APPRENTICESHIP REPORT PT. RIAU ANDALAN PULP AND PAPER

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INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM BUSINESS ADMINISTRATION DEPARTMENT STATE POLYTECHNIC OF BENGKALIS BENGKALIS – RIAU 2022

APPRENTICESHIP REPORT PT. RIAU ANDALAN PULP AND PAPER

Written as one of the conditions for completing Apprenticeship

Hasna Deti 5404181165

Pelalawan, June 30, 2022

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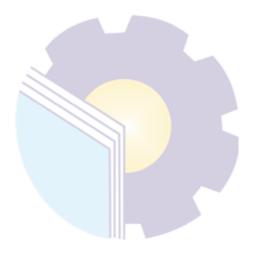
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CHAPTER I INTRODUCTION

1.1. Background of the Apprenticeship

Facing the ongoing globalization era, some people are forced to think and work hard to support their needs. Competition for jobs is now getting tougher because of the large number of applicants and the lack of job vacancies that are fought for by many more students, who annually produce high graduates.

Seeing the phenomena that occur, every student must prepare himself either before or after being declared graduated in search of a better job. Hard skills are the main answer to get the job. However, having hard skills is not enough, it must also be balanced with soft skills in dealing with various challenges when doing the job. Developing hard skills and soft skills while in college, namely at the Bengkalis State Polytechnic, is the key and the best way to achieve success and face competition in the world of work.

Polytechnic is one of the higher education institutions in the form of vocational education. The Bengkalis State Polytechnic was founded in 2001 by the Bengkalis Regency Government under the auspices of the Bangun Insani Foundation (YBI). From July 29th, 2011, Bengkalis Polytechnic changed its status to a State Polytechnic (PTN), through the Regulation of the Minister of National Education No. 28 of 2011 concerning the Establishment, Organization and Administration of Bengkalis. On December 26th, 2011, Bengkalis State Polytechnic was inaugurated as a State Polytechnic by the Ministry of Cultural and Education of Republic Indonesia, Prof. Dr. Ir. Muhammad Noah, DEA.

Currently, Bengkalis State Polytechnic has 8 (eight) departments including the Department of Marine Engineering, Mechanical Engineering, Electronic Engineering, Civil Engineering, Business Administration, English, Informatics and Maritime Engineering. Bengkalis State Polytechnic has 15 study programs consisting of 8 (eight) D-III Study Programs including: Shipping Engineering, Mechanical Engineering, Electronic Engineering, Civil Engineering, Business Administration, Informatics Engineering, Nautics, and Commercial Shipping Management. Bengkalis State Polytechnic also has 6 (Six) D-IV Study Programs including: Production and Maintenance Mechanical Engineering, Electrical Engineering, International Business Administration, Public Financial Accounting and Software Engineering.

The Department of Business Administration is one of the majors at the Bengkalis State Polytechnic. The Department of Business Administration has 3 (Three) Study Programs, 1 (one) of which is the D-III Study Program, namely the D-III Business Administration. In 2016, 2 (two) D-IV Study Programs were added, namely D-IV International Administration and Public Sector Accounting.

State Polytrechnic of Bengkalis is a vocational campus that educates its students to create a competent spirit in various fields. State Polytrechnic of Bengkalis implements a internship program program that is required to be followed by all final semester students.

Job training or better known as "Practice Work" or also abbreviated as KP is a series of activities that include an understanding of scientific theories/concepts applied in work according to the field of study. Job training can increase students' knowledge and skills and can solve scientific problems in accordance with the theories they get in college. Job training is carried out so that students can understand and apply well about the field of study. In addition, so that students can know the profession and work atmosphere in accordance with their study program. So, internship program is a useful place for students to use as a tool to gain knowledge and work experience. Internship program is also one of the requirements for obtaining an applied bachelor's degree.

In this program, specifically for International Business Administration students in semester 8 (eight) internship program activities are carried out for approximately 4 (four) months, by choosing their own place and location for internship program. However, before choosing a place to do this program, the internship program coordinator provides several options or options for internship program places to students. Then, from some of these options the author is interested in carrying out internship program at PT Riau Andalan Pulp and Paper.

1.2. Purpose of the Apprenticeship

The internship program activities of State Polytrechnic of Bengkalis students, International Business Administration study program have the following objectives:

- 1. To describe job descriptions of internship program.
- 2. To find out systems and procedures of internship program.
- 3. To know the place and time of internship program.
- 4. To find out the obstacles and solutions during internship program.

1.3. Significances of the Apprenticeship

Apprenticeship activities are very beneficial for several parties such as students, companies and State Polytrechnic of Bengkalis :

1.3.1. For Students

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

- 1. Get a certificate from the company if you have completed the internship program program.
- 2. Students can develop work relationships and add experience to their resumes.
- 3. Students have the opportunity to apply theoretical/conceptual knowledge in the real world of work.
- 4. Students gain practical experience in applying theoretical/conceptual science according to their study program.
- 5. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

1.3.2. For Companies

The benefits of implementing internship program programs are also obtained by companies/institutions that accept internship program students, such as:

- 1. The company will receive labor assistance from students who do internship program.
- 2. Provide knowledge for students about the world of work in industry
- 3. To develop and train student competencies
- 4. As a form of implementing the policy of implementing education partners with universities

1.3.3. For State Polytrechnic of Bengkalis

There are several benefits from implementing the internship program program obtained by the State Polytrechnic of Bengkalis, which are as follows:

- 1. There is good cooperation/relationship between the campus and the company where students do internship program.
- 2. State Polytrechnic of Bengkalis can improve the quality of its graduates through student internship program experience.
- 3. State Polytrechnic of Bengkalis receives feedback from organizations/companies on the ability of students who take part in internship program in the world of work.
- 4. For the implementation of independent campus activities

CHAPTER II GENERAL DESCRIPTION OF THE COMPANY

2.1. Company History

2.1.1. APRIL Group

Asia Pacific Resources International Holdings Ltd (APRIL), is a member of RGE Group which was founded by Sukanto Tanoto in 1973. Under his leadership, RGE Group has grown into a global group employing more than 60,000 people, with assets totalling more than US\$25 billion and worldwide sales reach.



Figure 2.1. APRIL Group Source: Aprilasia.com

An advocate of a responsible corporate citizenship, APRIL and its subsidiaries (APRIL Group) embraces Mr. Sukanto Tanoto's 5C's: that is, to operate in a manner that is good for Community, good for Country, good for Climate, good for Customer and good for Company. Accordingly, corporate social responsibility is woven into APRIL Group's operations and management to advance environmental and community development and to fulfil the social responsibilities of a corporation. The Tanoto Foundation, established in 1981, implements this vision.



Figure 2.2. History from 1993-1999 Source: Aprilasia.com

Through its subsidiaries in Indonesia, APRIL Group began plantation development in Sumatra's Riau province and mill construction at Pelalawan Kerinci from 1993. At this time, the Kerinci Township was home to 200 households; a population that would grow to more than 200,000 by 2010 as APRIL Group's business expanded and diversified, transforming Kerinci into a social and commercial regional hub.

Commercial pulp production commenced in 1995, followed by commercial paper production in 1998. From the beginning, the region's growth would mirror the growth of APRIL Group's operations in Indonesia, with the Pelalawan Regency established in 1999, followed by the establishment of the Pelalawan Kerinci District with the Pelalawan Regency in 2001. Kerinci's continued growth would see its division into three areas in 2005.

In 2010, APRIL Group's forestry operations was measured to contribute 6.9% of Riau Province's total economic output. APRIL Group have created approximately 90,000 employment opportunities, which when coupled with its initiative to deliver better access to education and social support in areas such as healthcare and housing, has seen improved living standards and a reduction in poverty levels of 30%.



Figure 2.3. History from 2001-2005 Source: Aprilasia.com

Recognising the importance of community development as part of a longterm approach to sustainable business, APRIL Group also rolled out a series of economic development initiatives to assist the development of small and medium local enterprises (SMEs).

In 2002, APRIL Group implemented a comprehensive wood legality system that prevents illegal wood from entering the supply and production chains. The system verifies and traces wood from the company's fibre plantation through to the mill site. APRIL Group also collaborated with World Wildlife Fund (WWF) to address illegal logging in Tesso Nilo and inked a moratorium on further road building and Acacia plantation development in the Tesso Nilo area. In the same year, APRIL Group achieved ISO 14001 certification for all its fibre estates and pulp and paper mills.

In 2003, a decade after the company was established, APRIL Group published its first Sustainability Report, uniting the story of its community development initiatives alongside its commitment to sustainable forestry operations. In the same year, APRIL Group set up a Guangzhou branch to support growing operations in China.

In 2005, APRIL Group introduced voluntary High Conservation Value assessments on its concessions for land use planning. The policy provides practical and responsible solutions to the challenges of deforestation and degradation. The APRIL Learning Institute was also established and APRIL Group received Green Proper Rating for environmental performance of mill as well as the Golden Flag Awards & Zero Accident Award for health and safety management at the mill from the Indonesian Government.



Figure 2.4. History from 2007-2011 Source: Aprilasia.com

In 2006, APRIL Group became a signatory to Principles of the UN Global Compact. In the same year, PT Riau Andalan Pulp & Paper (RAPP), a subsidiary of APRIL, was certified for Sustainable Plantation Forest Management (SPFM) under the Indonesian Ecolabel Institute's (LEI) standards. It was successfully recertified under SPFM-LEI again in 2011 for a further five years.

In 2007, APRIL through its subsidiaries became the first and only Indonesia company admitted to the World Business Council for Sustainable Development (WBCSD).

The 2008 completion of Pulp Line 3 made Riau home to the largest integrated pulp and paper mill in the world, with a production capacity of 2.8 million tons per annum. The certified ISO 9001:8000 and ISO 14001 mills continued to invest in technology to ensure self-sufficient energy generation.

Since 2010, APRIL Group's production facilities have been certified under the Programme for the Endorsement of Forest Certification (PEFC) Chain of Custody standards, ensuring that all raw materials coming into the mill are supplied from legal and from non-controversial sources. APRIL also received certification from Hong Kong Green Label for its PaperOneTM product in 2010. In October 2011, RAPP, a subsidiary of APRIL, was successfully certified by Bureau Veritas' standards for Origins and Legality of Timber (OLB), the first industrial plantation company in Asia to receive this certification. APRIL Group's OLB Standards for Forestry Companies certification covers its forestry operations and production facilities. RAPP's supply partners also successfully passed audits under OLB 'Chain of Custody-Acceptable Wood' Standards.

APRIL Group launched an upgraded Sustainable Forest Management Policy in January 2014. The new policy underlined APRIL Group's commitment to balancing the need to safeguard the environment and enhancing the interests of local communities, while continuing to operate a sustainable business. An independent Stakeholder Advisory Committee was also introduced to ensure transparency and the implementation of the Sustainable Forest Management Policy.

In June 2015, APRIL Group evolved its Sustainable Forest Management Policy following input from the SAC and a range of stakeholders, further strengthening its forest protection and conservation commitments including the elimination of deforestation from its supply chain and the addition of High Carbon Stock assessments.

APRIL Group's pulp and paper mill and plantation operations are primarily in and around the major town of Pangkalan Kerinci in Riau Province, on the Indonesian island of Sumatra. At the mill site, APRIL Group has built a company town that can house up to 7,000 people and includes schools, medical facilities, leisure facilities, religious facilities, sporting grounds and other amenities for employees and their families. In addition to the pulp mill and plantations, APRIL Group has invested significantly in infrastructure to take its products to market including roads, ports and an airport.

Pulp and paper mill located at Pangkalan Kerinci in Riau Province Indonesia is capable of producing up to 2.8 million tons of pulp and 1.15 million tons of paper per year.

The mill uses world-class engineering and technology to produce quality pulp and paper products sold around the world. The mill operate on the principles of lean manufacturing, which results in efficient practices in the use of energy and water and in minimising emissions.



Figure 2.5. 6 Facts about APRIL Source: Aprilasia.com

PT Riau Andalan Pulp and Paper is the operating arm of APRIL in Riau. The company's operations have helped Pangkalan Kerinci grow from a village of around 200 dwellings to a thriving town of over 100,000 people today. Like APRIL, PT. RAPP operates on a 5C business philosophy: that its operations should be good for Community, Country, Climate and Customer, and only then will they be good for the Company.

RAPP works with local people to help them develop businesses. Local entrepreneurs are given training, support and access to finance to help them set up businesses, particularly in fields that can support RAPP, such as contracting and transportation. PT RAPP have helped support more than 180 entrepreneurs, creating thousands of jobs in fields as diverse as automotive repairs and catering. Farmers are also given support through the Integrated Farming System, a program which teaches them modern horticultural techniques to help them improve their yield and to grow new crops. Farmers working on more than 2,400 hectares of land have now received instruction at the dedicated training center. RAPP is also on the frontline of efforts to develop the local community.

Indonesian culture is supported through programs to keep traditional crafts alive, such as a program to help local women increase their family income through the production of batik, a colorful local cloth. Women are also empowered by a separate cloth weaving program, which provides them the training and equipment they need to produce fabric for sale.

Promising young athletes are supported through the Future Athlete Training Centre, which was launched in 2007. In the first half of 2017 they won a total of 40 domestic medals, including 19 golds, and five international medals, two of which were gold. The center is part of APRIL founder Sukanto Tanoto's vision that everyone should have the opportunity to realize his or her full potential.

2.1.2. Koperasi Karyawan PT. RAPP

Kopkar PT RAPP is located in Pangkalan Kerinci, Pelalawan Regency, registered with the Legal Entity Cooperative Department 2004/BH dated August 2th, 1995. Members of Kopkar PT. RAPP is an employee and partner of the company within PT RAPP. Since its establishment, Kopkar PT RAPP has been led by 7 cooperative heads for 9 (nine) terms.



Figure 2.6. Logo of Kopkar PT RAPP Source: kopka-rapp.com

In accordance with Law Number 25 of 1992 concerning Cooperatives, Kopkar PT RAPP activities are based on the cooperative spirit, namely: cooperation, kinship and mutual cooperation and fostering a sense of togetherness among members. With the development of a very fast era, especially in terms of technology where prioritizing the speed and accuracy of information is the key to being able to maintain and even develop a business. Cooperative members are permanent employees of PT. RAPP and its affiliates, whose membership is crossethnic, cross-sectoral and cross-regional, spread across the company's business locations in the provinces of Riau, Jambi, North Sumatra and West Sumatra.

The company supports the existence of cooperatives, which is reflected by establishing close cooperation with cooperatives, especially matters relating to employees and their benefits. As of December 31th, 2021, the PT RAPP cooperative group has 10.202 members spread across the RAPP Business Units.

2.2. Vision and Mission

Every company must have a vision and mission in order to realize its goals and as a driving force to carry out their respective programs, as well as PT Riau Andalan Pulp and Paper. The following is the vision and mission of PT. Riau Andalan Pulp and Paper:

2.2.1. Vision

The company has a vision that must be implemented, which is to become one of the largest pulp and paper companies in the world with the best management, the most profitable, sustainable and is the company of choice for its customers and employees.

- 1. Implement and maintain a quality management system based on international standards.
- Develop and determine realistic quality objectives with descriptions of objectives and responsibilities for monitoring implementation to ensure continuous quality improvement.
- 3. Actively seek and accommodate good information from customers about the products and services provided.
- 4. Ensure that this policy is understood and implemented by every employee within the scope of their respective work.
- 5. Always do things right from the start and so on.

2.2.2. Mission

The company's mission in realizing the goals are as follows:

- 1. Establish and develop a regional business group managed by an international business consisting of highly motivated and committed professionals.
- 2. Producing sustainable growth and always being the best in the industry and market segment entered.
- Maximizing company results that bring benefits to related parties, by participating and contributing to regional national socio-economic development.

2.3. Kind of Business

The types of businesses that exist at PT Andalan Riau Pulp and Paper are Pulp (wood pulp), Paper (paper), Rayon (cotton) businesses. Planning PT RAPP wants to produce Yarn (yarn). The paper produced by Riau Paper is marketed in cut sizes, folios and rolls. Currently, the products that have been produced at PT Riau Andalan Pulp and Paper have been sold to more than 70 countries around the world.



Figure 2.7. Main product Source: aprilasia.com

Various trademarks for paper produced by Riau Paper have been issued such as: Paper One. Besides producing paper to be marketed under its own trademark, Riau Paper also produces paper for customer trademarks such as: Xerox business, Imperial and Galaxy.

2.4. Organization Structure

In general, the organizational structure of the company is an arrangement that contains the division of roles and duties of each person based on the position he holds in the company. Generally, the company structure is arranged in the form of a chart with a hierarchical line that contains a description of each component of the company. With the company's organizational structure, every individual who works in the company has their respective roles and duties. before knowing more about the organizational structure of the PT. RAPP Kopkar, we first know the history of the PT. RAPP Employee Cooperative. PT RAPP's Kopkar is located in Pangkalan Kerinci, Pelalawan Regency, registered with the Legal Entity Cooperative Department. 2004/BH dated August 2, 1995. Members of KopKar PT. RAPP is an employee and partner of the company within PT RAPP. Since its establishment, the Kopkar PT RAPP has been elected for 9 (nine) management periods led by 7 cooperative heads.

- 1. The period 1995 1998 was led by HD Pasaribu
- 2. Period 1999 2001 led by Jusuf Wibisono
- 3. Period 2002 2004 led by Amru Mahali

- 4. Period 2005 2007 led by R. Elwan Jumanri
- 5. Period 2008 2010 led by R. Elwan Jumari
- 6. Period 2010 2013 led by Mhd. Ali Shabri Nst
- 7. Period 2014 2016 led by Marzum
- 8. Period 2017 2020 led by Marzum
- 9. Period 2021 2023 led by T. Kespandiar

In accordance with Law number 25 of 1992 concerning Cooperatives, PT RAPP's Kopkar activities are based on the cooperative spirit, namely cooperation, kinship and mutual cooperation and fostering a sense of togetherness among members. With the development of a very fast era, especially in terms of technology where prioritizing the speed and accuracy of information is the key to being able to maintain and even develop a business.

The organizational structure of Kopkar PT. RAPP is prepared in accordance with the provisions with the functions, obligations and responsibilities of each section in their respective fields as follows:

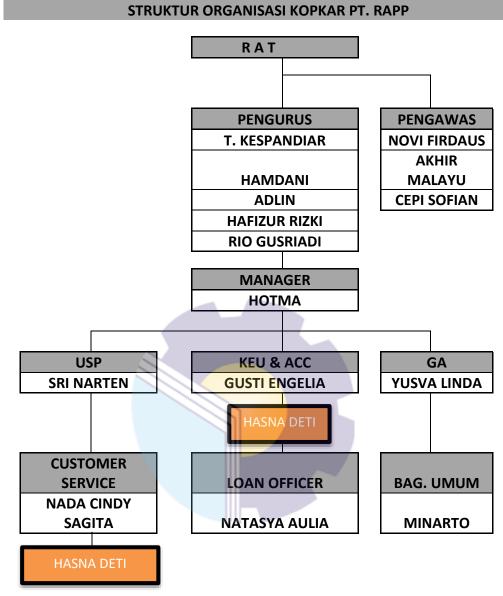


Figure 2.8. organization Sructure of kopkar PT RAPP Source: LPJ RAT TB 2021

The duties and responsibilities of each organizational structure of the Employee Cooperative are arranged based on the functions carried out by the company, namely :

1. Manager

In the management of cooperatives, the Management can also appoint managers or managers to manage cooperative business units. However, the board must still obtain approval from other members through a member meeting.

2. Supervisor

The purpose of the supervision carried out is to examine the correctness of the bookkeeping and administration of the cooperative, and to evaluate the performance of the management in one year that has been carried out.

3. Manager

Manager is a person who is appointed and dismissed by the management to develop cooperatives efficiently and professionally. The position of the manager is as an employee/employee who is given power and authority by the management

4. USP

The Cooperative Savings and Loans Business (USP) is a unit that manages loans to PT RAPP Kopkar Members, both lending funds, voluntary savings, electronic goods loans, motor vehicle loans and basic necessities loans.

5. Accounting

The accounting department is in charge of making financial reports, inputting accounting journal data into the system owned by the office, making office financial books and many other duties of an accountant in a cooperative.

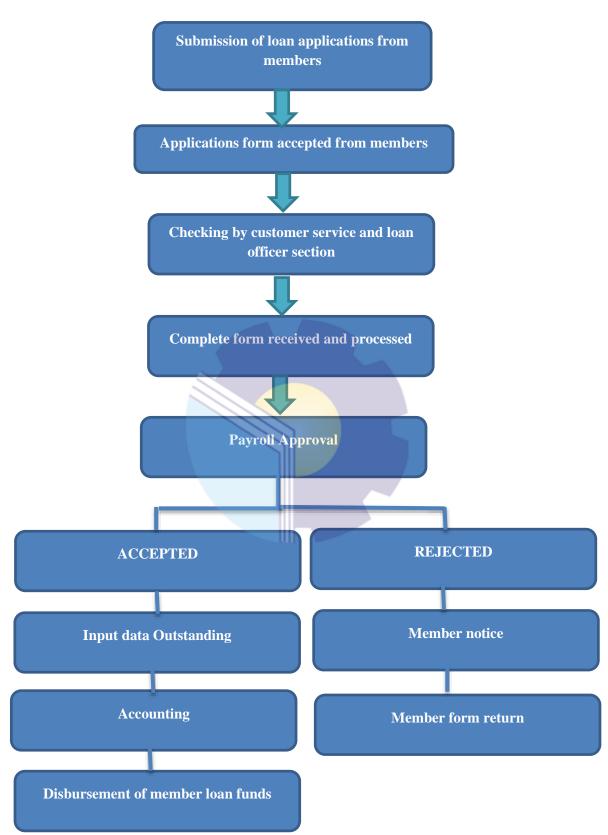
6. GA (General Affair)

Some of GA's duties in cooperatives are:

- a. Manage the procurement of goods or office operational facilities
- b. Prioritize the office budget
- c. Coordinate with outside parties

2.5. The Working Process

Kopkar PT RAPP Actively participates in the implementation of operational activities to try to meet the funding needs of members, both in terms of loan funds, electronic goods loans, motorcycle loans, and providing basic food credit for all employees who are members of the Cooperative. The working processes that occur in general are as follows:



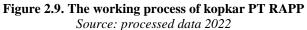


Figure 2.9. describes the working process of kopkar PT RAPP from entering form using application until disbursement of member loan funds :

- Submission of loan applications from members
 Members who want to apply for a loan of funds come to the cooperative to
 take the loan application form at the USP customer service section
- Application form accepted from member The applicant member fills out the application form and completes all the requirements that have been determined. The loan application form is submitted back to the cooperative to the customer service department
- Checking the application form in the USP customer service and loan officer section

Check the completeness of data and loan application requirements received from members by cooperatives

- 4. Complete form received and processed Incoming loan applications from members who have completed all the data and requirements are accepted and processed.
- 5. Payroll approval

Payroll approval is done once a week every Tuesday. All loan applications that accepted one week are brought to the HR payroll section for approval of member pay cuts.

- 6. Submission of the application form ACCEPTED by payroll to the next process, namely inputting outstanding data. Outstanding data is a data recap of disbursement of funds approved by payroll. The outstanding data is submitted to accounting for bank fund transfer data and inputting into the disbursement letter. accounting submits a disbursement letter to the bank, then member loan funds will be processed and disbursed by the bank to the account of each member of the loan applicant.
- 7. Submission of the REJECTED application form from payroll is notified to members of the loan applicant by customer services. The member requesting a loan of funds comes to the cooperative and the customer service returns the loan application form to the member and explains the reason for the refusal

by payroll. Applicants who are deemed worthy of applying for cooperative loan funds make data corrections and can re-apply for loan funds from the submission stage to payroll. Meanwhile, applicants who are deemed unfit and unqualified cannot make a cooperative loan.

2.6. Document Use for Activity

In the implementing of internship program at Kopkar PT RAPP several documents using as follows :

1. Exit Clearance document

Exit clearance document is a sheet containing employee personal data with the signature column of related parts such as cooperatives used for resign procedures.

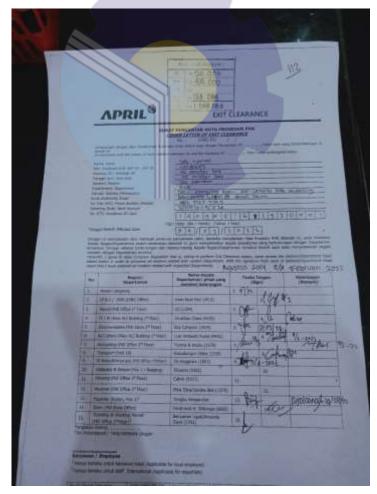


Figure 2.10. Exit Clearance document Source: processed data 2022

2. Credit shopping receipt documents

Credit shopping receipt documents are sheets of credit shopping receipts for cooperative members along with a photocopy of the employee ID Badge used to recap the employee's monthly shopping credit limit.



Figure 2.11. Credit shopping receipt documents Source: processed data 2022

3. Loan application form documents

Loan application form documents are application forms consisting of requirements sheets, personal and guarantor data sheets, loan agreement sheets, and cooperative fund loan cost table sheets.



Figure 2.12. cooperative loan application requirements Source: processed data 2022

Figure 2.12. show that the figure of the cooperative loan application reuirements sheet. The cooperative loan application requirement sheet contains the terms and conditions that members must meet to make a cooperative loan. There are 15 (fifteen) loan terms and conditions and there is a column for the applicant's signature as a sign of approval of the requirements set by the cooperative.

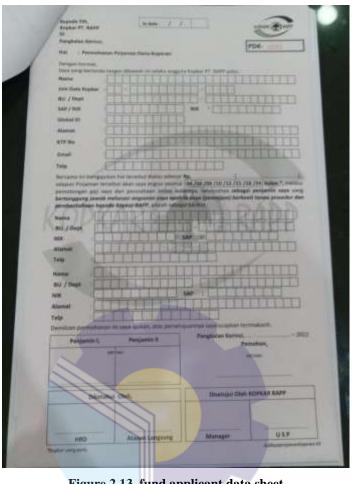


Figure 2.13. fund applicant data sheet Source: processed data 2022

Figure 2.13. Show that figure of fund application data sheet. Fund applicant data sheet is a sheet that contains the borrower's personal data and data from the guarantor. In addition, on this sheet there is a signature column of the two guarantors, the Head of the Business Unit and HRD Payroll.

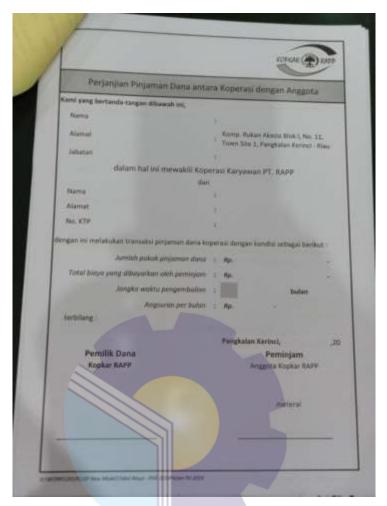


Figure 2.14. Loan agreement between cooperatives and members sheet Source: processed data 2022

Figure 2.14. show that the figure of the loan agreement between cooperatives and members sheet. The loan agreement between cooperatives and members sheet contains data on the name of the manager and data on the borrower about the amount of the loan, the monthly installments and the amount of administrative funds that must be paid. signed using a stamp of 10,000 by members who apply for a loan.

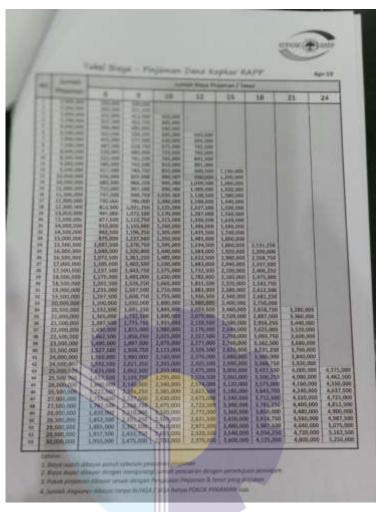
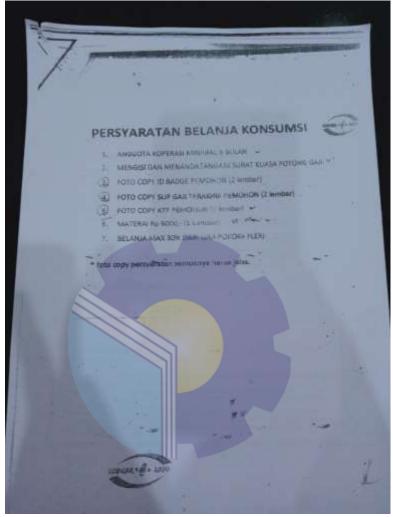


Figure 2.15. Table of cooperative funds loan costs sheet Source: processed data 2022

Figure 2.15. show that the figure of the table cooperative funds loan costs sheet. The table of cooperative funds loan cost sheet contains a reference table for the amount of administrative fees that must be paid based on the amount of loan funds and the length of the loan submitted by members.



4. Credit consumption shopping document

Figure 2.16. Credit consumption spending requirement sheet Source: processed data 2022

Figure 2.16. show that the figure of the credit consumption spending requirement sheet. The credit consumption spending requirement sheet contains the requirements that must be met by cooperative members who make shopping credit loans.

5. Motor vehicle loan documents

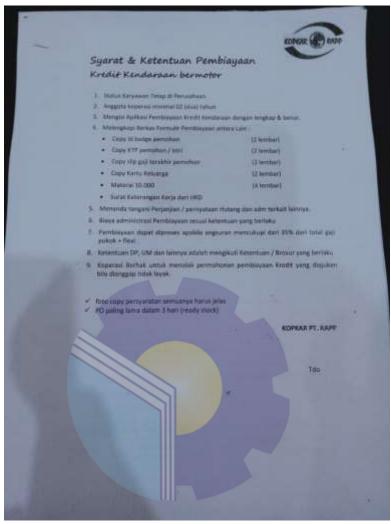


Figure 2.17. motor vehicle loan financing requirements sheet Source: processed data 2022

Figure 2.17. show that the figure of the motor vehicle loan financing requirements sheet. Motor vehicle loan financing requirements sheet contains the terms and conditions of motorcycle financing and the signature of the applicant.

CHAPTER III SCOPE OF THE APPRENTICESHIP

3.1. Job Description

Job description for practical work at PT Riau Andalan Pulp and Paper (RAPP) starting from 09 March to 30 June 2022 at PT RAPP. The work carried out at KOPKAR (Employee Cooperatives), especially at USP. The tasks carried out for 10 (ten) weeks in the USP, accounting, Kopkar Mart and for 6 (six) weeks at the Mill Office at PT Riau Andalan Pulp and Paper.

Description of tasks carried out in the field of savings and loan business units:

1. Customer Service

Performing services in the savings and loan unit, specifically the customer service section for cooperative members who make loans through application forms, both loan funds and electronic credit loans and motorcycles.

- Compile the Loan Application form Loan application is done manually using an application form consisting of several sheets for completeness of applicant data
- Inputting outstanding data
 Outstanding data is a recap of disbursement data from member funds submissions that have been approved by payroll
- Input the data of resigned members
 Every resigning employee must carry out an exit clearance to the cooperative
- Inputting Credit shopping members data Employee shopping credit data from Kopkar Mart is inputted at the end of every month
- 6. Recap the exit clearance of members
- 7. Photocopy of documents

Description of tasks carried out in the field of Accounting:

- 1. Petty cash transaction journal
- 2. Loan repayment transaction journal
- 3. Payroll accounts receivable transaction journal
- 4. Bank statement transaction journal (current account income, deposit income, and fee collecting)
- 5. Make a report on outstanding bank funds receivables
- 6. Process payments to banks (cash deposits, transfer of funds and national clearing system)
- 7. Make a disbursement letter (transfer of funds from Mandiri Bank and the national clearing system)
- 8. Filing data based on transaction date
- 9. Make a recap of the exit clearance of resigning members

Description of tasks carried out at Kopkar mart:

- 1. Cashier
- 2. Purchasing inventory of goods
- 3. Inputing inventory
- 4. Display goods
- 5. Doing stock taking

Description of tasks carried out at Mill office:

- Checking employee data for distribution of In Health cards Separate Mandiri In Health data of employees and their family per business unit to facilitate distribution of Mandiri In Health Cards to employees.
- Check and replace email address of employee
 There are have 6760 of employees data to check and replace the email based on data in master users data for medical chek up online.

3. Visual Management Board

This Acivity is carried out every Tuesday Morning from 08.00 a.m. until finished. In this activity all section report updating information and problem from each section.

- Making a list of medical devices
 Make a list of medical devices based on the data provided by the task assignor using microsoft office excel
- 5. Checking and replace data medical kits

Checking and replace data medical kits in master data. Medical kits data berisi data alat kesehatan yang akan di salurkan ke masing-masing business unit di PT RAPP. Isi data tersebut adalah Medical Kits Brand, Purchase date, Submit date, location name, Business unit, and calibrate date.

- 6. Complete the data of the Mandiri In Health employee participants. Checking data based on Manpower data from Microsoft excel and complete the of the Mandiri In Health employee participants using P-Care and E-dabu by online
- Make a calculating Ambulance clinic data Using microsoft Office word to make calculating km and fuel (RP) ambulance clinic based on the data from task assignor
- Clearing stock inventory movement from master users
 Inventory movement in balance and adjustment section in master data.
 Inventory movement presents data in the form stocks of drugs in the clinic
- 9. Retype the MBH award verification instrment document for companies implementing GP2SP.

3.2. System and Procedures

3.2.1. System

Companies need a system to support the company's activites in the other words the system is a series of a procedures that are interrelated and together form a function that aims to achieve company goal. The system used by PT RAPP in its operational activities is online system process and offline or manual system process. In manual or offline system using several documents and several internal applications that support each job. For work based on an online system, everyone has their own SAP ID and Globalnet user to access work online. This is done in order to prevent and minimize the occurrence of corporate data leakage.

3.2.2. Procedures

In this internship program activities in PT RAPP, The Author is placed in several units including the USP unit for customer service section, accounting, Kopkar mart, and Mill office.

Several procedures that carried out in the USP units customer service section :

- 1. Payment of loans submitted by members is automatic based on salary deductions made by payroll every month
- 2. Kopkar PT RAPP does not accept cash payments
- 3. Perform friendly services to cooperative members who want to apply for loans
- 4. Help explain things that are not understood by members who want to apply for loans
- Explain to members that the application for cooperative loan funds can only be done after one year joining a cooperative with 2 other members as guarantors
- 6. Assist in duplicate the required documents
- Checking data files and incoming requirements from members who apply for loans to cooperatives

Several procedures that carried out in the accounting :

 Make a petty cash transaction journal, loan repayment transaction journal, payroll account receivable transaction journal, and bank statement transaction journal by using the company's accurate application in the general ledger and bank book and then inputting data on the journal voucher in accordance with the data received from the task assignor

- Make a report on outstanding bank funds receivables using the Microsoft Excel application based on data received from the loan officer section of the USP unit
- Process payments to bank The Author goes to Mandiri Bank to do the task given by task assignor namely cash deposits, transfer of funds and national clearing system at the teller in Mandiri bank.
- 4. Make a disbursement letter (transfer of funds from Mandiri Bank and the national clearing system)
 The Author inputting the data and data recap the names of members who enter the cooperative loan process data to be applied and managed by the bank using Microsoft Excel based on the format provided by the assignor.
- 5. Filling data based on transaction date and make a recap of the exit clearance of resigning members to the ordner as an archive for the company.

Several procedures that carried out in kopkar mart :

- 1. cashier to serve purchases for those who shop with cash or those who make purchases on credit based on the SAP ID of cooperative members
- 2. Assist in purchasing inventory at the supplying store and inputting inventory when new inventory is purchased, followed by displaying goods according to the item code and arrangement that is available at Kopkar Mart
- 3. Stock taking

Stock taking for 1 time on Tuesday to find out the availability of goods by comparing the goods bookkeeping system and minimizing goods errors, both lack of stock and excess stock.

Several procedures that carried out in Mill office Medical and Insurance units :

1. Visual Management Board

The Visual Management Board is held every Tuesday every week in the morning starting from 08.00 until finished. This activity is carried out by being led by a representative from one of the sections on duty. Each section will have the opportunity to lead according to the schedule that has been made. This activity has an arrangement starting from the delivery of material that needs to be applied by every employee who works at PT RAPP, followed by the submission of problems or updates to the latest information and questions and answers from each section, after that the submission of suggestions from the head of the department regarding problems and information which is conveyed and closed with a prayer to start the next work.

2. Inputting data in master users

The author is given a Globalnet login to log in on the company computer that is used. To input data, the first step is to turn on the computer and enter the globalnet access that has been given. Then open Outlook to receive data to be input into the system. Open chrome and access MyApril system via chrome. Select HR and Medical Insurance. Then when working on master users data input, click master users. When doing medical kits data input, click on the medical kits section. While working on clearing stock, click on master users data and select adjustment and balance. Input the data in the stock section to 0 (Zero) then save. MyApril is an internal company system that has one function as a place to archive data by online.

3. Complete the data of the Mandiri In Health employee participants. Open the Manpower data that has been sent via the outlook application on the computer and log in the P-Care and E-Dabu systems according to the given users. Checking the suitability of the manpower data with the data in the P-care and E-Dabu systems. The P-Care and E-Dabu systems are special systems for the Medical and Insurance sections to load data on employee members registered with Mandiri In Health.

3.3. Place of Apprenticeship

Internship program is carried out after students occupy semester VIII, while the Job Training activities last for approximately four (4) months, starting from March 09 2022 to June 30 2022 at PT Riau Andalan Pulp an Paper located on Jl. Lintas Timur, Pangkalan Kerinci Kabupaten Pelalawan Riau Indonesia. With entry conditions starting at 08.00 to 16.30 WIB for Monday-Thursday at Koperasi Karyawan PT RAPP, 08.00 to 17.00 WIB at Mill Office and from 08.00 to 12.00 WIB for Saturday both.

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

No	Date and time	Description of activities	Place
1	Wednesday, 09 March 2022	 Introduction of each section in the PT RAPP Cooperative Team Explanation of the job description to be carried out Costumer Service 	USP, Costumer Service
2	Thursday, 10 March 2022	 Customer Service compile application forms for loan funds, motor vehicle loans, shopping loans and electronic goods loans 	USP, Costumer Service
3	Friday, 11 March 2022	 Customer Service Copy file Resign member sheet 	USP, Costumer Service
4	Saturday, 12 March 2022	1. Customer service	USP, Costumer Service

Table 3.1. Daily Activities of March 09th, 2022 to March 12th, 2022

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper March 14th, 2022 to March 19th 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 14 March 2022	 Customer Services Inputting credit shopping members data 	USP, Costumer Service
2	Tuesday, 15 March 2022	 Customer services Inputting cooperative loan data 	USP, Costumer Service
3	Wednesday, 16 March 2022	 Customer services Compile the loan application form 	USP, Costumer Service
4	Thursday, 17 March 2022	 Make and printed loan schedule data Filing loan schedule data 	USP, Costumer Service
5	Friday, 18 March 2022	 Make a payments to banks (transfer of funds) Bank statement transaction journal (current account income, deposit income, and fee collecting) 	Accounting
6	Saturday, 19 March 2022	1. Customer services	USP, Costumer Service

Table 3.2. Daily Activities of March 14th, 2022 to March 19th, 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper March 21^{th,} 2022 to March 26th 2022 can be seen in table below as follows :

Table 3.3. Daily Activities of March 21th, 2022 to March 26th, 2022

No	Date and time	Description of activities	Place
1	Monday, 21 March 2022	 Customer service Input the data of resign members 	USP, Costumer Service
2	Tuesday, 22 March 2022	 Inputting outstanding data deliver document files to mill office for payroll approval 	USP, Costumer Service USP, APAR
3	Wednesday, 23 March 2022	 Customer service Inputting credit shopping members data 	USP, Costumer Service

4	Thursday, 24 March 2022	 Make a report on outstanding bank funds receivables Make a disbursement letter 	Accounting
5	Friday, 25 March 2022	1.Customer service	USP, Costumer Service
6	Saturday, 26 March 2022	1. Visit to the palace wing of pelalawan following the Mandi Belimau event	Humas

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper March 28th, 2022 to April 2nd 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 28 March 2022	1. Customer service 2. Recap the exit clearance of members resign data	USP, Costumer Service
2	Tuesday, 29 March 2022	1. Customer service 2. Input outstanding data	USP, Costumer Service
3	Wednesday, 30 March 2022	 Make and printed loan schedule Filing document data for member loan disbursement archives 	USP, Costumer Service
4	Thursday, 31 March 2022	 Make a recap of the exit clearance of resigning members Make a payments to banks (transfer of fund and national clearing system 	Accounting
5	Friday, 01 April 2022	1. Petty cash transaction journal 2. Filing data based on transaction date	Accounting
6	Saturday, 02 April 2022	1. Customer service	USP, Costumer Service

Table 3.4. Daily Activities of March 28th, 2022 to April 2nd, 2022

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper April 3^{th,} 2022 to April 09th 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 04 April 2022	 Compile the loan application form Make a payment to bank (cash deposit) 	USP, Costumer Service Accounting
2	Tuesday, 05 April 2022	 Input the outstanding data deliver document files to mill office for payroll approval 	USP, Costumer Service
3	Wednesday, 06 April 2022	1. Safety induction 2. Customer service	Company USP, Costumer Service
4	Thursday, 07 April 2022	 Input loan repayment transaction journal Input Payroll accounts receivable transaction journal 	Accounting
5	Friday, 08 April 2022	1. Customer services 2. Make and printed loan schedule	USP, Costumer Service
6	Saturday, 09 April 2022	1. Customer service	USP, Costumer Service

Table 3.5. Daily Activities of April 3th, 2022 to April 09th, 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper April 11^{th,} 2022 to April 16th 2022 can be seen in table below as follows :

Table 3.6. Daily Activities of April $11^{\rm th}, 2022$ to April $16^{\rm th}, 2022$

No	Date and time	Description of activities	Place
1	Monday,	 Input the outstanding	USP, Costumer
	11 April 2022	data Customer service	Service
2	Tuesday, 12 April 2022	Sick	
3	Wednesday,	 Customer service Recap the exit clearance	USP, Costumer
	13 April 2022	of members data	Service

4	Thursday, 14 April 2022	1. Input Bank statement transaction journal	Accounting
5	Friday, 15 April 2022	National holiday	-
6	Saturday, 16 April 2022	1. Customer service	USP, Costumer Service

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper April 18^{th,} 2022 to April 25th 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 18 April 2022	1. Customer service	USP, Costumer Service
2	Tuesday, 19 April 2022	 Input the outstanding data Filing document data for member loan disbursement archives 	USP, Costumer Service
3	Wednesday, 20 April 2022	 Make and printed loan schedule Filing loan schedule documents 	USP, Costumer Service
4	Thursday, 21 April 2022	 Make a recap exit clearance of resign members Photocopy documents 	USP, Costumer Service
5	Friday 22 April 2022	1. Customer service	USP, Costumer Service
6	Saturday, 23 April 2022	1. Cashier 2. Display goods	Kopkar mart

Table 3.7 Daily Activities of April 18th, 2022 to April 23th, 2022

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper May 09^{th,} 2022 to May 14th 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 09 May 2022	1. Customer service	USP, Costumer Service
2	Tuesday, 10 May 2022	 Input outstanding data Make and printed loan schedule data 	USP, Costumer Service
3	Wednesday, 11 May 2022	 Purchasing inventory of goods Input of inventory stock data 	Kopkar mart
4	Thursday, 12 May 2022	 Bank statement transaction journal Payroll accounts receivable transaction journal 	Accounting
5	Friday, 13 May 2022	 Customer services Recap the exit clearance of resign members data 	USP, Costumer Service
6	Saturday, 14 May 2022	1. Cashier 2. Display goods	Kopkar mart

Table 3.8 Daily Activities of May 09th, 2022 to May 14th, 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper May 16^{th,} 2022 to May 21th 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Assignor
1	Monday, 16 May 2022	1. Customer service	USP, Costumer Service
2	Tuesday, 17 May 2022	 Input the outstanding data Stock taking 	USP, Costumer Service Kopkar mart
3	Wednesday, 18 May 2022	 Purchasing inventory of goods Cashier 	Kopkar mart
4	Thursday, 19 May 2022	 Make a disbursement letter Filing data based on transaction date 	Accounting
5	Friday, 20 May 2022	1. Checking employee data for distribution of Mandiri In Health Cards	Mill office

Table 3.9 Daily Activities of May 16th, 2022 to May 21th, 2022

6	Saturday, 21 May 2022	1. Continue checking employee data for distribution of Mandiri In Health Cards	Mill office
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The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper May 23^{th} , 2022 to May 28^{th} 2022 can be seen in table below as follows :

Table 3.10 Daily Activities of May 23th, 2022 to May 28th, 2022

No	Date and time	Description of activities	Place
1	Monday, 23 May 2022	1. Continue checking employee data for distribution of Mandiri In Health Cards	Mill office
2	Tuesday, 24 May 2022	 Visual management board activities Check and replace email in master users 	Mill office
3	Wednesday, 25 May 2022	1. Continue check and replace email in master users	Mill office
4	Thursday, 26 May 2022	National holiday	
5	Friday 27 May 2022	 Check and replace medical kits data Make a list of medical devices 	Mill office
6	Saturday, 28 May 2022	1. Check and replace medical kits data	Mill office

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper May 30^{th} , 2022 to June 03^{th} 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place	
1	Monday, 30 May 2022	1. Check and Replace email in master users data	Mill office	
2	Tuesday, 31 May 2022	1. Check and Replace email in master users data	Mill office	

Table 3.11. Daily Activities of May 30th, 2022 to June 3th, 2022

3	Wednesday, 01 June 2022	National holiday	
4	Thursday, 02 June 2022	1. Check and Replace email in master users data	Mill office
5	Friday 03 June 2022	1. Check and Replace email in master users data	Mill office

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper June 06^{th} , 2022 to June 09^{th} 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 06 June 2022	1. Check and Replace email address of employee data	Mill office
2	Tuesday, 07 June 2022	1. Check and replace hire date based on manpower data	Mill office
3	Wednesday, 08 June 2022	 Complete the Mandiri In Health data for employee Riau tost masters club seminar 	Mill office ALI
4	Thursday, 09 June 2022	 Complete the Mandiri In Health data for employee Revise email address of employee in master users data 	Mill office

 Table 3.12. Daily Activities of June 06th, 2022 to June 09th, 2022

Source: Processed Data 2022

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper June 13^{th,} 2022 to June 18th 2022 can be seen in table below as follows :

No Date and time		Description of activities	Assignor
1	Monday, 13 June 2022	1. Complete the Mandiri In Health data for employee	Mill office
2	Tuesday, 14 June 2022	1. Complete the Mandiri In Health data for employee	Mill office
3	Wednesday, 15 June 2022	 Visit to Kerinci Central Nursery, Asia Pasific Rayon and Asia Pasific Yarn 	KCN, APR and APY

Table 3.13. Daily Activities of June 13th, 2021 to June 18th, 2021

4	Thursday, 16 June 20221. Complete the Mandiri In Health data for employee		Mill office	
5	Friday, 17 June 2022	 Make a calculating km and fuel (Rp) ambulance clinic Check and replace hire date based on manpower data 	Mill office	
6	Saturday, 18 June 2022	1. Bee a committee in the RAT kopkar event	Unigraha Hotel PT RAPP	

The agenda of activities that has been carried out by the author during the implementation of the job training at PT Riau Andalan Pulp and Paper June 20^{th} , 2022 to June 28^{th} 2022 can be seen in table below as follows :

No	Date and time	Description of activities	Place
1	Monday, 20 June 2022	1. Check and replace hire date based on manpower data	Mill office
2	Tuesday, 21 June 2022	 Check and replace hire date based on manpower data Clearing stock inventory movement 	Mill office
3	Wednesday, 22 June 2022	1. Retype the MBH award verification document for company implementing GP2SP	Mill office
4	Monday, 27 June 2022	1. Clearing stock inventory movement	Mill office
5	Tuesday, 28 June 2022	1. Assist in MBH award verification document for company implementing GP2SP	Clinic PT RAPP

Source: Processed Data 2022

3.4. Obstacle and Solution

3.4.1 Obstacle

The obstacle that The Author get while did the job training at PT Riau Andalan Pulp and Paper are :

- 1. There are complaints from high grade members regarding the terms and conditions when applying for a loan and resigned members who complain about the amount of savings that are considered not in accordance with the year they joined the cooperative.
- 2. Repayment of loans made by members without notifying the cooperative that is outside the procedure for the stipulation date.
- 3. Limitation in obtaining data for the work given, because the data provided is not clear and incomplete.
- 4. Limitation in using office fasilities, because office facilities have been authorised from the center.
- 5. There is a rolling system for work units so that writers who are already proficient with a job must start learning new jobs
- 3.4.2 Solution

The solutions for the obstacle that The Author get while did the job training are :

- 1. Explain as best as possible and provide the maximum possible answer to members so that it is easy to understand and recheck the validity of loan data based on the year of joining.
- 2. Inform and remind members who apply for loans that repayment can only be made at the beginning of each month on the 1st-5th via transfer.
- 3. Ask and discuss again with the task assignor the data that is lacking and not understood.
- 4. Notify the task assignor of the internal facilities that will be used so that they can be granted access
- 5. The good thing about the rolling system is that the Author can learn many things from the unit and must be able to adapt to higher challenges.

CHAPTER IV CONCLUSION AND SUGGESTION

4.1. Conclusion

After doing practical work at PT Riau Andalan Pulp and Paper, the following coclusions can be drawn :

- 1. There are several types of work during the practical work program, namely USP unit customer service section, Accounting, Kopkar mart and Mill office.
- The practical work was carried out at PT Riau Andalan Pulp and Paper. The programm was carried out for 4 (four) months. From March 09th 2022 to June 30th 2022
- 3. Work systems and procedures in PT RAPP use online system, application system and manual systems. All of this systems make easier all employee to do the work.
- 4. During the practical work, there are several obstacle, namely complains from members of cooperative, non-confirmed debt repayment, limitation data and limitation in using office facilities.

4.2. Suggestion

After doing practical work at PT Riau Andalan Pulp and Paper, there are several suggestions, namely :

- 1. To support work run smoothly and quickly, it is better to provide new access globalnet for students who do practical work.
- 2. Provide complete data to facilitate student work.
- 3. The internship program at the company carried out by the author uses the Microsoft Excel application a lot. So it is hoped that students who will carry out internships in the future will master the function formulas contained in the Microsoft Excel application, especially the VLookup function.
- 4. During the internship program, the writer was assigned to the accounting unit. It is hoped that students who will carry out internships further understand the basics of

accounting and work on examples of case studies related to the accounting of a company as an exercise for basic journals.

- 5. It is hoped that students who will do the internship program can make good adjustments to the internship environment and maintain ethics during the internship program.
- 6. Arrange time for a job so that the work is carried out effectively and efficiently according to the directions given by the task assignor.



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APPENDICES

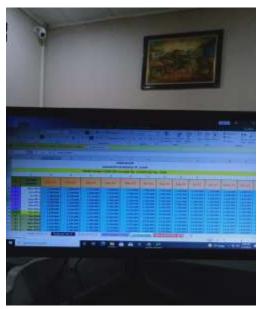
Appendix 1 : Figure of Job Description

1. USP Custoemer Service section

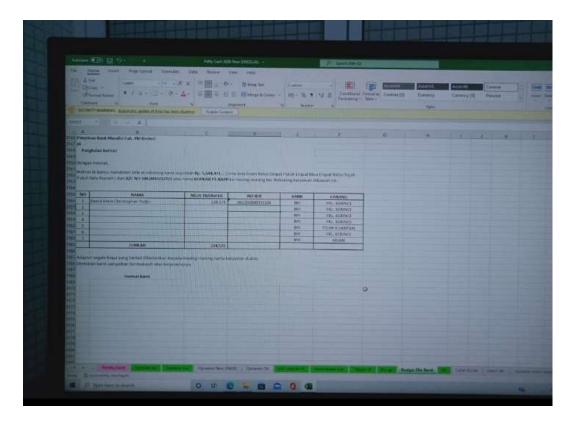


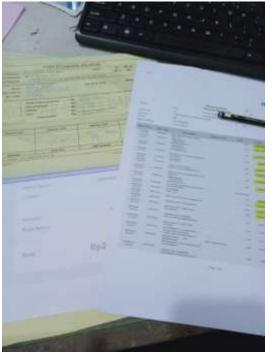


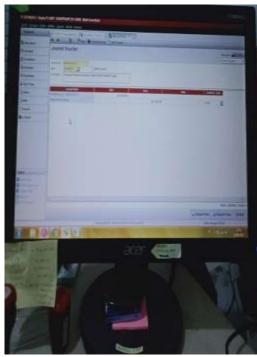




2. Accounting



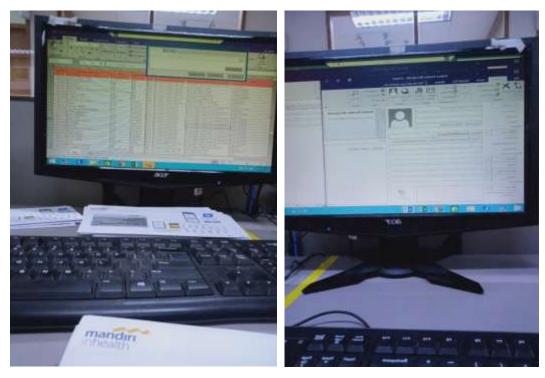


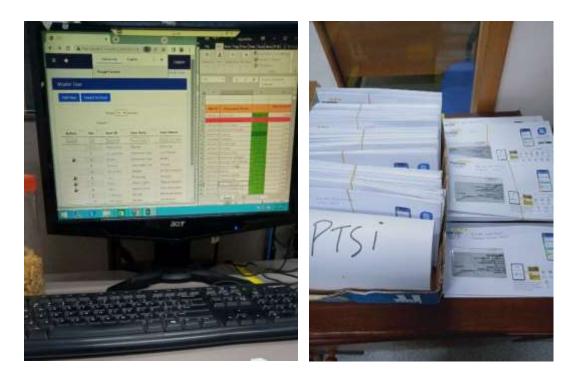


3. Kopkar Mart



4. Mill Office





5. Self Development











Appendix 2 : Apprenticeship Acceptance Letter



Internal

PT Risk Andatan Pulp and Paper Jokanta Office Jokanta Office Jokanta (1225) Instantesia Tail + 62 21 3134 Fak | +62 21 3144 604

Mill Office Jatan Lintas Timur, Pangaalan Kenno Kabapatèn Pivalaeata Raa 25000, indonesia Tee +62 701 a01 000 Tax +62 701 431 840

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Nomor Lamp Hal : 83 /II/CR/KP/RAPP/2022 :-: Izin Job Training/ Kerja Praktek

Kepada Yth, Direktur Politeknik Negeri Bengkalis

Dengan hormat,

Sehubungan dengan surat permohonan izin peraktek pada PT RAPP, untuk Mahasiswa sebagai berikut:

No	Nama	NPM	Prodi
1	Hasna Deti	5404181165	D-4 Administrasi Bisnis International
2	Endang Nirastuti	5404181167	D-4 Administrasi Bisnis International
3	Hurin Ismahani	5404181137	D-4 Administrasi Bisnis International
4	Norzizi Zulaika	5404181149	D-4 Administrasi Bisnis International

Dengan ini disampaikan bahwa kami dapat menerima mahasiswa tersebut untuk melakukan kerja praktik di PT RAPP periode Maret 2022 s/d Juni 2022. Kepada yang bersangkutan harus mengikuti safety induction terlebih dahulu. Kepada peserta KP harap memperhatikan:

- Mengikuti seluruh peraturan yang berlaku di Lingkungan Perusahaan
- Sudah Vaksin 2
- Mengikuti Protokol yang berlaku, apabila kedapatan melanggar akan dilaporkan ke Sekolah/ Universitas yang bersangkutan

Note: Kepada Peserta KP agar ke Kantor SHR (Rukan no.6) pada 8 Maret 2022 dengan membawa Materai 10.000 (2 Buah) dan Pas Foto (3x4 = 2 Buah).

Demikianlah surat ini kami sampaikan, atas perhatiannya diucapkan terimakasih.

Pangkalan Kerinci, Maret 2022

Tengku Kespandiar, ST., MM **Campus Relation Manager**

Appendix 3 : Apprenticeship Statement Letter



Internal

PT Riau Andalan Pulp and Paper Jalan Teluk Betung No. 31 Jalana 1930, Indoxemia Tel.: +62 21 3193 0134 Fax... +62 21 3144 604

Mill Office: Jalan Lintas Timur, Pangkalan Kerinci Kabupatan Pelalawan Riuu 28300, Indonesia Tel. : +62 761 491 000 Fax. : +62 761 491 846

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Nomor Lamp Hal ፡ ቡኃ/VI/CR/KP/RAPP/2022 : -: Surat Keterangan Magang

and the termine and the

Kepada Yth, Direktur Politeknik Negeri Bengkalis

Dengan hormat,

Sehubungan dengan telah berakhirnya Kerja Praktek (KP) di pada PT RAPP, untuk Mahasiswa sebagai berikut:

No	Nama	NIM	Prodi
1	Hurin Ismahani	5404181137	D4-Administrasi Bisnis Internasional
2	Hasna Deti	5404181165	D4-Administrasi Bisnis Internasional
3	Endang Nirastuti	5404181167	D4-Administrasi Bisnis Internasional
4	Norzizi Zulaikha	5404181149	D4-Administrasi Bisnis Internasional

Dengan ini menerangkan bahwa mahasiswa tersebut telah selesai melaksanakan kerja praktek di PT Riau Andalan Pulp and Paper tanggal 09 Maret – 30 Juni 2022. Demikian surat keterangan ini dibuat untuk dapat dipergunakan sebagaimana mestinya.

Pangkalan Kerinci, 09 Juli 2022

x Tengku Kespandiar, ST., MM Campus Relation Manager

Appendix 4 : List of Attendance

LIST PRESENT OF THE APPRENTICHESHIP KOPKAR PT. RAPP

Name	: Hasna Deti
Student's Identity Number	: 5404181165
Sec/Dept	: USP

	Date	Mar	ming	After	rnoon	Signature
No.		In	Out	In	Out	Signature
1	Wed, March 9th 2022	08,00	12.00	13.00	16.30	hill
2	Thurs, March 10th 2022	08,00	12.00	13,00	16.30	nil
3	Fri, March 11th 2022	08.00	12,00	13,00	16,30	21
4	Satur, March 12th 2022	08.00	12.00	*		21
5	Sun, March 13th 2022			Holi	iday	
5	Mon, March 14th 2022	08.00	12.00	13.00	16,30	21
7	Tues, March 15th 2022	08.00	12.00	13.00	16.30	31
8	Wed, March 16th 2022	08,00	12.00	13.00	16.30	21
9	Thurs, March 17th 2022	08.00	12.00	13.00	16.30	21
10	Fri, March 18th 2022	08.00	12.00	13.00	16.30	21
11	Satur, March 19th 2022	08.00	12.00	1.2		21
12	Sun, March 20th 2022			Holi	day	/
13	Mon, March 21th 2022	08.00	12,00	13.00	16,30	n/
14	Tues, March 22th 2022	08.00	12.00	13.00	16,30	31
15	Wed, March 23th 2022	08.00	12.00	13,00	16.30	31
16	Thurs, March 24th 2022	08.00	12.00	13.00	16.30	13/
17	Fri, y March 25th 2022	08.00	12.00	13.00	16,30	21
18	Satur, March 26th 2022	08.00	12.00	•	•	2/
19	Sun, March 27th 2022			Holi	đay	- 1-
20	Mon, March 28th 2022	08.00	12.00	13.00	16.30	31

Pelalawan, June 30th, 2022

(Yusvalinda)

Personal Admin Department HRD

LIST PRESENT OF THE APPRENTICHESHIP KOPKAR PT. RAPP

Name	: Hasna Deti
Student's Identity Number	: 5404181165
Sec/Dept	: USP

No.	Date	Mor	ning	Afternoon		1948 St. 1947 St. 1947
×0.	Date	In	Out	In	Out	Signature
1	Tues, March 29th 2022	08.00	12.00	13.00	16.30	21
2	Wed, March 30 th 2022	08.00	12.00	13.00	16.30	31
3	Thurs, March 31th 2022	08.00	12.00	13.00	16.30	W
4	Fri, Apr 1th 2022	08.00	12.00	13.00	16.30	21
5	Satur, Apr 2th 2022	08.00	12.00	· •	•	21
6	Sun, Apr 3th 2022	-		Holi	day	-4
7	Mon, Apr 4th 2022	08.00	12.00	13.00	16.30	3/
8	Tues, Apr 5th 2022	08.00	12.00	13.00	16.30	13/
9	Wed, Apr 6th 2022	08.00	12.00	13.00	16.30	21
10	Thurs, Apr 7th 2022	08.00	12.00	13.00	16.30	31
11	Fri, Apr 8th 2022	08.00	12.00	13.00	16.30	31
12	Satur, Apr 9th 2022	08.00	12.00	-2		21
13	Sun, Apr 10th 2022			Holi	day	
14	Mon, Apr 11th 2022	08.00	12.00	13,00	16.30	31
15	Tues, Apr 12th 2022		5	sick		4
16	Wed, Apr 13th 2022	08.00	12.00	13.00	16.30	3/
17	Thurs, Apr 14th 2022	08.00	12.00	13.00	16.30	31
18	Fri, Apr 15th 2022			National	Holiday	-"1
19	Satur, Apr 16th 2022	08,00	12.00	•	•	W
20	Sun, Apr 17th 2022			Itoli	day	

Pelalawan, Jyne 30th, 2022 (Yusvalinda) Personal Admin Department HRD

LIST PRESENT OF THE APPRENTICHESHIP KOPKAR PT. RAPP

Name : Hasna Deti Student's Identity Number : 5404181165 Sec/Dept : USP

No.	Date	Mor	ning	After	noon	Signature
10.	Date	In	Out	In	Out	Signature
1	Mon, Apr 18th 2022	08.00	12.00	13.00	16.30	21
2	Tues, Apr 19th 2022	08.00	12.00	13.00	16.30	21
3	Wed, Apr 20th 2022	08.00	12.00	13.00	16,30	21
4	Thurs, Apr 21th 2022	08.00	12.00	13.00	16.30	21
5	Fri, Apr 22th 2022	08.00	12.00	13.00	16.30	31
6	Satur, Apr 23th 2022	08,00	12.00			191
7	Sun, Apr 24th 2022			Holi	day	
8	Mon, Apr 25th 2022	08.00	12.00	13.00	16.30	31
9	Tues, Apr 26th 2022		Day off			3/
10	Wed, Apr 27th 2022		Day off			31
11	Thurs, Apr 28th 2022		Day off			31
12	Fri, Apr 29th 2022		Day off			3/
13	Satur, Apr 30th 2022	2	D;	ıy off		21
14	Sun, May 1* 2022			Holi	day	1
15	Mon, May 2 th 2022		National Holiday			
16	Tues, May 3th 2022			National	Holiday	
17	Wed, May 4th 2022		Day off			21
18	Thurs, May 5th 2022		Day off			12/
19	Fri, May 6th 2022		D:	ry off		31
20	Satur, May 7th 2022		D	ay off		21

Pelahukan June 30th, 2022

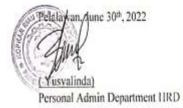
(Yusvalinda)

Personal Admin Department 11812

LIST PRESENT OF THE APPRENTICHESHIP KOPKAR PT. RAPP

Name : Hasna Deti Student's Identity Number : 5404181165 Sec/Dept : USP

No.	Data	Mor	ning	After	1001	1000
NO.	No. Date	In	Out	In	Out	Signature
1	Sun, May 8th 2022			Holi	day	
2	Mon, May 9th 2022	08.00	12.00	13.00	16,30	M
3	Tues, May 10th 2022	08.00	12.00	13.00	16.30	121
4	Wed, May 11th 2022	08.00	12.00	13.00	16.30	3/ 1
5	Thurs, May 12th 2022	08.00	12.00	13.00	16.30	4 21
6	Fri, May 13th 2022	08.00	12.00	13.00	16.30	21
7	Satur, May 14th 2022	08.00	12.00		-	M
8	Sun, May 15th 2022			Holi	day	
9	Mon, May 16th 2022	08.00	12.00	13.00	16,30	9
10	Tues, May 17th 2022	08.00	12.00	13.00	16.30	21
11	Wed, May 18th 2022	08.00	12.00	13.00	16.30	W
12	Thurs, May 198 2022	08.00	12.00	13.00	16.30	131



LIST PRESENT OF THE APPRENTICHESHIP MILL OFFICE-PT.RAPP

No.	Date	Morning		After	noon	
40.	Date	In	Out	In	Out	Signature
1	Fri, May 20th 2022	08.00	12.00	13.30	17.00	4
2	Satur, May 21th 2022	08.00	12.00			-4'
3	Sun, May 22th 2022			Holi	day	
4	Mon, May 23th 2022	08.00	12.00	Si	ck	\$
5	Tues, May 24th 2022	08.00	12.00	13.30	17.00	4
6	Wed, May 25 th 2022	08.00	12.00	13.30	17.00	14
7	Thurs, May 26th 2022	National Holiday				
8	Fri, May 27th 2022	08.00	12.00	13.30	17.00	4
9	Satur, May 28th 2022	Day Off			-	
10	Sun, May 29th 2022			Holi	day	
11	Mon, May 30th 2022	08.00	12.00	13.30	17.00	4
12	Tues, May 31# 2022	08.00	12.00	13.30	17.00	4
13	Wed, June 01th 2022			National	Holiday	
14	Thurs,June 02th 2022	08.00	12.00	13.30	17.00	41
15	Fri, June 03th 2022	08.00	12.00	13.30	17.00	16
16	Satur, June 04th 2022		Da	y Off		1
17	Sun, June 05th 2022			Holi	day	
18	Mon, June 06 th 2022	08.00	12.00	13.30	17.00	4
19	Tues, June 07th 2022	08.00	12.00	13.30	17.00	4
20	Wed, June 08th 2022	08.00	12.00	13.30	17.00	\$F

Name : Hasna Deti Student's Identity Number : 5404181165 Sec/Dent : Medical Insurance

Pelalawan, June 30th 2022 PERSONALIA 24 (Dr. Arief Antonius Santoso) Insurance and Clinic Manager

T

LIST PRESENT OF THE APPRENTICHESHIP MILL OFFICE-PT.RAPP

Name: Hasna DetiStudent's Identity Number: 5404181165Sec/Dept: Medical Insurance

No.	Date	Mor	ning	After	noon	Signature
NO.	trate	In	Out	In	Out	A
1	Thurs,June 09th 2022	08.00	12.00	13.30	17.00	Q.
2	Fri, June 10 th 2022		Per	mitted		
3	Satur, June 11th 2022		Per	mitted		1
4	Sun, June 12 th 2022			Holi	day	
5	Mon, June 13th 2022	08.00	12.00	13.30	17.00	4
6	Tues, June 14th 2022	08.00	12.00	13.30	17.00	14
7	Wed, June 15th 2022	08.00	12.00	13.30	17.00	41
8	Thurs,June 16th 2022	08.00	12.00	13.30	17.00	14
9	Fri, June 17th 2022	08.00	12.00	13.30	17.00	4
10	Satur, June 18th 2022		Day Off			1
11	Sun, June 19th 2022			Holi	day	4
12	Mon, June 20th 2022	08.00	12.00	13.30	17.00	41
13	Tues, June 21th 2022	08.00	12.00	13.30	17.00	19
14	Wed, June 22th 2022	08,00	12.00	13.30	17.00	4
15	Thurs, June 23th 2022		1	Sick		18
16	Fri, June 24th 2022		Sick			+ 1
18	Satur, June 25th 2022		Sick			19
18	Sun, June 26th 2022			Holi	day	
19	Mon, June 27th 2022	08.00	12,00	13.30	17.00	4.
20	Tues, June 28th 2022	08.00	12.00	13,30	17.00	14

Pelalawan, June 30%/2022 PERSONALS (Dr. Ariel Antonius Santoso) Insurance and Clinic Manager

DAILY ACTIVITY

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MARCH 9th, 2022

NO.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Introduction of each section in the PT RAPP Cooperative Team and Explanation of the job description to be carried out	Tengku Kespandiar	Frug
2.	Customer service	Nada Cindy Sagita	Fluit
	Notes by Industrial Coach	L	

NO	WORKING	EXPLANATION
1.	Introduction of each section in the PT RAPP Cooperative Team and Explanation of the job description to be carried out	The supervisor introduces the company in general and explains the job description to be carried out
2.	Customer services	Provide services to members who want to apply for loan funds

DAILY ACTIVITY

OF THE JOB TRAINING

DAY : THURSDAY

DATE : MARCH 10th,2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer Service	Nada Cindy Sagita	Fruit
2.	Compile application forms for loan funds, motor vehicle loans, shopping loans and electronic goods loans	Nada Cindy Sagita	French
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1	Customer service	Provide services to members who want to apply for loan funds
2	Compile application forms for loan funds, motor vehicle loans, shopping loans and electronic goods loans	Loan applications at cooperatives are done manually and using application forms such as loan funds, electronic loans, motorcycle loans and goods loans

DAILY ACTIVITY

OF THE JOB TRAINING

DAY : FRIDAY

DATE : MARCH 11th,2022

NO	DESCRIPTION OF	TASK	SIGNATURE
	ACTIVITIES	ASSIGNOR	
1.	Customer Service	Nada Cindy Sagita	Fruit
2.	Copy file Resign member sheet	Nada Cindy Sagita	Frunk
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer Service	Provide services to members who want to apply for loan funds
2.	Copy file Resign member sheet	Incoming exit clearance sheets from members need to be photocopied for archives

OF THE JOB TRAINING

DAY : SATURDAY

DATE : MARCH 12th,2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : MONDAY

DATE : MARCH 14th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1.	Customer Service	Nada Cindy Sagita	Found
2.	Input credit shopping members data	Nada Cindy Sagita	Huy
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer Service	Provide services to members who want to apply for loan funds
2.	Input credit shopping members data	inputting shopping credit data for cooperative members based on shopping credits reported by kopkar mart and kopkar partner shops

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MARCH 15th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1.	Customer services	Nada Cindy Sagita	Four
2.	Inputting cooperative loan data	Nada Cindy Sagita	French
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer services	Provide services to members who want to apply for loan funds
2.	Inputting cooperative loan data	Input data of members who lend funds to cooperatives. The data contains the identity of the employee, the amount of the loan and the length of the loan

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MARCH 16th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer services	Nada Cindy Sagita	Fund
2	Compile the loan application form	Nada Cindy Sagita	Fluit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer services	Provide services to members who want to apply for loan funds
2.	Compile the loan application form	Loan applications at cooperatives are done manually and using application forms such as loan funds, electronic loans, motorcycle loans and goods loans

OF THE JOB TRAINING

DAY : THURSDAY

DATE : MARCH 17th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Make and printed loan schedule data	Nada Cindy Sagita	Frank
2.	Filing loan schedule data	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Make and printed loan schedule data	The loan schedule contains a monthly installment schedule of loans made based on the number of loans and the length of the loans made
2.	Filing loan schedule data	Loan schedule is made using continuous form paper in 2 copies. The first copy is submitted to the member who applies for the loan and the second copy is used for archives

OF THE JOB TRAINING

DAY : FRIDAY

DATE : MARCH 18th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Make a payments to banks (transfer of funds)	Gusti Engelia	SHET
2.	Input the bank statement transaction journal	Gusti Engelia	SHET
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Make a payments to banks (transfer of funds)	transfer funds using a transfer slip as directed by the assignor at Mandiri bank
2.	Input the bank statement transaction journal	input the bank statement transaction journal using the accurate application. The bank statement transaction journal contains current account income, deposit income, and fee collecting

OF THE JOB TRAINING

DAY : SATURDAY

DATE : MARCH 19th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer services	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
•		
1	Customer services	Service to customers, receiving and checking incoming loan applications.

OF THE JOB TRAINING

DAY : MONDAY

DATE : MARCH 21th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Nada Cindy Sagita	French
2.	Input the data of resign members	Nada Cindy Sagita	Fluit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer service	Service to customers, receiving and checking incoming loan applications.
2.	Input the data of resign members	inputting employee resign data based on the exit clearance received from the employee performing the resignation procedure

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MARCH 22th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Inputting outstanding data	Nada Cindy Sagita	Fund
2	Deliver document files to mill office for payroll approval	Sri Narten	George.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1	Inputting outstanding data	Outstanding data is a data recap of applicant who have received approval from payroll
2	Deliver document files to mill office for payroll approval	The loan application document received at the cooperative is delivered to payroll for salary deduction approval

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MARCH 23th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer service	Nada Cindy Sagita	Fruit
2	Inputting credit shopping members data	Nada Cindy Sagita	Fund
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer service	Provide services to members who want to apply for loan funds
2.	Inputting credit shopping members data	inputting shopping credit data for cooperative members based on shopping credits reported by kopkar mart and kopkar partner shops

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OF THE JOB TRAINING

DAY : THURSDAY

DATE : MARCH 24th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Make a report on outstanding bank funds receivables	Gusti Engelia	SWIT
2	Make a disbursement letter	Gusti Engelia	SUT
	Notes by Industrial Coach	<u> </u>	

NO	WORKING	EXPLANATION
1.	Make a report on outstanding bank funds receivables	Help to make reports of outstanding bank funds receivables in accordance with the directions given by the assignor
2.	Make a disbursement letter	Make a disbursement letter based on the data obtained from the USP. disbursement letter containing the name and account number to be submitted to the bank

OF THE JOB TRAINING

DAY : FRIDAY

DATE : MARCH 25th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : SATURDAY

DATE : MARCH 26th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Visit to the palace wing of pelalawan following the Mandi Belimau event	Sri Narten	George.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Visit to the palace wing of pelalawan following the Mandi Belimau event	Mandi Belimau event is a Malay tradition that is usually done to welcome the month of Ramadan

OF THE JOB TRAINING

DAY : MONDAY

DATE : MARCH 28th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Nada Cindy Sagita	Fluit
2.	Recap the exit clearance of members resign data	Nada Cindy Sagita	Frug
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer service	Provide services to members who want to apply for loan funds
2.	Recap the exit clearance of members resign data	make a data recap of resigning members use microsoft excel

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MARCH 29th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Nada Cindy Sagita	Fring
2.	Input outstanding data	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer service	Provide services to members who want to apply for loan funds
2.	Input outstanding data	Outstanding data is a data recap of applicant who have received approval from payroll

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MARCH 30th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
• 1.	ACTIVITIES Make and printed loan schedule	ASSIGNOR Nada Cindy Sagita	Fund
2.	Filing document data for member loan disbursement archives	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
• 1.	Make and printed loan schedule	The loan schedule contains a monthly installment schedule of loans made based on the number of loans and the length of the loans made
2.	Filing document data for member loan disbursement archives	Application forms that have been accepted by payroll are included in the letter file and arranged in the file cabinet

OF THE JOB TRAINING

DAY : THURSDAY

DATE : MARCH 31th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Make a recap of the exit clearance of resigning members	Gusti Engelia	SWET
2.	Make a payments to banks	Gusti Engelia	SWIT
	Notes by Industrial Coach	1	

NO	WORKING	EXPLANATION
	Make a recap of the exit clearance of resigning members	Make a data recap of resigning members use microsoft excel
2.	Make a payments to banks	Make a transfer of fund and national clearing system at Mandiri Bank use transfer slip sheet

OF THE JOB TRAINING

DAY : FRIDAY

DATE : APRIL 1th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Petty cash transaction journal	Gusti Engelia	SWI
2	Filing data based on transaction date	Gusti Engelia	SWI
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Petty cash transaction journal	Make a Petty cash transaction journal use accurate application systems
2.	Filing data based on transaction date	Filling voucher sheet document at letter file based on transaction date

OF THE JOB TRAINING

DAY : MONDAY

DATE : APRIL 4th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Compile the loan application form	Nada Cindy Sagita	Fund
2.	Make a payment to bank (cash deposit)	Gusti Engelia	SHIT
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Compile the loan application form	Loan applications at cooperatives are done manually and using application forms such as loan funds, electronic loans, motorcycle loans and goods loans
2.	Make a payment to bank (cash deposit)	Make a payment cash deposit at Mandiri Bank use transfer slip sheet

OF THE JOB TRAINING

DAY : TUESDAY

DATE : APRIL 5th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input the outstanding data	Nada Cindy Sagita	Fruit
3.	Deliver document files to mill office for payroll approval	Sri narten	George.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Input the outstanding data	Outstanding data is a data recap of applicant who have received approval from payroll
2.	Deliver document files to mill office for payroll approval	The loan application document received at the cooperative is delivered to payroll for salary deduction approval

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : APRIL 6th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Safety induction	Sri Narten	George.
2.	Customer service	Nada Cindy Sagita	Hung
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Safety induction	Participate in safety induction activities from the company. In this activity, things that must be considered for safety while in the factory are presented
2.	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : THURSDAY

DATE : APRIL 7th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input loan repayment transaction journal	Gusti Engelia	SWI
2.	Input Payroll accounts receivable transaction journal	Gusti Engelia	SHI
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Input loan repayment transaction journal	Input loan repayment transaction journal use Accurate application System
2.		Input Payroll accounts receivable transaction journal use Accurate application systems

OF THE JOB TRAINING

DAY : FRIDAY

DATE : APRIL 8th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer services	Nada Cindy Sagita	Fruit
2.	Make and printed loan schedule	Nada Cindy Sagita	Frug
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer services	Provide services to members who want to apply for loan funds
2.	Make and printed loan schedule	The loan schdeule contains the name of the borrower, the date of disbursement, the tenor, and the amount of the loan.

OF THE JOB TRAINING

DAY : SATURDAY

DATE : APRIL 9th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer services	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
• 1.	Customer services	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : MONDAY

DATE : APRIL 11th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input the outstanding data	Nada Cindy Sagita	Fruit
2.	Customer service	Nada Cindy Sagita	Huy
	Notes by Industrial Coach		

NO ·	WORKING	EXPLANATION
1.		The inputted data is based on name, Global ID & SAP, loan amount, loan duration, and others.
2.		Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : APRIL 13th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer service	Nada Cindy Sagita	Fruit
2	Recap the exit clearance of members data	Nada Cindy Sagita	Frug
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
• 1.	Customer service	Provide services to members who want to apply for loan funds
2.	Recap the exit clearance of members data	Make a data recap of resigning members use microsoft excel

OF THE JOB TRAINING

DAY : THURSDAY

DATE : APRIL 14th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input Bank statement transaction journal	Gusti Engelia	SHET
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Input Bank statement transaction journal	Input Bank statement transaction journal use accurate application based on the data given by task assignor

OF THE JOB TRAINING

DAY : SATURDAY

DATE : APRIL 16th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Customer service	Sri Narten	Guost.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : MONDAY

DATE : APRIL 18th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer service	Nada Cindy Sagita	Frug
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.		Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : TUESDAY

DATE : APRIL 19th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1.	Input the outstanding data	Nada Cindy Sagita	Fruit
2.	Filing document data for member loan disbursement archives	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Input the outstanding data	Outstanding data is a data recap of applicant who have received approval from payroll
2.	Filing document data for member loan disbursement archives	Application forms that have been accepted by payroll are included in the letter file and arranged in the file cabinet

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : APRIL 20th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Make and printed loan schedule	Nada Cindy Sagita	Fruit
2	Filing loan schedule documents	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Make and printed loan schedule	The loan schedule contains a monthly installment schedule of loans made based on the number of loans and the length of the loans made
2.	Filing document data for member loan disbursement archives	Application forms that have been accepted by payroll are included in the letter file and arranged in the file cabinet

OF THE JOB TRAINING

DAY : THURSDAY

DATE : APRIL 21th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1.	Make a recap exit clearance of resign members	Nada Cindy Sagita	French
2.	Photocopy documents	Nada Cindy Sagita	Flung
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Make a recap exit clearance of resign members	Make a data recap of resigning members use microsoft excel
2.	Photocopy documents	Duplicate the required documents

OF THE JOB TRAINING

DAY : FRIDAY

DATE : APRIL 22th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1.	Customer service	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
•		
1.	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : SATURDAY

DATE : APRIL 23th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Cashier	Ira	George.
2.	Display goods	Ira	Genet.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Cashier	Serve payments made by buyers both in cash and credit
2.		Arrange goods according to the arrangement of shelves that have been provided

OF THE JOB TRAINING

DAY : MONDAY

DATE : MAY 09th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer service	Nada Cindy Sagita	French
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
•		
1	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MAY 10th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Input outstanding data	Nada Cindy Sagita	Fruit
2	Make and printed loan schedule data	Nada Cindy Sagita	Frug
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1	Input outstanding data	Outstanding data is a data recap of applicant who have received approval from payroll
2	Make and printed loan schedule data	The loan schedule contains a monthly installment schedule of loans made based on the number of loans and the length of the loans made

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MAY 11th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Purchasing inventory of goods	Ira	George.
2.	Input of inventory stock data	Ira	Geost.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.		help make purchases of inventory items with the head of the kopkar mart shop
2.		input items with item codes, both new items or additional stock items

OF THE JOB TRAINING

DAY : THURSDAY

DATE : MAY 11th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Bank statement transaction journal	Gusti Engelia	SUE
2.	Payroll accounts receivable transaction journal	Gusti Engelia	SUET
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Bank statement transaction journal	Input Bank statement transaction journal use Accurate application system
2.	Payroll accounts receivable transaction journal	Input Payroll accounts receivable transaction journal use Accurate application system

OF THE JOB TRAINING

DAY : FRIDAY

DATE : MAY 13th, 2022

NO	DESCRIPTION OF	TASK	SIGNATURE
•	ACTIVITIES	ASSIGNOR	
1	Customer services	Nada Cindy Sagita	Fruit
2	Recap the exit clearance of resign members data	Nada Cindy Sagita	Fruit
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Customer services	Provide services to members who want to apply for loan funds
2.	Recap the exit clearance of resign members data	Make a data recap of resigning members use microsoft excel

OF THE JOB TRAINING

DAY : SATURDAY

DATE : MAY 14th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Cashier	Ira	George.
2	Display goods	Ira	Genet.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.		Serve payments made by buyers both in cash and credit
2.		Arrange goods according to the arrangement of shelves that have been provided

OF THE JOB TRAINING

DAY : MONDAY

DATE : MAY 15th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Customer Service	Nada Cindy Sagita	Found
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
• 1.	Customer service	Provide services to members who want to apply for loan funds

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MAY 17th, 2022

NO	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input the outstanding data	Nada Cindy Sagita	French
2.	Stock taking	Ira	Jung.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Input the outstanding data	The inputted data is filled based on personal data such as name, Global ID & SAP, loan amount, loan duration, and others.
2	Stock taking	Identifying every item on hand, counting it and summarizing these quantities by item. There may also be a verification step, where the count results are compared to the inventory unit counts in a company's computer system.

OF THE JOB TRAINING

DAY : WEDNESDAY

DATE : MAY 18th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Purchasing inventory of goods	Ira	George.
2.	cashier	Ira	Jungt.
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Purchasing inventory of goods	Inventories of goods that have just buying the market are inputted into the system by entering the name of the item, item code, quantity, and selling price.
2.	Cashier	Serve buyers who want to make payment transactions using a barcode scanner.

OF THE JOB TRAINING

DAY : THURSDAY

DATE : MAY 19th, 2022

NO ·	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1	Make a disbursement letter	Gusti Engelia	SIET
2	Filing data based on transaction date	Gusti Engelia	SHI
	Notes by Industrial Coach		

NO	WORKING	EXPLANATION
1.	Make a disbursement letter	Make a disbursement letter based on the data obtained from the USP. disbursement letter containing the name and account number to be submitted to the bank
2.	Filing data based on transaction date	Filling voucher sheet document at letter file based on transaction date

DAY : SATURDAY

DATE : MAY 28th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue Checking and Replace data medical kits	Serta Anita Sari	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue Checking and Replace data medical kits	Continue checking and Replace data medical kits in master data. 3223 data has done to checking

DAY : MONDAY

DATE : MAY 30th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue check and Replace email address of employee	Serta Anita Sari	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue check and Replace email address of employee	Continue checking and
		Replace email address
		employee in master users data
	-3	for medical check up online
		registration. 1559 data from 6760 of
		employee data has checking
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DAILY ACTIVITIES

OF THE JOB TRAINING

DAY : TUESDAY

DATE : MAY 31th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1. 2.	Visual Management Board Activities Weekly Continue check and Replace email address of employee	Serta Anita Sari	Madre
-	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Visual Management Board Weekly Activities	All section report updating information and problem from each secsion
2.	Continue check and Replace email address of employee	Continue checking and Replace email address employee in master users data for medical check up online registration. 1876 data from 6760 of employee data has checking and replace

DAY : THURSDAY

DATE : June 2th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue check and Replace email address of employee	Serta Anita Sari	Madri
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue check and Replace email address of employee	Continue checking and Replace email address employee in master users data for medical check up online registration. 2250 data from 6760 of employee data has checking and replace

DAILY ACTIVITIES

OF THE JOB TRAINING

DAY : FRIDAY

DATE : June 3th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue check and Replace email address of employee	Serta Anitasari	Madrz
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue check and Replace email address of employee	Continue checking and Replace email address employee in master users data for medical check up online registration. 2509 data from 6760 of employee data has checking and replace

DAY : MONDAY

DATE : June 6th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue check and Replace email address of employee	Serta Anita Sari	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue check and Replace email address of employee	Continue checking and Replace email address employee in master users data for medical check up online registration. 2851 data from 6760 of employee data has checking and replace

DAY : TUESDAY

DATE : June 7th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Input and Replace hire date employee date in master users data	Nadia Afifah	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
<u>No.</u> 1.	WORKING Input and Replace hire date employee in master users data	EXPLANATION Input and Replace hire date employee to original hire date in master users data. All the data is 1393 data. 144 data has been entered

DAY : WEDNESDAY

DATE : June 8th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Complete the data of the Mandiri In Health employee participants	Candra Beti	B4.,
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Complete the data of the Mandiri In Health	Complete the data of the
	employee participants	Mandiri In Health
		employee participants using
		P-care and E-Dabu by online.
		Complete 98 data from
		Business Unit AKU and
	A CONTRACTOR OF	323 data from Business
		Unit RAK
	40 Y	
24 S. 		

DAY : THURSDAY

DATE : June 9th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Complete the data of the Mandiri In Health employee participants	Candra Beti	BN.
2.	Revise email adress of employee in master users data	Serta Anita Sari	Madr
	Notes by Industrial Coach		
			2

No.	WORKING	EXPLANATION
1.	Complete the data of the Mandiri In Health employee participants	Complete the data of the Mandiri In Health employee participants using P-care and E-Dabu by online. Complete 89 data from Business Unit RAK and 67 data from Business Unit APR

2.	Revise email adress of employee in master users data	Revise email adress of employee in master users data from email dept head on behalf of Epphy
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DAY : MONDAY

DATE : June 13th, 2022

DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
Complete the data of the Mandiri In Health employee participants	Candra Beti	Dut
Notes by Industrial Coach	_	
	ACTIVITIES Complete the data of the Mandiri In Health employee participants	ACTIVITIESASSIGNORComplete the data of the Mandiri In Health employee participantsCandra Beti

No.	WORKING	EXPLANATION
1.	Complete the data of the Mandiri In Health	Complete the data of the
	employee participants	Mandiri In Health employee
		participants using P-care and
		E-Dabu by online.
		Complete 172 data from
		Business Unit APR, 11 data
		from Business Unit APKR,
		5 Data from Business Unit
		ECC, and 40 data from
		Business Unit PTSI

DAY : TUESDAY

DATE : June 14th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Complete the data of the Mandiri In Health employee participants	Candra Beti	DN.
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Complete the data of the Mandiri In Health employee participants	Complete the data of the Mandiri In Health employee participants using P-care and E-Dabu by online. Complete 141 data from Business Unit PTSI
2.14		

DAY : WEDNESDAY

DATE : June 15th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Visit to KCN, APR and APY	Nadia Afifah	Madie
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Visit to KCN, APR and APY	Visit to KCN, APR and
		APY with Rektor from
1.0		UIN SUSKA Riau
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	total and the all and the second and the second	
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DAY : THURSDAY

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DATE : June 16th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Complete the data of the Mandiri In Health employee participants	Candra Beti	Br.
	Notes by Industrial Coach	a - 1a	

No.	WORKING	EXPLANATION
1.	Complete the data of the Mandiri In Health employee participants	Complete the data of the Mandiri In Health employee participants using P-care and E-Dabu by online. Complete 144 data from Business Unit PTSI

DAY : FRIDAY

DATE : June 17th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1. 2.	Make a calculating km and fuel (Rp) ambulance clinic Continue input and Replace hire date employee in master users data.	Nadia Afifah	Madic
	Notes by Industrial Coach Increase analitical Humking data analysis	g, to support	

No.	WORKING	EXPLANATION
1.	Make a calculating km and fuel (Rp) ambulance Clinic	Make a calculating km and fuel (Rp) ambulance clinic in microsoft excel
2.	Continue input and Replace hire date employee in master users data.	Continue input and Replace hire date employee to original hire date in master users data. 384 data from 1393 data has been entered

DAY : SATURDAY

DATE : June 18th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Be a committee in the RAT event	Serta Anita Sari	Nadic
	Notes by Industrial Coach		

1. Be a committee in the RAT event Be a committee in the RAT event. RAT is Rapate TAHUN BUKU 2021 TAHUN BUKU 2021 Anggota Tahunan which is done once a year. This event was held at unigraha hotel This event was held at unigraha hotel

DAY : MONDAY

DATE : June 20th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue input and Replace hire date employee in master users data.	Nadia Afifah	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue input and Replace hire date employee	Continue input and Replace
	in master users data.	hire date employee to
		original hire date in master
		users data.
		736 data from 1393 data has
		been entered

DAY : TUESDAY

DATE : June 21th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Continue input and Replace hire date employee in master users data.	Nadia Afifah	Malta
2.	Clearing stock inventory movement from master users		· Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Continue input and Replace hire date employee in master users data.	Continue input and Replace hire date employee to original hire date in master users data. 953 data from 1393 data has been entered
2.	Clearing stock inventory movement from master users	Complete clearing the inventory movement data in the master users data section of balance and adjustment 126 data has clearing

DAY : WEDNESDAY

DATE : June 22th, 2022

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No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Retype the MBH award verification instrument document for companies implementing GP2SP	Nadia Afifah	Madre
2.	Continue input and Replace hire date employee in master users data.		
	Notes by Industrial Coach Hank You for the supp	ort	

No.	WORKING	EXPLANATION
1.	Retype the MBH award verification instrument document for companies implementing GP2SP	Retype the MBH award verification instrument document for companies implementing GP2SP using microsoft office word
2.	Continue input and Replace hire date employee in master users data.	Continue input and Replace hire date employee to original hire date in master users data. 1217 data from 1393 data has been entered

DAILY ACTIVITIES

OF THE JOB TRAINING

DAY : MONDAY

DATE : June 27th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Clearing stock inventory movement from master users		
2.	Continue input and Replace hire date employee in master users data.	Nadia Afifah	Madre
	Notes by Industrial Coach		

No.	WORKING	EXPLANATION
1.	Clearing stock inventory movement from master	Complete clearing the
	users	inventory movement data in
		the master users data section
		of balance and adjustment
		317 data has clearing
2.	Continue input and Replace hire date employee in master users data.	Continue input and Replace hire date employee to original hire date in master users data. 1393 data from 1393 data has been entered

DAY : TUESDAY

DATE : June 28th, 2022

No.	DESCRIPTION OF ACTIVITIES	TASK ASSIGNOR	SIGNATURE
1.	Assist in preparing MBH award verification instrument documents for companies implementing GP2SP	Nadia Afifah	Madric
	Notes by Industrial Coach Thank you for the sy	port	

No.	WORKING	EXPLANATION
1.	Assist in preparing MBH award verification instrument documents for companies implementing GP2SP	Assist in preparing MBH award verification instrument documents for companies implementing GP2SP. Copying and and typing document using microsoftt word