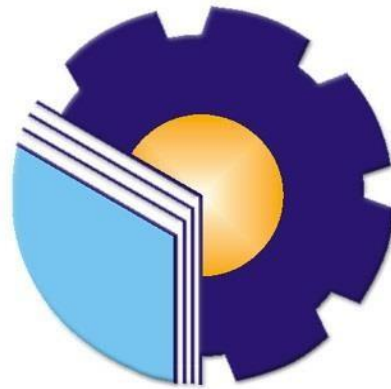


APPRENTICESHIP REPORT

**PT. BANK SYARIAH INDONESIA, TBK
BRANCH OFFICE DURI HANGTUAH 1**



By:

INDRI SETIA PUTRI

5404191204

**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2023**

VALIDATION FORM

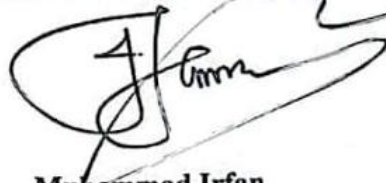
**PT BANK SYARIAH INDONESIA, TBK
BRANCH OFFICE DURI HANGTUAH 1**

Written as one of the Conditions for Completing Apprenticeship

INDRI SETIA PUTRI
5404191204

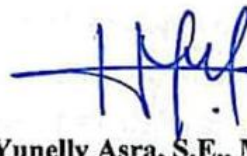
Bengkalis, August 16, 2023

Supervisor
PT. Bank Syariah Indonesia, Tbk
Branch Office Duri Hangtuh 1



Muhammad Irfan
NIP. 2186006604

Advisor
International Business Administration
Study program



Yunelly Asra, S.E., M.M
NIP. 1975070120121220001

Approved by,
The Head of International Business Administration
State Polytechnic of Bengkalis



Wan Junita Raflah, B.Sc., M.Ec., Dev
NIP/ 198406142018032001

PREFACE

All praise and gratitude to the presence of Allah SWT for His blessings and guidance so that the writer is given the convenience and ability to complete practical work and have completed practical work at PT. Bank Syariah Indonesia Tbk Branch Office Duri Hangtuh 1 in a timely manner.

the author also thanks all employees of PT Bank Syariah Indonesia Tbk Branch Office Duri Hangtuh 1 who are very kind, friendly and accept the writer to become one of its members. In completing this internship report, the author has been assisted by many parties. Therefore, the author would like to say a big thank you to:

1. Mr. Johny Custer, S.T., M.T as the Director of State Polytecnic of Bengkalis.
2. Mr. Armada, S.T., M.T as the Deputy Director I of State Polytechnic of Bengkalis.
3. Mrs. Supriati, M. Si as Head of the Business Administration Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec, Devas the Head of International Business Administration Study Program.
5. Mr. Alkadri Perdana, B.IT., M.Si as the Coordinator apprenticeship.
6. Mrs. Yunelly Asra, S.E., M.M as the Advisor of the apprenticeship report.
7. Mr. Ilham Khalid as the Branch Manager of PT Bank Syariah Indonesia Tbk Branch Office Duri Hangtuh 1.
8. Mr. Muhammad Irfan as the Branch Operational Services Manager of PT Bank Syariah Indonesia Tbk Branch Office Duri Hangtuh 1.
9. All employees of PT Bank Syariah Indonesia Tbk Branch Office Duri Hangtuh 1.
10. My beloved parents are my father Muhammad Arrohman and my Mother Suharni. As well as my young brother David Ramadhoni and my young sister Avria Anatasya.

11. To my boyfriend Dicky Andika who always help me, thank you very much for always reminding me of my duties and always giving me strength while studying at the Bengkalis State Polytechnic.

The Author apologizes to all the parties mentioned above if there is mistakes. The Author is fully aware that in the completion of this apprenticeship report there are still many deficiency, but this is the best result the Author can do. In addition, the Authors also hope that this undergraduate thesis is useful for many parties many parties in future.

Bengkalis, August 16 2023

Author



Indri Setia Putri
5404191204

TABLE OF CONTENTS

COVER	i
VALIDATION FORM	ii
PREFACE.....	iii
TABLE OF CONTENTS.....	v
LIST OF FIGURE	vii
LIST OF TABLE	ix
LIST OF APPENDICES	x
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Apprenticeship	1
1.2 Purpose of the Apprenticeship	3
1.3 Significances of the Apprenticeship	4
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	6
2.1 Company History	6
2.2 Vision and Mission	8
2.3 Kind of Business	9
2.4 Organization Structure	14
2.5 The Working process	19
2.6 Document Used for Activity	21
CHAPTER III SCOPE OF THE APPRENTICESHIP.....	33
3.1 Job Description	33
3.2 System and Procedure.....	34
3.3 Place of Apprenticeship	37
3.4 Kind and Description of the Activity.....	55
3.5 Obstacles and Solution.....	67
CHAPTER IV CONCLUSIONS AND SUGGESTIONS.....	69
5.1 Conclusions.....	69
5.2 Suggestions	70

REFERENCES	71
APPENDICES	72

LIST OF FIGURES

Figure 2.1	PT Bank Syariah Indonesia Tbk BO Duri Hangtuh 1.....	6
Figure 2.2	PT Bank Syariah Indonesia Tbk Logo's.....	7
Figure 2.3	Organization Structure.....	15
Figure 2.4	Sample of Signature Card.....	21
Figure 2.5	Aplication Form for Opening Saving Book.....	22
Figure 2.6	Form Debit Card.....	22
Figure 2.7	Passbook Replacement Form.....	23
Figure 2.8	Passbook Closing Form.....	23
Figure 2.9	Customer Services Form.....	24
Figure 2.10	Cash Withdrawal Form.....	24
Figure 2.11	Cash Deposit Form.....	25
Figure 2.12	Aplication for BSI Mobile.....	25
Figure 2.13	BI Cehcking Form.....	26
Figure 2.14	Micro (KUR) Application Form.....	26
Figure 2.15	Mitraguna BSI Application Form.....	27
Figure 2.16	Gold Installment Application Form.....	27
Figure 2.17	Non Individual Form Account Opening Form.....	28
Figure 2.18	Hajj Saving Form.....	29
Figure 2.19	Child Account Opening Form.....	29
Figure 2.20	Statement Letter Does Not NPWP.....	30
Figure 2.21	Glod Installment Brochure.....	30
Figure 2.22	Pilgrimage Organizing Fee Deposit Form.....	31
Figure 2.23	BSI Oto Brochure.....	32
Figure 2.24	Education Savings Form.....	32
Figure 3.1	Morning Breafing.....	36
Figure 3.2	Opening Saving Book.....	55
Figure 3.3	Deposit and Withdrawal Transactions.....	56
Figure 3.4	New Currency Excange Service.....	57
Figure 3.5	Payment Registration Fee.....	57

Figure 3.6	Opening Non Individual Fund Account and QRIS	58
Figure 3.7	Recap Deposit Disbursement	58
Figure 3.8	Prepare a New Passbook Opening Form	59
Figure 3.9	Counting and Sorting Money	59
Figure 3.10	Counting and Separating Riyals	60
Figure 3.11	Recapitulation of Disbursed Financing File	60
Figure 3.12	Separation of Financing Form	61
Figure 3.13	Input Micro KUR Customer Data in Excel	61
Figure 3.14	Create BI Checking Form	62
Figure 3.15	Recapitulation the Saving Book List	62
Figure 3.16	Input the Gold Installment Program Data	63
Figure 3.17	Telemarketing to Customers	63
Figure 3.18	Open an Individual Account in pedekik Village	64
Figure 3.19	Survey of Prospective Micro Credit Customer	64
Figure 3.20	Open Both Gymnastic Event	65
Figure 3.21	Scant of Document of the Cost or Organizing the Pilgrimage ...	65
Figure 3.22	Open Bith Bengkalis Birthday Event	66
Figure 2.23	Upload BIPIH Data in Website	66
Figure 2.24	Recap of Gold Installment Financing in Writing	67

LIST OF TABLES

Table 3.1	Working Hours	35
Table 3.2	Work Uniform.....	35
Table 3.3	Daily Activities of February 1 to February 3 2023.....	37
Table 3.4	Daily Activities of February 6 to February 10 2023.....	38
Table 3.5	Daily Activities of February 13 to February 17 2023.....	38
Table 3.6	Daily Activities of February 20 to February 24 2023.....	39
Table 3.7	Daily Activities of February 27 to March 3 2023.....	40
Table 3.8	Daily Activities of March 6 to March 10 2023.....	40
Table 3.9	Daily Activities of March 13 to March 17 2023.....	41
Table 3.10	Daily Activities of March 20 to March 24 2023.....	42
Table 3.11	Daily Activities of March 27 to March 31 2023.....	43
Table 3.12	Daily Activities of April 3 to April 7 2023	43
Table 3.13	Daily Activities of April 10 to April 14 2023.....	44
Table 3.14	Daily Activities of April 17 to April 18 2023.....	45
Table 3.15	Daily Activities of April 26 to April 28 2023.....	45
Table 3.16	Daily Activities of May 1 to May 5 2023	46
Table 3.17	Daily Activities of May 8 to May 12 2023.....	46
Table 3.18	Daily Activities of May 15 to May 19 2023	47
Table 3.19	Daily Activities of May 22 to May 26 2023	48
Table 3.20	Daily Activities of May 29 to June 2 2023	49
Table 3.21	Daily Activities of June 5 to June 9 2023	49
Table 3.22	Daily Activities of June 12 to June 16 2023	50
Table 3.23	Daily Activities of June 19 to June 23 2023	51
Table 3.23	Daily Activities of June 26 to June 28 2023	51
Table 3.23	Daily Activities of July 3 to July 7 2023	52
Table 3.23	Daily Activities of July 10 to July 14 2023	53
Table 3.23	Daily Activities of July 17 to July 21 2023	53
Table 3.23	Daily Activities of July 24 to July 29 2023	54
Table 3.23	Daily Activities of July 31 2023	55

LIST OF APPENDICES

Appendix 1.	Apprenticeship Acceptance Letter	72
Appendix 2.	List of Attendance	73
Appendix 3.	Company Appraisal Sheet	82
Appendix 4.	Apprentice Farewel	83
Appendix 5.	Photo With Employess	84
Appendix 6.	Two Years Celebration PT Bank Syariah Indonesia	85
Appendix 7.	Kahoot Competition With Employess	86
Appendix 8.	Gymnastics With Bengkalis State Polytechnic	87
Appendix 9.	Meeting and Dinner with Employees	98