

**APPRENTICESHIP REPORT**

**PT. INDONESIA COMENTS PLUS  
(ICON+)**



**Novalia Ramadani**  
**5404201278**

**INTERNATIONAL BUSINESS  
ADMINISTRATION STUDY PROGRAM  
BUSINESS ADMINISTRATION  
DEPARTMENT STATE POLYTECHNIC OF  
BENGKALIS BENGKALIS-RIAU  
2024**

## APPRENTICESHIP REPORT

### PT. INDONESIA COMENTS PLUS (ICON+)

Written as one of the conditions for completing Job Training

Novalia Ramadani  
5404201278

Bengkalis, Juni 28, 2024

Manager Business and Enterprise  
Service



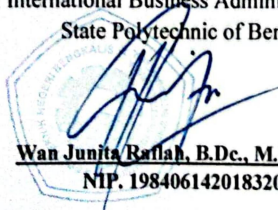
Ridwansyah Putra S.M  
NIP. 982300091CN

Advisor



Adrian Irnanda Pratama, S.Soc., M.B.A  
NIP.98911172019031012

Approved by,  
The head of International Business Administration Study Program  
State Polytechnic of Bengkalis



Wan Junita Ruffah, B.Dc., M.Ec.Dev  
NIP. 1984061420183200

## PREFACE

Praise and gratitude the author prays to the presence of Allah SWT who has bestowed His mercy and grace so that the author can complete the writing of this practical work report. This practical work report was prepared based on the implementation of practical work that the author carried out at PT Indonesia Comnets Plus (Icon+) from March 4 to June 28 2024.

In the implementation of this practical work the author seeks to gain knowledge, insight and skills regarding administration that has been obtained in collage and systems in the world of work as much as possible by utilizing the facilities provided by the company.

The authors also express their gratitude to all employees of PT Indonesia Comnets Plus (Icon+) who are very kind, friendly and accept the authors to join and have an opportunity to become one of the family members of PT Indonesia Comnets Plus (Icon+).

In compiling this apprenticeship report, the author realize that without the guidance from various parties this apprenticeship report cannot be completed in a specific time, so the authors want to thank all the those who have been involved and assisted the author. Related parties include:

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With the limited time and ability, the authors realize that in writing this report there are still many shortcomings. Therefore, the authors highly expect all suggestions and constructive critics as lessons for the future, hopefully this report can be useful for readers.

Bengkalis, 31 June 2024



Novalia Ramadan  
5404201278

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# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Apprenticeship

Field Work Practice (PKL) is one of the mandatory courses in several study programs for every student to follow within a specified period of time to meet the graduation requirements (Putri & Bania, 2022). The implementation of street vendors aims to train students to be able to adapt to the world of work and provide experience to students about the work system in government or private agencies so that they can understand how the world of work system will be faced in the future.

Bengkalis State Polytechnic is one of the universities (Oktorina & Nofiar Am, 2022). Lecture activities required at this university include theory, practicum and final project lectures. In addition, students are also required to complete field work practices (PKL) which aim to produce qualified graduates who are able to compete in the world of work.

PT. Indonesia Comnets Plus (ICON+) is a subsidiary of PT. PLN (Persero) which is engaged in meeting the needs and interests in providing *Information and Communication Technology* (ICT) solutions. In mid-2019, ICON+ together with its parent company, PT. PLN is building a new business collaboration in the field of internet and IPTV services, namely presenting Stroomnet products. Stroomnet is a broadband internet service with fiber network quality (Tiurlan & Wicaksono, 2023).

As time goes by and technology develops, now Stroomnet has changed its name to Iconnet as a new brand of *fixed broadband* internet services by providing Reliable, Affordable, and Unlimited fiber optic-based internet services (Febrian & Darmawan, 2022). Many factors cause internet connection disruptions, such as broken fiber optic cables, device damage, and bandwidth *overload* that can hinder users or *customers* from using the internet (Armet, 2022). And to find out the damage and length of the cable, you can use a measuring tool, namely OTDR (*Optical Time Domain Reflector*) which can determine the length of the cable and the transmission distance that can be achieved by optical light by reporting all

types of damage that occur along the optical cable (Ratih Devyanti et al., 2021).

## **1.2 Purpose of the Apprenticeship**

The objectives of the implementation of street vendors include:

1. The apply the knowledge gained by students while in college is not only limited to knowing the theory but can practice directly.
2. Knowing and studying the work process at PT Indonesia Comnets Plus Representative Office.
3. The can add new insights and develop the potential of science in each student.

## **1.3 Uses of Fieldwork Practice**

### **1.3.1 The Uses of Street Vendors for Students**

The uses of the implementation of Field Work Practice for students are:

1. Gain experience or a real picture of the job
2. Able to apply and improve the knowledge gained during learning in lectures to the workplace.
3. The develop skills, creativity, work discipline and responsibility in carrying out work.
4. Adding insight and knowing the work process at PT. Indonesia Comnets Plus.

### **1.3.2 Uses of street vendors for Bengkalis State Polytechnic**

The uses of the implementation of Field Work Practice for the Indonesian Technocrat University are:

1. As a means of building cooperation between Polihnik Negri Bengkalis and PT. Indonesia Comnets Plus.
2. Deepening and Improving the Quality of Graduates from the Bengkalis State Polytechnic through Field Work Practice.

#### 1.4 Field Work Practice Sites

Implementation of field work practice (PKL)Field work practice is carried out at PT. Indonesia Comnets Plus (ICON+) is located on Jl. Soekarno - Hatta, Sidomulyo Tim. Marpoyan Damai District, Pekanbaru City, Riau 28289.

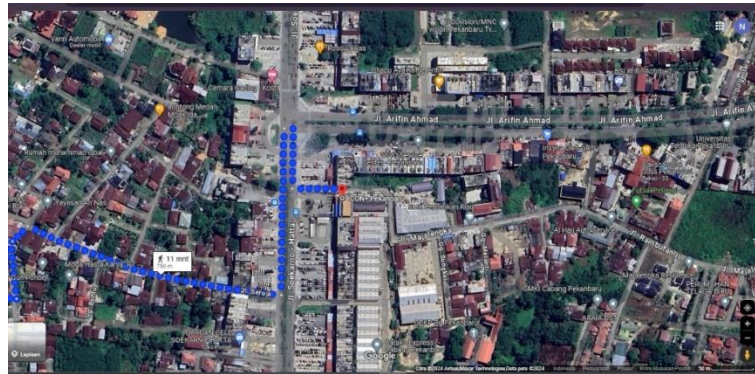


Figure 1.1 Maps/Location of Icon Plus Pekanbaru

Source: PT. Icon Plus 2024

#### 1.5 Field Work Practice Implementation Schedule

Implementation of Field Work Practice at PT. Indonesia Comnets Plus Pekanbaru Representative Office. carried out for 2 months. Starting from March 1, 2024 to May 1, 2024.

Below is a table of working hours carried out at PT. Indonesia Comnets Plus Pekanbaru:

**Table 1.1 Schedule** for the Implementation of Field Work Practice

Day	Enter	Rest	Pulang
Senin	08:00	12:00-13:00	17:00
Selasa	08:00	12:00-13:00	17:00
Rabu	08:00	12:00-13:00	17:00
Kamis	08:00	12:00-13:00	17:00
Jumat	08:00	12:00-13:00	17:00

Source: PT. Icon Plus 2024

## CHAPTER II GENERAL DESCRIPTION OF THE COMPANY

### 2.1.1 Company profile

#### 2.1.1 PT Indonesia Plus (Icon +)

PT Indonesia Comnets Plus (doing business as PLN Icon Plus) is a subsidiary of PLN engaged in information and communication technology. To support its business activities, until the end of 2021, this company has 26 representative offices spread throughout Indonesia.



**Figure 2.1 PLN Icon Plus Logo**

*Source: PLN.com*

In 2000, PLN Icon Plus started its commercial activities with a Network Operation Center located in Gandul, Cinere. As a Subsidiary of PT PLN (Persero), the establishment of PLN Icon Plus is focused on serving the needs of PT PLN (Persero) for telecommunication networks. However, along with the industry's need for a telecommunication network with a consistent level of availability and reliability, PLN Icon Plus is developing a business by distributing the excess capacity of PT PLN (Persero)'s fiber optic electricity telecommunication network in Java and Bali for public needs. PLN Icon Plus collaborates with various companies and institutions, especially those whose operational activities require an extensive and reliable telecommunication network.

Since 2008, PLN Icon Plus has consistently and gradually expanded telecommunication network connectivity to various remote areas in Indonesia by maximizing the utilization of PT PLN (Persero's electricity network rights), namely "*Right of Ways*" (RoW), which has regional coverage throughout Indonesia. This is done in accordance with the vision of "Becoming the Leading

Information and Communication Technology (ICT) Solution Provider in Network-Based Indonesia Through the Utilization of Strategic Assets". PLN Icon Plus also consistently innovates products and services by prioritizing network quality and the latest technology.

The inauguration of PLN's subholding holding by the Minister of SOEs on September 21, 2022 also marked the beginning of a new chapter of ICON+ as PLN Icon Plus. Holding the status of a subholding of PLN, PLN Icon Plus no longer only plays the role of PLN's IT Enabler. Rather, it will be the spearhead of PLN in building business lines outside of electricity or Beyond kwh. The establishment of the Beyond kWh subholding changed the direction of PLN Icon Plus' business. From the original focus on the connectivity business, it is now consolidating all Beyond kWh initiatives in the PLN Group. PLN Icon Plus is also responsible for managing 3 business clusters, namely electricity, connectivity services, and PLN IT services.

## **2.2 Vision and Mission of PT Indonesia Comnets Plus**

### **2.2.1 Vision of PT. Indonesia Comnets Plus**

The vision of PT. Indonesia Comnets Plus "Be the leading provider of network-based ICT solutions in Indonesia through the utilization of strategic assets.

### **2.2.2 Mission of PT. Indonesia Comnets Plus**

The following is the mission of the company PT. Indonesia Comnets Plus (ICON +), namely:

- a. Providing best-in-class ICT services to customers to increase company value
- b. Proactively meet the needs and expectations of PLN by providing innovative ICT solutions and providing additional value.
- c. Building a high-performing learning organization to encourage companies to achieve superior business and be the choice for the best talents.
- d. Contributing to the development of national telecommunications.

## 2.3 Kind of Business

PT. Indonesia Comnets Plus merupakan anak perusahaan PT. PLN(Persero) yang bergerak untuk memenuhi kebutuhan dan kepentingan dalam penyediaan solusi-solusi *Information and Communacations Technology* (ICT). Pada pertengahan tahun 2023, ICON+ bersama dengan perusahaan induknya,PT. The wood itself is divided into 3 (three), namely hardwood and softwood and from several other plants.

### 2.3.1 ICONect

This service is a connectivity solution that provides more value for customers. The solution provided is in the form of data communication that connects customer locations in various regions of Indonesia,the *end to end fiber optic* network will ensure smooth and fast and secure information exchange according to customer needs. The ICONect service is divided into 4, namely:

1. Metro Ethernet (Metronet)

Metronet is a data communication service that is a perfect combination of *Optical Transport technology, Giga Ethernet Switching, and IP Network* specifically intended for metropolitan areas. Metronet in ICON+ is a data communication service with *a dedicated connection system* between one location to another, based on *fiber optic* using Ethernet technology in the user, the metronet is not included in the TDM technology on the Clear Channel. ICON+ has a metronet network that is purely self-managed without buying a network from other *providers* (both link and *transport*) so that the security of customer data is definitely more guaranteed because there is no third hand at play.

1. IP VPN (Internet Protocol – Virtual Private Network)

IP VPN is a data communication service that is *a shared network* based on IP technology equipped with MPLS (Multi Protocol Label Switching) technology to form a Wide Area Network (WAN).

2. Clear Channel

Clear Channel is a non-protocol telecommunication network service *based on* SDH (Synchronous Digital Hierarchy) technology that uses *end-to-end fiber optic* transmission media, so it has a high level of reliability and security. Clear Channel is a data communication service with *a system dedicated connection* between one location to another (*point to point*) and has capacities ranging from 2 Mbps (E1) to 10 Gbps (STM 64) with unlimited connection time.

### 3. IP VSAT (Internet Protocol - Very Small Aperture Terminal)

IP VSAT is a satellite communication service that uses VSAT technology as a communication device that is integrated with *IP-based* networks.

## 2.3.2 ICONWeb

The need for customers to get access to information and communication without barriers through international networks and *peering* with local *providers*. The ICONWeb service is divided into 4, namely:

### 1. Internet Corporate

Internet Corporate is a data communication service with *a dedicated system (point to point)*, as a service with a better level of QoS and security compared to ordinary IP networks, with Internet Corporate services, customers can access the internet for 24 hours non-stop. The applicable tariff is *flat*, so customers do not have to worry about fluctuations in internet costs every month.

### 2. IIX Access (Indonesia Internet Exchange Access)

It is an effective solution for companies that need national interconnection to Indonesia.

### 3. IP Transit NAP

Network Access Point is a network interconnection point where Internet Service Providers (ISPs) and Network Service Providers (NSPs) can connect to each other in a peering. With the existence of NAP using Tier 1, it will be easier to connect to Internet Telephony, VoIP, VPN, media streaming, and Video Conference, especially to international links.



#### 4. I-WIN

I-WIN is an effective solution for the reliability of national internet interconnection. I-WIN is a *professionalservice* for customers who need wi-fi infrastructure as a *hotspot* for internet and intranet service access.

### 2.3.3 ICONBase

Reliable infrastructure is the key where data security is important today. ICON+ provides a wide range of services, secure infrastructure and can provide more value for customers' business efficiency. Supported by Tier-3 *data centers* located in the country. ICON+ is committed to providing the best infrastructure services with a high level of security. The ICONBase service is divided into 3, namely:

#### 1. I-SEE/VASS (Video as Service)

It is a high-quality *Video Surveillance* service with the best network and storage capacity.

#### 2. I-VIP (Video Conference)

It is a video and voice interactive communication service that involves two or more participants, either in the same or different geographic locations.

#### 1. Electricity Application Solution (PLN)

##### a. Centralized Customer Service Application (AP2T))

It is a centralized application system that is created online (*web-based application*) and covers the entire business and administrative process for PLN customers. Until now, the application system serves customer service needs which include: *online imaging*, PLN ERP, prepaid electricity, non-electricity bill payment, and *contact center management*.

##### b. Integrated Complaints and Complaints Application (APKT)

It is an application used for network operational management, network distribution, *record* and *recovery* from customer disruptions and complaints. Management is carried out online, *real-time* and integrated with other PLN business processes.

c. Contact Center 123 PLN

It is a customer service system aimed at providing convenience for PLN customers, in communicating, conveying customer disturbances and complaints. This system is managed centrally by PT ICON+ with the aim of improving PLN services.

## 2.4 Organizational Structure

Organizational Structure is a work system in the form of a series or components of work units that connect functions, divisions, and positions in an organization (Mulyanagara & Ali, 2023). Corporate Organizational Structure of PT. Indonesia Comnets Plus (ICON+) can be seen in the following figure 2.2:

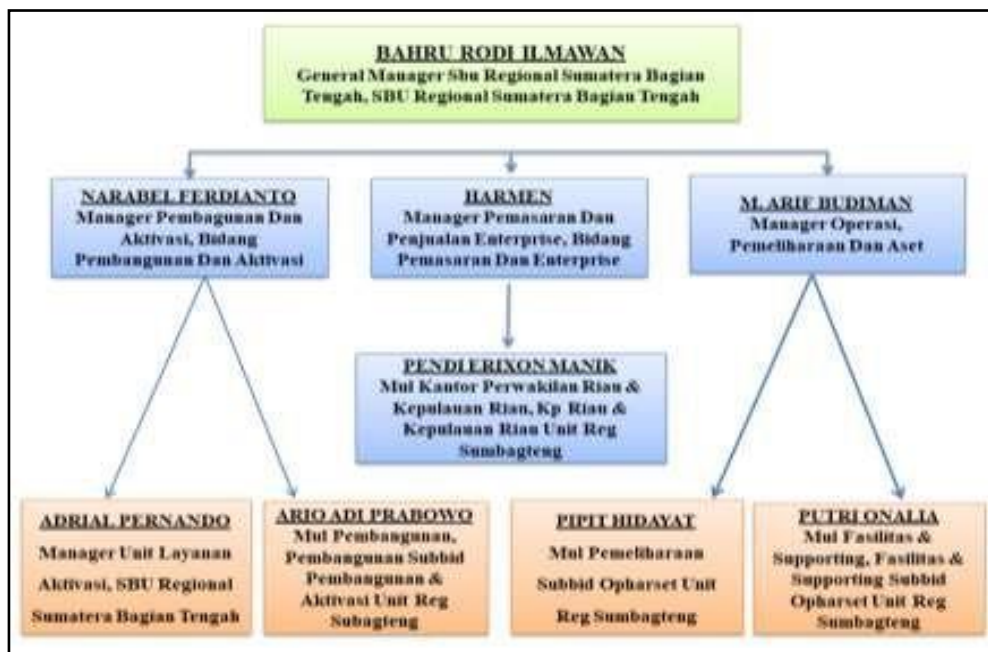


Figure 2.2 Organizational Structure

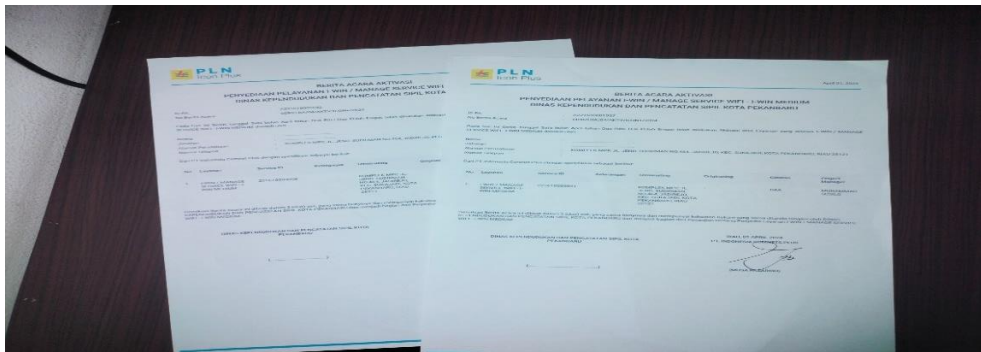
Source: PT. Icon Plus 2024

## 2.5 Document used for activity

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

### 1. Proposal PT Charoen Pokphand Indonesia Tbk

The proposal of PT Charoen Pokphand Indonesia Tbk is to deliver proposals for prospective customers from PT Icon Plus submitted by institutions or agencies at PT Icon Plus who are stakeholders for PT Icon Plus both in terms of regions or campuses as well as other institutions and agencies. proposal for prospective customers from PT Icon Plus customers and is addressed in figure 2.3 below:



**Figure 2.3** PT Charoen Pokphand Indonesia Tbk  
*Source: PT. Icon Plus 2024*

### 2. Assessment Form (Bid Details)

The assessment sheet and details of the price quote are the assessment and details of the price quote submitted where this sheet determines whether the details of the price offer will be accepted and given the selling price that will be given to PT Icon Plus with potential customers and is addressed in figure 2.4 below:



**Figure 2.4 Assessment Form (Bid Details)**

*Source: PT. Icon Plus 2024*

3. Proposals, internship application letters and industry visits

The document is addressed to PT Icon Plus as a condition for applying for an internship, where later the Bengkalis State Polytechnic Campus will review and sort out how the campus and the proposed requirements have been met or not. The apprenticeship proposal and application are shown in Figure 2.5 below:



**Figure 2.5 Proposals, application letters for internships and industrial visits**

*Source: PT. Icon Plus 2024*

4. Check the disbursement of funds from s PT Icon Plus.

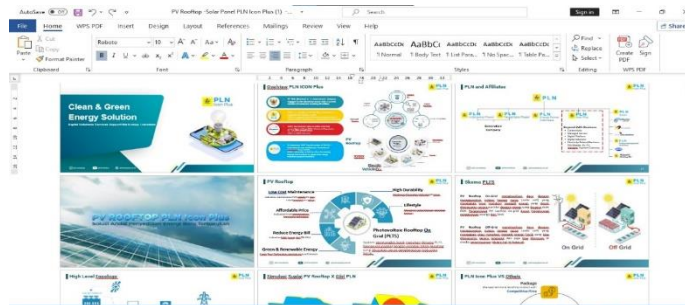
This document is used as proof of the disbursement of funds from all those who have been employed at PT Icon Plus for proposals that have been submitted from various agencies and organizations. Check the disbursement of funds at PT Icon Plus can be seen in Figure 2.6 below:



**Figure 2.6 Check the disbursement of funds from s PT Icon Plus.**  
*Source: PT. Icon Plus 2024*

**5. The customer proposal from PT. Icon Plus**

The proposal for delivery to the place of prospective customers is a proposal submitted by PT. Icon Plus for the development plan of customers who have been customers from the company PT. I con Plus. The customer proposal from PT. The Plus Icon can be seen in Figure 2.7 below:



**Figure 2.7 The customer proposal from PT. Icon Plus**  
*Source: PT. Icon Plus 2024*

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1.1 Job Description**

During the practical work period at PT. Indonesia Comnets Plus, the author is placed in the business development unit developed by Icon Plus. The business development unit was formed to be responsible for business development under the auspices of PT. Indonesia Comnest Plus, the department tasked with managing and being responsible for the company's relations with stakeholders around the region. companies and also campuses as well as organizations and institutions around the company.

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

1. Make proposals for customers from PT. Indonesia Comnest Plus.
2. Review the proposal for applying for business development funds at PT. Indonesia Comnets Plus.
3. Make a recapitulation of business development data at PT. Indonesia Comnets Plus.
4. Take part in customer surveys from PT. Indonesia Comnets Plus and do data recapitulation.

#### **3.2 Place of Apprenticeship**

Implementation of Field Work practices at PT. Indonesia Comnets Plus (ICON+) starts on March 18 2024 – May 31 2024 which lasts almost 3 months. As for activities in practical field work at PT. Indonesia Comnets Plus (ICON+) is as follows:

Introduction Before the practical field work activity begins, the author makes a self-introduction and introduction to the company and is given guidance on Standard Operating Procedures (SOP).

Location of PT. Indonesia Comnets Plus (ICON+) has several divisions for practical field work activities, during the implementation of practical field work

activities the author was placed in the marketing division.

Field Work Practice Activities In carrying out field work practices at PT. Indonesia Comnets Plus (ICON+) received the following tasks:

a. Delivering Proposals

Proposal delivery is carried out at several PT Indonesia Comnets Plus, companies or agencies with the aim of providing an explanation of the services or goods needed by the customer.



**Figure 3.1** Delivering Proposals

*Source: PT. Icon Plus 2024*

b. Attend Invited Seminars

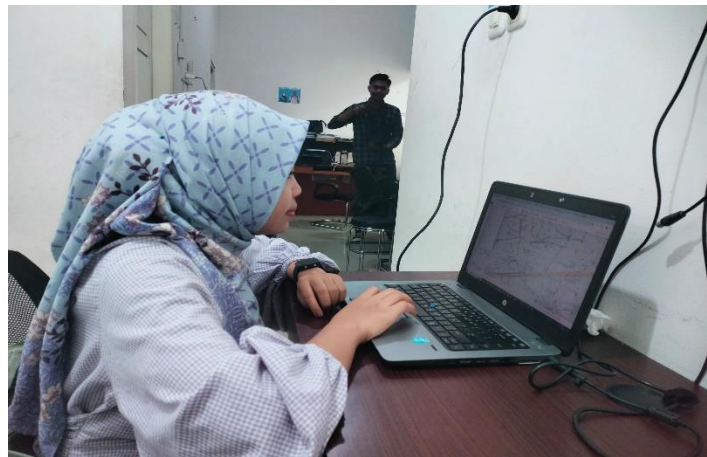
Figure 3.2 shows the activities of the Rt/Rw Net Socialization seminar for Rokan Hilir Regency which was invited by Diskominfo Rokan Hilir, the event started from 08.00 WIB – 16.00 WIB, located at the Furaya Pekanbaru hotel. RT/RW Net is an internet service that was built independently by local residents through an internet service provider (ISP).



**Figure 3.2** Attend Invited Seminars

*Source: PT. Icon Plus 2024*

c. Carrying out mapping (looking for customer coordinates)



**Figure 3.3** Carrying out mapping (looking for customer coordinates)

*Source: PT. Icon Plus 2024*

In Figure 3.3, there is a customer data mapping activity using the Amarta website and also using Google Maps to find coordinates.

d. Making calls to customers from PT. Indonesia Comnets Plus





**Figure 3.3** Making calls to customers from PT. Indonesia Comnets Plus

*Source: PT. Icon Plus 2024*

Figure 3.3 shows the activity of calling customers and collecting customer data using the ICRM application.

e. Carrying out customer mutation data collection

In figure 3.4 is a customer transfer activity using the ICRM website, in figure 3.4 is changing the customer's star billing date and activation date.

SERVICE ID	NAMA LAYANAN	NAMA PRODUK	TOL START BILLING	KETERANGAN	TOL AKTIVASI	HARGA LAYANAN	ALAMAT TERMINATING
222401002153	LAIN LAIN	LAIN LAIN	2024-01-16		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...
222401002144	LAIN LAIN	LAIN LAIN	2024-01-16		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...
222401002145	LAIN LAIN	LAIN LAIN	2023-12-01		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...
222401002146	LAIN LAIN	LAIN LAIN	2023-12-01		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...
222401002147	LAIN LAIN	LAIN LAIN	2023-12-01		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...
222401002148	LAIN LAIN	LAIN LAIN	2023-12-01		2023/12/28	1,225,000,000	L. MUSYAWARAH RT. 011 RW. 09. LABUH B...

**Figure 3.6** customer mutationSharing time

*Source: PT. Icon Plus 2024*

f. *sharing time*



Figure 3.7 sharing time

Source: PT. Icon Plus 2024

In figure 3.7 is a sharing time activity, namely sharing stories about what has been learned and providing several challenges, such as creating content and learning public speaking. Membuat PPT pelanggan dari PT. Indonesia Comnets Plus

g. Power Point

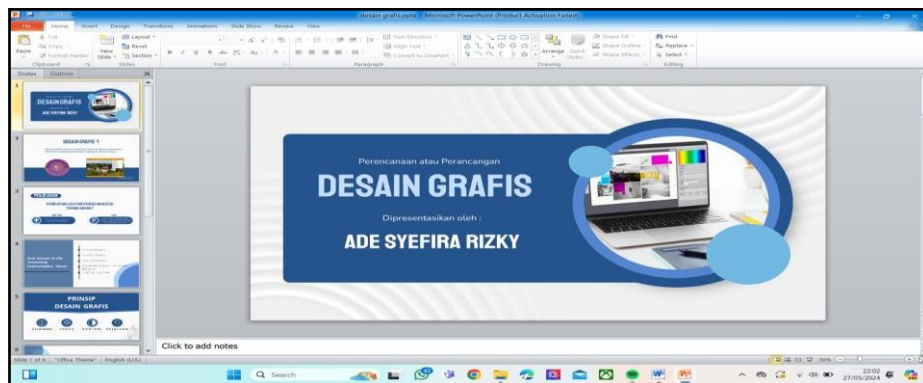


Figure 3.8 power point

Source: PT. Icon Plus 2024

Figure 3.8 shows the power point results that have been made by students which will be presented in front of their mentors and field work practice friends. The aim of this presentation is to train students' public speaking.

### 3.3 Obstacle and Solution

#### 1.3.1 Obstacle

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

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

#### 3.4.2 Solution

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

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

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **4.1 Conclusion**

Based on the explanation that has been described, the author realizes that this report is still far from perfection. This is due to the limitations of the author's knowledge, time and abilities.

By the end of this report, the author has gained knowledge and experience, especially in the world of work, which is very valuable and useful for now and when working in the future. Based on field work practices at PT. Indonesia Comnets Plus (Icon+) which has been carried out, the following conclusions can be drawn:

1. The author can apply Microsoft Office (Excel, Word) which has been studied during lectures as a tool for making Return Material Authorization (RMA), and making Preventive Maintenance reports.
2. PT Indonesia Comnets Plus (ICON+) in its daily activities uses ICRM as a tool in processing data. Where every input, change or release of data can be known by all Pekanbaru Region Strategic Business Units (SBU).
3. The author can find out how to reserve a device using the ICRM system at PT Indonesia Comnets Plus (ICON+) with the guidance of other employees who tell them how to make a reservation for a device along with data such as ICRM number, device name, etc. The author was also given information about the delivery flow of the data that had been reserved by sending it via email to the warehouse and the vendor.

#### **4.2 Suggestion**

After carrying out Field Work Practices for approximately 4 months at PT Indonesia Comnets Plus Pekanbaru, the author's suggestions are as follows:

1. PT Indonesia Comnets Plus Pekanbaru hopes for more intensive collaboration between fellow employees and vendors so that it can help each other's performance processes. If smooth performance is guaranteed, customer service can be more optimal.
2. There is a need to increase human resources at PT Indonesia Comnets Plus Pekanbaru because several employees have double jobs.

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## APPENDICES

### Appendix 1. Figures of Apprenticeship





## Appendix 2. Apprenticeship Acceptance Letters



Pekanbaru, 29 Februari 2024

Nomor : 0722.STg/AGA.02.01/IC010112/2024  
Lampiran : -  
Perihal : Balasan Izin PKL

Kepada Yth.  
Kampus Politeknik Negeri Bengkalis

Dengan hormat,

Sehubungan dengan surat dari Politeknik Negeri Bengkalis perihal Permohonan Kerja Praktek (KP) No. 797/PL31/TU/2024 tanggal 19 Februari 2024. Kepada Mahasiswa :

No.	Nama	NIM	Jurusan
1.	Sapto Hadi Agusman	6304201257	D4 Rekayasa Perangkat Lunak
2.	Novalia Ramadani	5404201278	D4 Administrasi Bisnis Internasional
3.	Aidil Adha	6304201267	D4 Rekayasa Perangkat Lunak
4.	Sarah Diffa	6304201309	D4 Rekayasa Perangkat Lunak

Bersama ini kami sampaikan bahwa siswa tersebut di atas dapat kami terima untuk melaksanakan PKL di PT INDONESIA COMNETS PLUS mulai dari 4 Maret – 30 Juni 2024.

Demikian surat ini kami sampaikan, atas perhatiannya kami ucapkan terima kasih. kami ucapkan terima kasih.

**Manager Sarju SUMBAGTENG**



**Harmen**



### Appendix 3. List of Attendance

#### ABSEN HARIAN KERJA PRAKTEK

Nama Mahasiswa : Novalia Ramadani  
 Nim : 5404201278  
 Tempat Kerja Praktek : PT INDONESIA COMNETS PLUS

No	Hari/Tanggal	Tanda Tangan Mahasiswa	Tanda Tangan Pembimbing
1	Senin, 4 Maret 2024		
2	Selasa, 5 Maret 2024	Sakit	
3	Rabu, 6 Maret 2024		
4	Kamis, 7 Maret 2024		
5	Jumat, 8 Maret 2024		
6	Senin, 11 Maret 2024	Hari Cuci. MYEP. Tahun Baru Cina	
7	Selasa, 12 Maret 2024	Cuti bersama Hari Cuci. MYEP.	
8	Rabu, 13 Maret 2024		
9	Kamis, 14 Maret 2024		
10	Jumat, 15 Maret 2024		
11	Senin, 18 Maret 2024		
12	Selasa, 19 Maret 2024		
13	Rabu, 20 Maret 2024		

14	Kamis, 21 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
15	Jumat, 22 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
16	Senin, 25 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
17	Selasa, 26 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
18	Rabu, 27 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
19	Kamis, 28 Maret 2024	<i>Leaf</i>	<i>Ridwan</i>
20	Jumat, 29 Maret 2024	wafat Isa Almasih	

Pekanbaru, 29 Maret 2024

Pembimbing

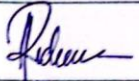


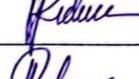
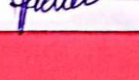

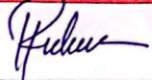




**Ridwansyah Putra S.M**  
Account Manager 1



**ABSEN HARIAN  
KERJA PRAKTEK**

Nama Mahasiswa : Novalia Ramadani  
 Nim : 5404201278  
 Tempat Kerja Praktek : PT INDONESIA COMNETS PLUS

No	Hari/Tanggal	Tanda Tangan Mahasiswa	Tanda Tangan Pembimbing
1	Senin, 1 April 2024	12:00	
2	Selasa, 2 April 2024	12:00	
3	Rabu, 3 April 2024	12:00	
4	Kamis, 4 April 2024	12:00	
5	Jumat, 5 April 2024	12:00	
6	Senin, 8 April 2024	Cuti Bersama Hari Raya Idul Fitri	
7	Selasa, 9 April 2024	Cuti Bersama Hari Raya Idul Fitri	
8	Rabu, 10 April 2024	Cuti Bersama Hari Raya Idul Fitri	
9	Kamis, 11 April 2024	Cuti Bersama Hari Raya Idul Fitri	
10	Jumat, 12 April 2024	Cuti Bersama Hari Raya Idul Fitri	
11	Senin, 15 April 2024	Cuti Bersama Hari Raya Idul Fitri	
12	Selasa, 16 April 2024		
13	Rabu, 17 April 2024		



14	Kamis, 18 April 2024	<i>Staf</i>	<i>Ridwan</i>
15	Jumat, 19 April 2024	<i>Staf</i>	<i>Ridwan</i>
16	Senin, 22 April 2024	<i>Staf</i>	<i>Ridwan</i>
17	Selasa, 23 April 2024	<i>Staf</i>	<i>Ridwan</i>
18	Rabu, 24 April 2024	<i>Staf</i>	<i>Ridwan</i>
19	Kamis, 25 April 2024	<i>Staf</i>	<i>Ridwan</i>
20	Jumat, 26 April 2024	<i>Staf</i>	<i>Ridwan</i>
21	Senin, 29 April 2024	<i>Staf</i>	<i>Ridwan</i>
22	Selasa, 30 April 2024	<i>Staf</i>	<i>Ridwan</i>

Pekanbaru, 30 April 2024  
Pembimbing

  
**Ridwansyah Putra S.M.**  
Account Manager I

**ABSEN HARIAN  
KERJA PRAKTEK**

Nama Mahasiswa : Novalia Ramadani  
 Nim : 5404201278  
 Tempat Kerja Praktek : PT INDONESIA COMNETS PLUS

No	Hari/Tanggal	Tanda Tangan Mahasiswa	Tanda Tangan Pembimbing
1	Rabu, 1 Mei 2024	Hari Buruh Internasional	
2	Kamis, 2 Mei 2024		
3	Jumat, 3 Mei 2024		
4	Senin, 6 Mei 2024		
5	Selasa, 7 Mei 2024		
6	Rabu, 8 Mei 2024		
7	Kamis, 9 Mei 2024	Kenaikan Isa almasih	
8	Jumat, 10 Mei 2024	Cuti bersama kenaikan Isa almasih	
9	Senin, 13 Mei 2024		
10	Selasa, 14 Mei 2024		
11	Rabu, 15 Mei 2024		
12	Kamis, 16 Mei 2024		
13	Jumat, 17 Mei 2024	Sakit	

14	Senin, 20 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
15	Selasa, 21 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
16	Rabu, 22 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
17	Kamis, 23 Mei 2024	Hari raya waisak	
18	Jumat, 24 Mei 2024	Cuti Bersama Hari raya waisak	
19	Senin, 27 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
20	Selasa, 28 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
21	Rabu, 29 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
22	Kamis, 30 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>
23	Jumat, 31 Mei 2024	<i>Hauf</i>	<i>Ridwan</i>


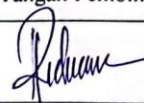

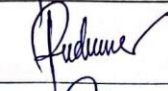

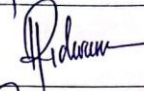



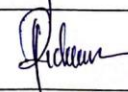

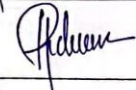



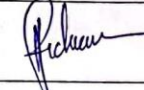



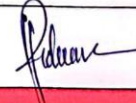


Pekanbaru, 31 Mei 2024  
Pembimbing

*Ridwan*  
  
**Ridwansyah Putra S.M**  
 Account Manager



**ABSEN HARIAN  
KERJA PRAKTEK**

Nama Mahasiswa : Novalia Ramadani  
 Nim : 5404201278  
 Tempat Kerja Praktek : PT INDONESIA COMNETS PLUS

No	Hari/Tanggal	Tanda Tangan Mahasiswa	Tanda Tangan Pembimbing
1	Senin, 3 Juni 2024		
2	Selasa, 4 Juni 2024		
3	Rabu, 5 Juni 2024		
4	Kamis, 6 Juni 2024		
5	Jumat, 7 Juni 2024		
6	Senin, 10 Juni 2024		
7	Selasa, 11 Juni 2024		
8	Rabu, 12 Juni 2024		
9	Kamis, 13 Juni 2024		
10	Jumat, 14 Juni 2024		
11	Senin, 17 Juni 2024	Hari Raya Idul Adha	
12	Selasa, 18 Juni 2024	Cuti Bersama Hari Raya Idul Adha	
13	Rabu, 19 Juni 2024		

14	Kamis, 20 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
15	Jumat, 21 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
16	Senin, 24 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
17	Selasa, 25 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
18	Rabu, 26 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
19	Kamis, 27 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>
20	Jumat, 28 Juni 2024	<i>Yusuf</i>	<i>Ridwan</i>

Pekanbaru, 28 Juni 2024  
Pembimbing


  
**Ridwansyah Putra S.M**  
Account Manager 1




## Appendix 4, Daily Activities

### WEEKLY ACTIVITIES OF PT INDONESIA COMNETS PLUS

Day: Monday-Friday (1<sup>st</sup> Week)

Date: March, 04<sup>th</sup>-08<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	Get to know the mentor and provide information about the entry schedule and uniform to be used.	Ridwansyah Putra S.M	
2.	create a customer letter from Icon Plus from a wifi subscriber		
3	create PPT for EV- GENERAL from provided by Icon Plus		
Noted by Supervisor			

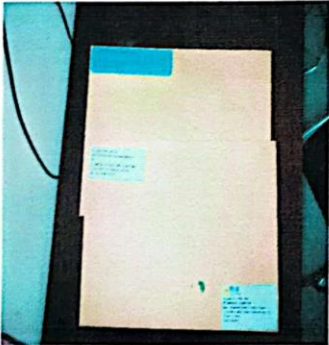

No	Documentation
1.	  
2	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Wednesday-Friday (1<sup>st</sup> Week)

Date: March, 13<sup>th</sup>-15<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	create a customer letter from Icon Plus from a wifi subscriber	Ridwansyah Putra S.M	
2.	carry out proposal delivery activities at companies / agencies		
<b>Noted by Supervisor</b>			



No	Documentation
1.	 
2	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Friday (1<sup>st</sup> Week)

Date: March, 18<sup>th</sup>-22<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	Data mapping to Pekanbaru city	Ridwansyah Putra S.M	
2.	Called customers who subscribed to WiFi to confirm there was a problem with WiFi and the payment time		
<b>Noted by Supervisor</b>			

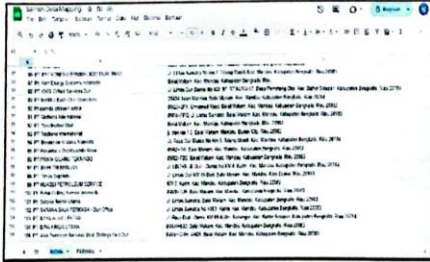

No	Documentation
1.	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 1;">  </div> </div>
2.	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Thursday (1<sup>st</sup> Week)

Date: March,25<sup>th</sup>-28<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	Data mapping to Pekanbaru city	Ridwansyah Putra S.M	
2.	carry out proposal delivery activities at companies / agencies		
<b>Noted by Supervisor</b>			



No	Documentation
1.	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 45%;">  </div> </div>
2.	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Tuesday-Friday (1<sup>st</sup> Week)

Date: April, 16<sup>th</sup>-19<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	search for customer data (Mapping) and create ppt.	Ridwansyah Putra S.M	
2.	determining the distance to location coordinates (mapping) and sharing time.		
<b>Noted by Supervisor</b>			

No	Documentation
1.	 
2	<b>Explanation</b>

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Tuesday (1<sup>st</sup> Week)

Date: April, 22<sup>nd</sup>-30<sup>th</sup> 2024

No	Description of Activities	Task Assignor	signature
1.	Called customers who subscribed to WiFi to confirm there was a problem with WiFi and the payment time	Ridwansyah Putra S.M	
2.	Measure the distance from the FOT coordinate point to the customer coordinate point using Maps & the ICRM application		
3.	delivering proposals to the company PT. Gold Stone Base (AWE), CONCRETE PT. Optimal Creative Agile (Pekanbaru).		
4.	Create a customer letter from Iconet from a wifi subscriber.		
<b>Noted by Supervisor</b>			






No	Documentation
1.	
2	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Thursday-Wednesday(1<sup>st</sup> Week)

Date: Mei,02<sup>th</sup>-08<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	submitted a proposal to the mayor's office and submitted a proposal to PT Duta Palma.	Ridwansyah Putra S.M	
2.	submit a service request to the company / agency.		
3	Measure the distance from the FOT coordinate point to the customer coordinate point using Maps & the ICRM application		
<b>Noted by Supervisor</b>			



No	Documentation
1.	 
2	<b>Explanation</b>

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Thursday-Wednesday(1<sup>st</sup> Week)

Date: Mei, 13<sup>th</sup>-17<sup>th</sup> 2024

No	Description of Activities	Task Assignor	signature
1.	Sharing time with a mentor.	Ridwansyah Putra S.M	
2.	Took part in the RT/RW Net socialization at the Furaya Hotel Pekanbaru which was carried out by Diskominfo Rohil.		
3	Measure the distance from the FOT coordinate point to the customer coordinate point using Maps & the ICRM application		
<b>Noted by Supervisor</b>			

No	Documentation
1.	 





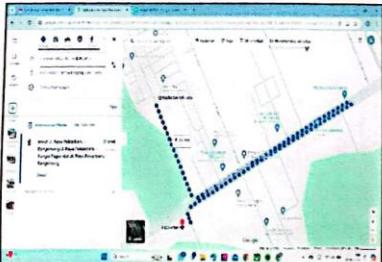
2 Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Wednesday(1<sup>st</sup> Week)

Date: Mei,20<sup>th</sup>-22<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	measure the distance from the FOT coordinate point to the customer coordinate point using the Map & ICRM application.	Ridwansyah Putra S.M	
2.	sharing time with mentor and Mapping in Siak village		
<b>Noted by Supervisor</b>			



No	Documentation
1.	 
2	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Thursday (1<sup>st</sup> Week)

Date: Mei, 27<sup>th</sup>-31<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	Measure the coordinate distance from JB using Amarta	Ridwansyah Putra S.M	
2.	Measure the distance from the FOT coordinate point to the customer coordinate point using the Map & ICRM application		
<b>Noted by Supervisor</b>			


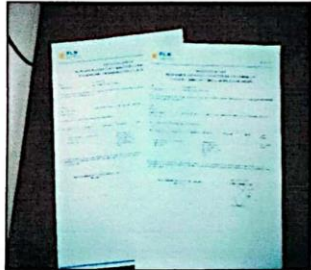
No	Documentation
1.	 
2.	Explanation

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Monday-Thursday (1<sup>st</sup> Week)

Date: Juni,03<sup>th</sup>-07<sup>th</sup> 2024


No	Description of Activities	Task Assignor	signature
1.	measure the distance from the FOTO coordinate point to the customer's coordinate point using the Map & ICRM application	Ridwansyah Putra S.M	
2.	Create offer letters for customers and search for village data in Kampar district		
<b>Noted by Supervisor</b>			

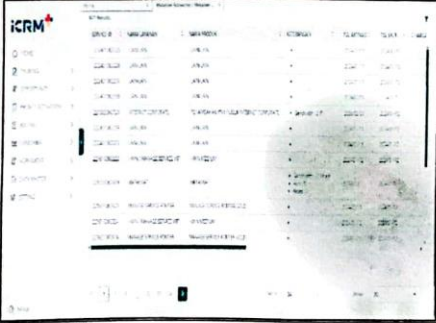

No	Documentation
1.	 
2	<b>Explanation</b>

**WEEKLY ACTIVITIES OF  
PT INDONESIA COMNETS PLUS**

Day: Wednesda - Thursday (1<sup>st</sup> Week)

Date: Juni, 19<sup>th</sup>-28<sup>th</sup> 2024

No	Description of Activities	Task Assignor	signature
1.	delivering proposals to the company PT. Gold Stone Base (AWE), CONCRETE PT.Oscarmas (Pekanbaru).	Ridwansyah Putra S.M	
2.	Measure the distance from the FOTO coordinate point to the customer's coordinate point using the Map & ICRM application		
<b>Noted by Supervisor</b>			

No	Documentation
1.	 
2	<b>Explanation</b>



Appendix 5. Certificates



## Appendix 6. Evaluation Sheet

### ASSESSMENT OF THE PRACTICE WORK COMPANY PT. INDONESIA COMNETS PLUS

Name : Novalia Ramadani  
 NIM : 5404201278  
 Study Program : D-IV International Business Administration  
 College : State Polytechnic of Bengkalis

No.	Assesment Aspect	Precentage	Score
1	Disciplin	20%	95
2	Responsibility	25%	93
3	Adjustment/Adaption	10%	90
4	Work Result	30%	95
5	Behavior in General	15%	90
	Total ( 1+2+3+4+5 )	100%	

**Explanation :**

**Score : Criteria**  
 81 – 100 : Excellence  
 71 – 80 : Very Good  
 66 – 70 : Good  
 61 – 65 : Good Enough  
 56 – 60 : Enough

Notes :

.....  
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Pekanbaru, Juni 28<sup>th</sup> 2024

  
**Ridwanyah Putra S.M**  
 Account Manager I