

**APPRENTICESHIP REPORT**  
**PT. BANK BTPN SYARIAH Tbk**  
**MMS SUNGAI PENUH**

**ALVIRA MAHARANI**  
**5203211145**



**ENGLISH STUDY PROGRAM**  
**LANGUAGE DEPARTMENT**  
**STATE POLYTECHNIC OF BENGKALIS**  
**2024**

# APPROVAL SHEET

## APPROVAL SHEET APPRENTICESHIP REPORT PT. BANK BTPN SYARIAH TBK.

Written as one of the conditions for completing Apprenticeship

ALVIRA MAHARANI  
5203211145

Sungai Penuh, June 30<sup>th</sup>, 2024

Business Manager  
PT. BANK BTPN SYARIAH TBK.



SETIA NURMILISKA, S.Pd

Advisor,



ARI Satria, M.Pd. B.I  
NIP. 198805172015041002

Approved by,  
Head of English Study Program State Polytechnic of Bengkalis,



ARI Satria, M.Pd. B.I  
NIP. 198805172015041002

# ACCEPTANCE SHEET

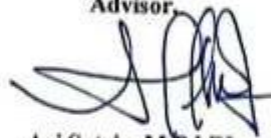
## ACCEPTANCE SHEET

This is to certify that we have been examined the apprenticeship report of ALVIRA MAHARANI Reg. Number 5203211145 who has done the apprenticeship at PT. Bank BTPN Syariah Tbk started from February 16<sup>th</sup> – June 30<sup>th</sup> 2024. This report is used for partial fulfillment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and any all revisions required by the apprenticeship report examine committee had been made.

Bengkalis, July 5<sup>th</sup> 2024

Accepted by:

Advisor,



**Ari Satria, M.Pd, BI**  
NIP. 198805172015041002

Approved by,

Head of English Study Program State Polytechnic of Bengkalis.



**Ari Satria, M.Pd, BI**  
NIP. 198805172015041002

## ACKNOWLEDGEMENT

First of all, thanks a lot to Allah SWT the most gracious and the most merciful who has given grace and guidance. So, this apprenticeship report can be completed and also to our beloved prophet Muhammad SAW who has been inspiration.

During accomplishing graduating paper, thanks to the parties who have participated and provided support so that this apprenticeship report can be completed:

1. Johny Custer, S.T.,M.T. as the Director of State Polytechnic of Bengkalis.
2. Diah Paramita Sari, M.Pd as the Head of Language Department.
3. Ari Satria, M.Pd as the Head of English Study Program and Advisor of Apprenticeship.
4. Isfandayani, S.S., M.SI as Advisor of MSIB (DPP).
5. Sri Fitriya, S.E., M.M as Mentor who has accompanied her throughout the apprenticeship program.
6. Rionaldi, M.Pd, CICS as the Coordinator of Apprenticeship.
7. Aswandi, M.Pd as the coordinator of MSIB.
8. All lecturers of Language Department.
9. Tugiran and Nurbaiti as parents who have given love, supports, and prayers when facing difficult time.
10. All my family who always support.
11. My classmates of English Study Program 2021.

Although this report is far from perfect, but this is a good step from real study. Therefore, considering the limitations of the abilities possessed. This report accept criticism and suggestions, it will make this report useful for others.

Bengkalis, July 5<sup>th</sup>, 2024

Alvira Maharani

## LIST OF CONTENTS

<b>TITLE PAGE .....</b>	<b>i</b>
<b>APPROVAL SHEET .....</b>	<b>ii</b>
<b>ACCEPTANCE SHEET .....</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT.....</b>	<b>iv</b>
<b>LIST OF CONTENTS.....</b>	<b>v</b>
<b>LIST OF TABLES .....</b>	<b>vii</b>
<b>LIST OF FIGURES .....</b>	<b>viii</b>
<b>LIST OF APPENDICES .....</b>	<b>ix</b>
<b>CHAPTER I.....</b>	<b>1</b>
<b>INTRODUCTION.....</b>	<b>1</b>
11.1 Background of the Apprenticeship .....	1
11.2 Purposes of the Apprenticeship .....	2
11.3 Significances of the Apprenticeship .....	2
<b>CHAPTER II.....</b>	<b>4</b>
<b>GENERAL DESCRIPTION OF THE COMPANY.....</b>	<b>4</b>
2.1 Company History.....	4
2.2 Vision and Mission.....	5
2.3 Kind of Business.....	6
2.4 Organization of Structure .....	9
<b>CHAPTER III .....</b>	<b>13</b>
<b>SCOPE OF THE APPRENTICESHIP .....</b>	<b>13</b>
3.1 Job Description.....	13
3.2 Working Procedure.....	13
3.3 Place of Apprenticeship .....	20
3.4 Obstacle and Solution.....	24
3.5 Document Used for Activity.....	25

<b>CHAPTER IV.....</b>	<b>26</b>
<b>CONCLUSION AND SUGGESTION.....</b>	<b>26</b>
4.1 Conclusion .....	26
4.2 Suggestion .....	26
<b>REFERENCES.....</b>	<b>27</b>
<b>APPENDICES .....</b>	<b>28</b>