typing the format /push\_order NOMOR\_ORDER (space) CP1 (space) CP2 then sending it to Fcc DBS Bot. It can be seen as follows :



**Figure 3.6 Display FCC DBS BOT**  
*Source : Processed Data, 2023*

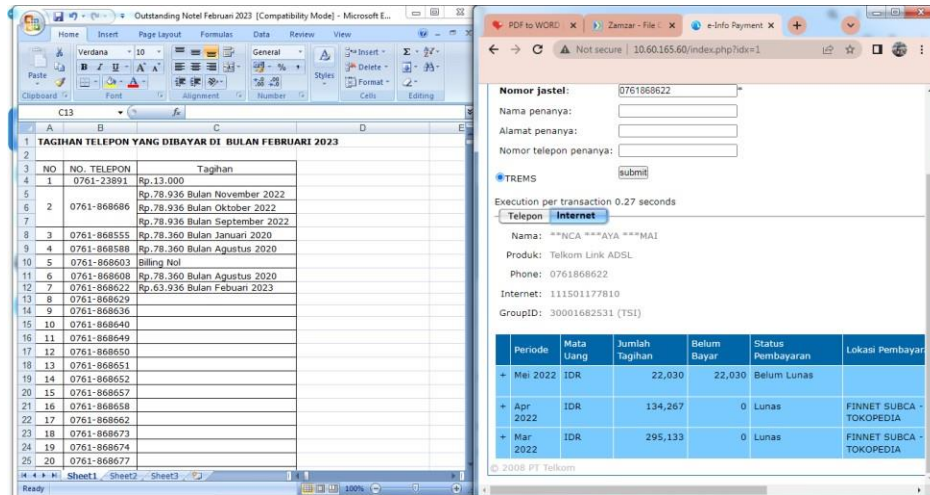
#### 4. Check Invoices and Indihome Bill Customer

Another task that is done is to check invoices and indihome customer bills. Below is the procedure for checking invoices using the e-payment application :



**Figure 3.7 Flowchart Check Invoices or Indihome Bill Customer**  
*Source : Processed Data, 2023*

Figure 3.7 is a step in checking customer invoices. The first thing to do is open the e-payment application on Google Chrome, enter the username, password and User VPN officer, enter the Jastel number or commonly called the telephone bill number or internet bill number, Submit the jastel number, a display will appear as below :



**Figure 3.8 e-info payment display**  
*Source : Processed Data, 2023*

### 3.4 Obstacles and Solution

Obstacles that the author gets while doing practical work at PT. Telkom Indonesia Tbk. Witel Riau Mainland, that is, there are system disturbances in the application used to upload consumer data where the customer's SC number cannot be found, too many control orders and sometimes difficult for the author to handle because the author is also ordered to assist the enterprise and government service division, check bills with hundreds of names given at once and network interruptions or errors often occur during the work process where the network often cannot be connected when it wants to be connected, thus hindering the author's work. The solution to these problems is to further optimize and improve the customer data upload system to make it easier to find customer SC numbers, pay attention to the work given not to pile up in one day, optimize and fix network disruptions so that the work process runs smoothly.

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **4.1 Conclusion**

Based on the results that have been described and the discussion that has been described in the previous chapter, the conclusions obtained during Internship at PT. Telkom Indonesia Tbk. Witel Riau Mainland Business Service Division :

1. Practical work is carried out at one of the State-Owned Enterprises, namely PT. Telkom Indonesia Tbk. Witel Riau Mainland Business Service Division which lasts for 4 (four) months starting from 1 February 2023 to 1 June 2023.
2. Students are given assignments in the Witel Ridar Business Service Division of PT. Telkom Indonesia was taught to report problems with Business service orders to supervisors, Upload prospective customer data, Perform Order Control/Force Carring Center customer SC (Starklik) numbers and Check customer invoices or invoices.
3. In this practical field work activity, students also understand how systems and procedures apply such as in the process of reporting problems faced by customers to supervisors, helping upload data on prospective indhihome customers, carrying out order control on prospective SC (Starklik) numbers customers before entering the Indihome installation stage.
4. Obstacles experienced during practical work at PT. Telkom Indonesia Tbk, Witel Riau Mainland Business Service division, namely there are system disturbances in applications used to upload consumer data, too many control orders and sometimes difficult to handle by writers, bill checks with hundreds of names given at one time and Network interruptions or errors often occur during the work process.



## **4.2 Suggestion**

While doing Internship at PT. Telkom Indonesia Tbk. Witel Riau Mainland, there are several suggestions for various parties, namely for The Author themselves, students or younger siblings who will do practical work in the next period, for companies and also for the Bengkalis State Polytechnic.

### **1. The Author**

Suggestions for writers to be more thorough and concentrated in writing works, get used to reading first before acting, and get used to reading more, and hope that the practical field work carried out can make provisions before entering other worlds of work.

### **2. The Students**

Suggestions for future students that might be useful for students who will carry out practical work activities for the next period, namely prioritizing courtesy, always arriving on time and making the best use of time, doing work carefully, always being patient, obeying the rules and having to learn to manage all the work that is done assigned.

### **3. Company**

After doing practical work internship at PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Business Service Division. There are several suggestions for companies, namely it is hoped that companies can better guide apprentices without any hesitation, PT. Telkom Indonesia to be able to work more optimally as well as effectively and efficiently.

### **4. Bengkalis State Polytechnic**


Suggestions for the Bengkalis State Polytechnic with the practical work carried out can be used as evaluation material and must be given to students before carrying out work practices in accordance with the field or course material according to the company. Technological learning is really needed, because overall every company nowadays is getting more sophisticated according to its technology.

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## APPENDICES

### Appendix 1 : Apprenticeship Acceptance Letter



**Telkom  
Indonesia**  
*the word in your hand*

Nomor : Tel.14/PD 000/R1W-1H1M0000/2023

Pekanbaru, 15 Februari 2023

Kepada Yth.  
Wakil Direktur II  
Politeknik Negeri Bengkalis  
Di  
Bengkalis

Dari : MANAGER SHARED SERVICE HC & FINANCE RIDAR  
Lampiran : -  
Perihal : **Persetujuan Pelaksanaan Magang**

Menunjuk surat Saudara Nomor : 5844/PL31/TU/2022 tanggal 02 Desember 2022 perihal Pelaksanaan magang, atas nama manajemen PT. Telekomunikasi Indonesia.Tbk. Witel Riau Daratan menyampaikan bahwa pada prinsipnya menyetujui dan menerima Mahasiswa Saudara untuk melaksanakan Kegiatan dimaksud, dimulai dari tanggal 01 Februari 2023 s/d 01 Juni 2023 dengan lokasi kegiatan sebagai berikut :

No.	Nama	NIM	Jurusan	Lokasi Magang	Pembimbing
01	Suciana	5404191222	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/850011
02	Niken Enggar K.	5404191230	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/850011
03	Nur Faiza	5404191225	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/850011

Selanjutnya kepada calon peserta agar melapor paling lambat 3 (tiga) hari sebelum tanggal pelaksanaan kebagian HR Telkom Witel Ridar Jin. Jend. Sudirman No. 199 Pekanbaru, atau kepada Sdr.Immanuel telepon kantor : 0761-851023, dengan membawa surat ini, pas foto warna ukuran 3x4 sebanyak 2 (dua) lembar, meterai Rp.10.000,- sebanyak 1 (satu)lembar, fotocopy Kartu Mahasiswa sebanyak 1 (satu) lembar dan membawa perangkat kerja (laptop) serta mengisi " Surat Pernyataan " dan "Surat Kesediaan" selama melakukan Kerja Praktek(sejenisnya) di PT. Telekomunikasi Indonesia.Tbk ( form tersedia di Telkom ).

Apabila dalam waktu yang telah ditentukan peserta tidak melapor, maka kami anggap yang bersangkutan telah mengundurkan diri.

Demikian kami sampaikan atas perhatian dan kerjasama Saudara kami ucapkan terimakasih.

Hormat Kami




  
**Indriana Oktavia Sinambela**  
MGR SHARED SERVICE HC & FINANCE RIDAR

**Tembusan**  
Sdr. MGR BUSINESS & ENTERPRISE SERVICE RIDAR


**PT. TELKOM**  
**WILAYAH TELEKOMUNIKASI RIAU DARATAN**  
Jl. Jend. Sudirman No. 199 Telp. (0761) 8010700  
Pekanbaru - 28111 [www.telkom.co.id](http://www.telkom.co.id)



## Appendix 2 : Apprenticeship Certificate

 <p><b>Telkom Indonesia</b> <i>The World In Your Hand</i></p>	<p><b>SERTIFIKAT</b> Nomor : TEL-059/PD.000/R1W-1H1M0000/2023</p> <p><b>PT. Telekomunikasi Indonesia, Tbk.</b> Unit Shared Service HC &amp; Finance RIDAR</p> <p><i>menerangkan bahwa:</i></p> <p>Nama : <b>Suciana</b> NIM : <b>5404191222</b> Jurusan : <b>D-IV Administrasi Bisnis Int.</b> Perguruan : <b>Politeknik Negeri Bengkalis</b> Tinggi</p> <p><i>Telah menyelesaikan Praktik Kerja Lapangan di PT. Telekomunikasi Indonesia, Tbk, pada unit BUSINESS &amp; ENTERPRISE SERVICE Witel Riau Daratan Mulai Tanggal 01 Februari 2023 s/d 31 Mei 2023</i></p> <p>Pekanbaru, 31 Mei 2023 MGR SHARED SERVICE HC &amp; FINANCE RIDAR</p> <p> <b>Indriana Oktavia Sinambela</b> <b>NIK.840143</b></p> 
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## Appendix 3 : Apprenticeship Statement Letter



**Telkom  
Indonesia**  
*the word in your hand*

# **SURAT KETERANGAN**

Nomor : TEL-054/PD.000/R1W-IH1M0000/2023

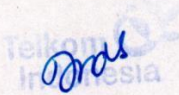
**PT. Telekomunikasi Indonesia, Tbk.**  
Unit Shared Service HC & Finance RIDAR

*menerangkan bahwa:*


Nama : **Suciana**  
NIM : **5404191222**  
Jurusan : **D-IV Administrasi Bisnis Int.**  
Sekolah : **POLITEKNIK NEGERI BENGKALIS**

*telah menyelesaikan Prakerin  
pada unit Business & Enterprise Service Witel Riau Daratan  
Mulai Tanggal 01 Februari 2023 s/d 31 Mei 2023*


Pekanbaru, 31 Mei 2023  
MGR SHARED SERVICE HC & FINANCE RIDAR



**Indriana Oktavia Sinambela**  
**NIK.840143**



**PT. TELKOM**  
**WILAYAH TELEKOMUNIKASI RIAU DARATAN**  
Jl. Jend. Sudirman No. 199 Telp. (0761) 8010700  
Pekanbaru - 28111 [www.telkom.co.id](http://www.telkom.co.id)



## Appendix 4 : List Of Attendance

### LIST PRESENT OF THE JOB TRAINING PT. TELEKOMUNIKASI INDONESIA Tbk.WITEL RIAU DARATAN

Name : Suciana  
 Student's Identity Number : 5404191222  
 Internship Time : 08.00 WIB – 17.00 WIB

No	Day	Date	Information	Signature
1	Wednesday	Febuary 1, 2023	Present	g
2	Thursday	Febuary 2, 2023	Present	g
3	Friday	Febuary 3, 2023	Present	g
4	Saturday	Febuary 4, 2023	Holiday	g
5	Sunday	Febuary 5, 2023	Holiday	g
6	Monday	Febuary 6, 2023	Present	g
7	Tuesday	Febuary 7, 2023	Present	g
8	Wednesday	Febuary 8, 2023	Present	g
9	Thursday	Febuary 9, 2023	Present	g
10	Friday	Febuary 10, 2023	Present	g
11	Saturday	Febuary 11, 2023	Holiday	g
12	Sunday	Febuary 12, 2023	Holiday	g
13	Monday	Febuary 13, 2023	Present	g
14	Tuesday	Febuary 14, 2023	Present	g
15	Wednesday	Febuary 15, 2023	Present	g
16	Thursday	Febuary 16, 2023	Present	g
17	Friday	Febuary 17, 2023	Present	g
18	Saturday	Febuary 18, 2023	Holiday	g
19	Sunday	Febuary 19, 2023	Holiday	g
20	Monday	Febuary 20, 2023	Present	g
21	Tuesday	Febuary 21, 2023	Present	g
22	Wednesday	Febuary 22, 2023	Present	g
23	Thursday	Febuary 23, 2023	Present	g
24	Friday	Febuary 24, 2023	Present	g
25	Saturday	Febuary 25, 2023	Holiday	g
26	Sunday	Febuary 26, 2023	Holiday	g
27	Monday	Febuary 27, 2023	Present	g
28	Tuesday	Febuary 28, 2023	Present	g

Pekanbaru, Febuary 28, 2023  
 Manager Business & Enterprise Service

  
 Telkom  
 Indonesia  
 the **Suci Lestari**  
 NIK. 850011

**LIST PRESENT OF THE JOB TRAINING  
PT. TELEKOMUNIKASI INDONESIA Tbk.WITEL RIAU DARATAN**

Name : Suciana  
 Student's Identity Number : 5404191222  
 Internship Time : 08.00 WIB – 17.00 WIB

No	Day	Date	Information	Signature
1	Wednesday	March 1, 2023	Present	g
2	Thursday	March 2, 2023	Present	g
3	Friday	March 3, 2023	Present	g
4	Saturday	March 4, 2023	Holiday	g
5	Sunday	March 5, 2023	Holiday	g
6	Monday	March 6, 2023	Present	g
7	Tuesday	March 7, 2023	Present	g
8	Wednesday	March 8, 2023	Present	g
9	Thursday	March 9, 2023z	Present	g
10	Friday	March 10, 2023	Present	g
11	Saturday	March 11, 2023	Holiday	g
12	Sunday	March 12, 2023	Holiday	g
13	Monday	March 13, 2023	Present	g
14	Tuesday	March 14, 2023	Present	g
15	Wednesday	March 15, 2023	Present	g
16	Thursday	March 16, 2023	Present	g
17	Friday	March 17, 2023	Present	g
18	Saturday	March 18, 2023	Holiday	g
19	Sunday	March 19, 2023	Holiday	g
20	Monday	March 20, 2023	Present	g
21	Tuesday	March 21, 2023	Present	g
22	Wednesday	March 22, 2023	Holiday	g
23	Thursday	March 23, 2023	Holiday	g
24	Friday	March 24, 2023	Present	g
25	Saturday	March 25, 2023	Holiday	g
26	Sunday	March 26, 2023	Holiday	g
27	Monday	March 27, 2023	Present	g
28	Tuesday	March 28, 2023	Present	g
29	Wednesday	March 29, 2023	Present	g
30	Thursday	March 30, 2023	Present	g
31	Friday	March 31, 2023	Present	g

Pekanbaru, March 31, 2023  
 Manager Business & Enterprise Service



**LIST PRESENT OF THE JOB TRAINING  
PT. TELKOM INDONESIA Tbk.WITEL RIAU DARATAN**

Name : Suciana  
 Student's Identity Number : 5404191222  
 Internship Time : 08.00 WIB – 17.00 WIB

No	Day	Date	Information	Signature
1	Saturday	April 1, 2023	Holiday	S
2	Sunday	April 2, 2023	Holiday	S
3	Monday	April 3, 2023	Present	S
4	Tuesday	April 4, 2023	Present	S
5	Wednesday	April 5, 2023	Present	S
6	Thursday	April 6, 2023	Present	S
7	Friday	April 7, 2023	Present	S
8	Saturday	April 8, 2023	Holiday	S
9	Sunday	April 9, 2023	Holiday	S
10	Monday	April 10, 2023	Present	S
11	Tuesday	April 11, 2023	Present	S
12	Wednesday	April 12, 2023	Present	S
13	Thursday	April 13, 2023	Permit	S
14	Friday	April 14, 2023	Permit	S
15	Saturday	April 15, 2023	Holiday	S
16	Sunday	April 16, 2023	Holiday	S
17	Monday	April 17, 2023	Present	S
18	Tuesday	April 18, 2023	Present	S
19	Wednesday	April 19, 2023	Eid Mubarak	S
20	Thursday	April 20, 2023	Ramadan	S
21	Friday	April 21, 2023	Ramadan	S
22	Saturday	April 22, 2023	Ramadan	S
23	Sunday	April 23, 2023	Ramadan	S
24	Monday	April 24, 2023	Ramadan	S
25	Tuesday	April 25, 2023	Ramadan	S
26	Wednesday	April 26, 2023	Present	S
27	Thursday	April 27, 2023	Present	S
28	Friday	April 28, 2023	Present	S
29	Saturday	April 29, 2023	Holiday	S
30	Sunday	April 30, 2023	Holiday	S

Pekanbaru, April 30, 2023  
 Manager Business & Enterprise Service

  
 Telkom Indonesia  
 Suci Lestari  
 NIK. 850011



**LIST PRESENT OF THE JOB TRAINING  
PT. TELKOM INDONESIA Tbk.WITEL RIAU DARATAN**

Name : Suciana  
 Student's Identity Number : 5404191222  
 Internship Time : 08.00 WIB – 17.00 WIB

No	Day	Date	Information	Signature
1	Monday	May 1, 2023	Present	g
2	Tuesday	May 2, 2023	Present	g
3	Wednesday	May 3, 2023	Present	g
4	Thursday	May 4, 2023	Present	g
5	Friday	May 5, 2023	Present	g
6	Saturday	May 6, 2023	Holiday	g
7	Sunday	May 7, 2023	Holiday	g
8	Monday	May 8, 2023	Present	g
9	Tuesday	May 9, 2023	Present	g
10	Wednesday	May 10, 2023	Present	g
11	Thursday	May 11, 2023	Present	g
12	Friday	May 12, 2023	Present	g
13	Saturday	May 13, 2023	Holiday	g
14	Sunday	May 14, 2023	Holiday	g
15	Monday	May 15, 2023	Present	g
16	Tuesday	May 16, 2023	Present	g
17	Wednesday	May 17, 2023	Present	g
18	Thursday	May 18, 2023	Holiday	g
19	Friday	May 19, 2023	Present	g
20	Saturday	May 20, 2023	Holiday	g
21	Sunday	May 21, 2023	Holiday	g
22	Monday	May 22, 2023	Present	g
23	Tuesday	May 23, 2023	Present	g
24	Wednesday	May 24, 2023	Present	g
25	Thursday	May 25, 2023	Present	g
26	Friday	May 26, 2023	Present	g
27	Saturday	May 27, 2023	Holiday	g
28	Sunday	May 28, 2023	Holiday	g
29	Monday	May 29, 2023	Present	g
30	Tuesday	May 30, 2023	Present	g
31	Wednesday	May 31, 2023	Present	g

Pekanbaru, May 31, 2023  
 Manager Business & Enterprise Service

  
**Suci Lestari**  
 the world is my office  
 NIK. 850011

## Appendix 5 : Daily Activities of the Internship

### DAILY ACTIVITIES OF THE INTERNSHIP

Month : First  
 Day : Monday – Friday  
 Date : February 01<sup>th</sup> – February 28<sup>th</sup>, 2023












Date and Time	Description of Activities	Task Assignor	Signature
Wednesday, February 01, 2023	1. Introduction 2. Directions for Internship and Division Activities	Suci Lestari	9
Thursday, February 02, 2023	1. Making Contract Amendment Letters PT. PANCASERAYA PERMAI	Suci Lestari	9
Friday, February 03, 2023	1. Making Contract Amendment Letters RS AWAL BROS PANAM	Suci Lestari	9
Monday, February 06, 2023	1. Report a Business Service Order constraints	Suci Lestari	9
Tuesday February 07, 2023	1. Report a Business Service Order constraints	Suci Lestari	9
Wednesday, February 08, 2023	1. Report a Business Service Order constraints	Suci Lestari	9
Thursday, February 09, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Suci Lestari	9
Friday, February 10, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Suci Lestari	9
Monday, February 13, 2023	1. Report Business Service Order constraints 2. Order Control or Force caring center (FCC)	Suci Lestari	9
Tuesday February 14, 2023	1. Report a Business Service Order constraints 2. Check the indihome bill of the meranti district government in 2023	Suci Lestari	9
Wednesday, February 15, 2023	1. Report a Business Service Order constraints 2. Check the indihome bill in February 2023	Suci Lestari	9
Thursday, February 16, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Suci Lestari	9
Friday, February 17, 2023	1. Report a Business Service Order constraints 2. Check invoices	Suci Lestari	9
Monday, February 20, 2023	1. Report Business Service Order constraints	Suci Lestari	9

Date and Time	Description of Activities	Task Assignor	Signature
	2. Check bill balance Enterprise Service		g
Tuesday February 21, 2023	1. Report a Business Service Order constraints 2. Check bill balance Enterprise Service	Suci Lestari	g
Wednesday, February 22, 2023	1. Report a Business Service Order constraints 2. Order Control or Force caring center (FCC)	Suci Lestari	g
Thursday, February 23, 2023	1. Report a Business Service Order constraints	Suci Lestari	g
Friday, February 24, 2023	1. Report a Business Service Order constraints	Suci Lestari	g
Monday, February 27, 2023	1. Report a Business Service Order constraints	Suci Lestari	g
Tuesday February 28, 2023	1. Report a Business Service Order constraints	Suci Lestari	g

### DAILY ACTIVITIES OF THE INTERNSHIP

Month : Second  
 Day : Monday – Friday  
 Date : March 01<sup>st</sup> – March 31<sup>st</sup>, 2023

Date and Time	Description of Activities	Task Assignor	Signature
Wednesday, March 01, 2023	1. Report a Business Service Order constraints	Suci Lestari	Sl
Thursday, March 02, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Friday, March 03, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Monday, March 06, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Tuesday March 07, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Wednesday, March 08, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Thursday, March 09, 2023	1. Report a Business Service Order constraints 2. Check the indihome bill	Suci Lestari	Sl
Friday, March 10, 2023	1. Report a Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Monday, March 13, 2023	1. Report Business Service Order constraints 2. Uploading prospective customer data	Suci Lestari	Sl
Tuesday March 14, 2023	1. Report Business Service Order constraints 2. Order Control or Force Carring center (FCC)	Suci Lestari	Sl
Wednesday, March 15, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	Sl
Thursday, March 16, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	Sl

Date and Time	Description of Activities	Task Assignor	Signature
Friday, March 17, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Monday, March 20, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Tuesday March 21, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Wednesday, March 22, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Thursday, March 23, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Friday, March 24, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	
Monday, March 27, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	
Tuesday March 28, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	
Wednesday, March 29, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	
Thursday, March 30, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	
Friday, March 31, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	

### DAILY ACTIVITIES OF THE INTERNSHIP

Month : Third  
 Day : Monday – Friday  
 Date : April 01<sup>th</sup> – April 28<sup>th</sup>, 2023

Date and Time	Description of Activities	Task Assignor	Signature
Monday, April 03, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Tuesday April 04, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Wednesday, April 05, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Thursday, April 06, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Friday, April 07, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Monday, April 10, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Tuesday April 11, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Wednesday, April 12, 2023	1. Order Control or Force Carring Center (FCC) 2. Check invoices	Suci Lestari	S
Monday, April 17, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Tuesday April 18, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Wednesday, April 19, 2023	Eid Mubarak	Suci Lestari	S
Thursday, April 20, 2023	Eid Mubarak	Suci Lestari	S
Friday, April 21, 2023	Eid Mubarak	Suci Lestari	S
Monday, April 24, 2023	Eid Mubarak	Suci Lestari	S
Tuesday April 25, 2023	Eid Mubarak	Suci Lestari	S
Wednesday, April 26, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Thursday, April 27, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Friday, April 28, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S

### DAILY ACTIVITIES OF THE INTERNSHIP

Month : Four  
 Day : Monday – Friday  
 Date : May 01<sup>th</sup> – May 31<sup>th</sup>, 2023

Date and Time	Description of Activities	Task Assignor	Signature
Monday, May 01, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Tuesday May 02, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Wednesday, May 03, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Thursday, May 04, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Friday, May 05, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Monday, May 08, 2023	1. Order Control or Force Carring Center (FCC) 2. Recap Customer Data	Suci Lestari	S
Tuesday May 09, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Wednesday, May 10, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Thursday, May 11, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Friday, May 12, 2023	1. Order Control or Force Carring Center (FCC) 2. Check Invoice	Suci Lestari	S
Monday, May 15, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Tuesday May 16, 2023	1. Order Control or Force Carring Center (FCC) 2. Check Invoice	Suci Lestari	S
Wednesday, May 17, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S

Date and Time	Description of Activities	Task Assignor	Signature
Thursday, May 18, 2023	Holiday	Suci Lestari	S
Friday, May 19, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Monday, May 22, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Tuesday May 23, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Wednesday, May 24, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Thursday, May 25, 2023	1. Order Control or Force Carring Center (FCC)	Suci Lestari	S
Friday, May 26, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Monday, May 29, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Tuesday May 30, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S
Wednesday, May 31, 2023	1. Order Control or Force Carring Center (FCC) 2. Uploading prospective customer data	Suci Lestari	S



## Appendix 6 : Company Appraisal Sheet

**EVALUATION RESULT FROM JOB TRAINING  
COMPANY APPRAISAL  
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN**

Name : Suciana  
Student's Identity No. : 5404191222  
Study Program : D4-International Business Administration  
College : State Polytechnic of Bengkalis

No	Assessment Aspect	Percentage	Scores
1	Disciplin	20%	98
2	Responsibility	25%	98
3	Adjustment/Adaptation	10%	96
4	Work Result	30%	96
5	Behavior in General	15%	98
Total (1+2+3+4+5)		100%	97,2

**Explanation :**

**Score : Criteria**  
81 – 100 : Excellence  
71 – 80 : Very Good  
66 – 70 : Good  
61 – 65 : Good Enough

**Notes :**

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Pekanbaru, May 31, 2023  
Manager Business & Enterprise Service

  
**Telkom  
Indonesia**  
*the world in your hand*  
Suciw. Estari  
NIK. 850011

## Appendix 7 : Practical Work Activities in the Business Service unit of PT.Telkom Indonesia Tbk. Witel Riau Daratan

Figure 1 : Spreadsheet Display of Daily Provisioning Order Interference  
Source : Personal Documentation, 2023

Figure 2 : Display of the e-Info Payment website  
Source : Personal Documentation, 2023

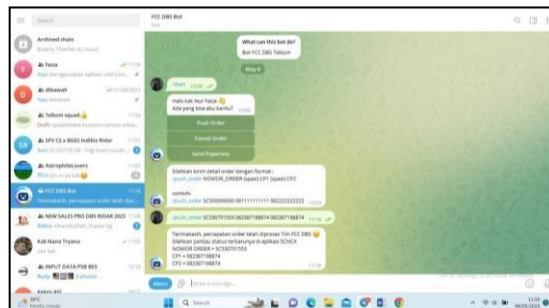
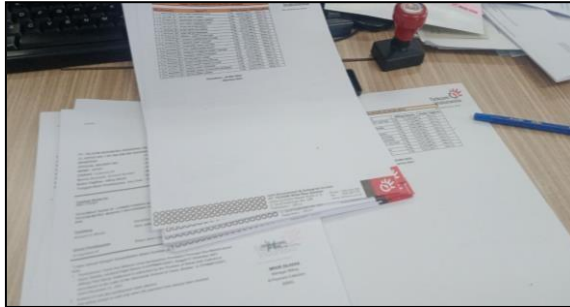


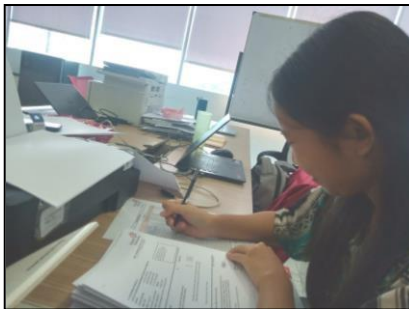
Figure 3 : Telegram Display of FCC DBS BOT system  
Source : Personal Documentation, 2023



Figure 4 : Display of the myx Telkom.co.id website, the link for uploading consumer data  
Source : Personal Documentation, 2023



**Figure 5 : Invoice Document**  
*Source : Personal Documentation, 2023*



**Figure 6 : Check Invoice Document**  
*Source : Personal Documentation, 2023*



**Figure 7 : Work desks in the Business Service division to do the work**  
*Source : Personal Documentation, 2023*



**Figure 8 : Photo in front of the Witel Ridar Logo**  
*Source : Personal Documentation, 2023*

**Appendix 8 : Group Photo and Handover of moments with PT. Telkom Indonesia Tbk. Witel Riau Daratan**







**Figure 9 : Submission of Plague and Acceptance of plague from Apprentice students to The Business Service Manager**  
*Source : Personal Documentation, 2023*



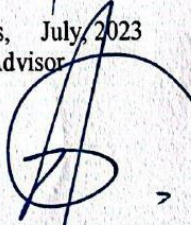
**Figure 10 : Group Photo with Managers and Employees of the Business Service Unit, Enterprise Service Unit and Government Service Unit**  
*Source : Personal Documentation, 2023*

**REVISION SHEET**  
**STUDENT PRACTICE GUIDANCE**  
**INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM**  
**STATE POLITECHNIC BENGKALIS**

Name : Suciana  
Student's Identify No. : 5404191222  
Apprenticeship Place : PT. Telkom Indonesia Tbk. Witel Riau Daratan  
Advisor : Nageeta Tara Rosa, S.E., M.BA

No	Date and Time	Revision	Advisor Initials
1.	12 / June -2023	- Perbaiki tata tulis - Penambahan sumber dan nama Pado lampran foto	
2.	4 / July -2023	- Perbaiki struktur organisasi dijelaskan secara detail	
3.	7 / July -2023	- Perbaiki tata bahasa yang Formal	
4.	12 / July -2023	Accepted.	

Bengkalis, July, 2023  
Advisor

  
**Nageeta Tara Rosa, S.E., MBA**  
NIP. 12002147