APPRENTICESHIP REPORT

PT TELKOM INDONESIA Tbk. WILAYAH TELEKOMUNIKASI RIAU DARATAN

By:

<u>NIKEN ENGGAR KARTIKA</u>
5404191230

**APPLIED BACHELOR OF INTERNATIONAL BUSINESS
ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
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APPRENTICESHIP REPORT
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Written as one of the conditions for completing Job Training

Niken Enggar Kartika
5404191230

Pekanbaru, May 31, 2023

Manager Business and Enterprise
Service

Suci Lestari
NIK.880011

Advisor

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

Approved by,

The head of International Business Administration Study Program
State Polytechnic of Bengkalis

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

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Niken Enggar Kartika
NIM. 5404191230

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INTRODUCTION

1.1   Background of the Apprenticeship

Advances in technology today are an easy way for humans to do work. The role of technology makes a job faster and more precise. The role of technology in companies is to create a skilled and qualified workforce in other to increase competition between workers. (Rohmatulloh, 2022).

One way to overcome these problems with educational institutions. Education plays an important role in the formation of skills and competencies to enter the world of work. In this modern era, every individual is required to be able to compete in various sectors. However, the theory and practice get in college will definitely be different from what get in the world of work. Therefore, several college provide opportunities for their students to be able to contribute to any company as a medium of learning how the world of work is.

Practice Work is a form of implementation in a systematic and synchronous manner between educational programs originating from schools and college with programs for mastering skills obtained through direct work activities in the world of work to achieve certain skills (Hidayatuloh, 2021). Practice Work is an apprenticeship activity for students in the world of work both in industry and government and is a compulsory subject in the International Business Administration Study Program at State Polytechnic of Bengkalis.

State Polytechnic of Bengkalis is vocational campus that has a practice work program that aims to prepare personnel who can determine expertise and skills in their fields, prioritize the quality of students to face challenges, be ready to work, and be able to compete globally. Practice work will provide a wider space for students to analyze the conditions of the work environment and students can apply the knowledge gained in college. This practice work program is carried out at the end of the even semester for a minimum of 4 months. And companies

that accept this practice work at PT Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan (Witel Ridar).

PT Telkom Indonesia Tbk. was founded and operated commercially in 1884 which was originally part of the Post en Telegraafdienst, a company established by the Dutch Government which operated to provide postal and telegraph services. In 1991, the company's status was changed to a state-owned limited liability company (Persero). The company with the commercial name Telkom listed its shares on the Indonesia Stock Exchange with the code TLKM on November 14, 1995 and in the same year was also listed as a stock exchange member on the New York Stock Exchange (NYSE). In 2019, through mitratel, Telkom acquired 2.100 tower owned by Indosat Ooredoo and a 95% stake in PT Persada Sokka Tama which owns 1.017 towers. Apart from that, Telkomsel also added 23.162 Base Transceiver Stations (BTSs).

Figure 1.1 Graha Merah Putih Pekanbaru
Source: Telkom Website, 2023

Graha Merah Putih Pekanbaru is a Smart Office where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and form relationship to produce the highest productivity every day. During the implementation of practice work The Author is

placed in the Graha Merah Putih. One of the units in the Graha Merah Putih, namely PT Telkom Indonesia. At this PT The Author is in charge of inputting customer data, uploading customer data, informing supervisors and sales of problem, and reporting problems experienced by customers to technicians.

1.2   Purpose of the Apprenticeship

Practice work is one of the activities carried out to complete the study program at the State Polytechnic of Bengkalis. To achieve the expected results, it is necessary to know the objectives of this practice work activity, which are as follows:

1. To provide opportunities for students to apply theory and practice obtained in lectures.
2. To provide opportunities for students to gain experience in the world of work in accordance with the study program being studied.
3. To provide space for students to analyze the problems faced and solutions that must be carried out in real companies.

1.3   Significances of the Apprenticeship

The practice work that has been carried out has provided many benefits for several parties, such as students, companies, and the State Polytechnic of Bengkalis.

1. For the Student

There are several benefits that are obtained for students during the implementation of the practice work program, namely as follows:

   a. Provide opportunities for students to apply the knowledge acquired in college.

   b. Providing new experiences and broader relationships.

   c. Get a certificate from the company if you have completed an practice work program.

2. For the Company

There are several benefits that are obtained for companies that accept practice work implementation, namely as follows:

a. To lighten the work of company employees by receiving labor assistance from students who carry out practice work.

b. The company will be recognized by academia and the world of education.

3. For State Polytechnic of Bengkalis

There are several benefits that are obtained for the State Polytechnic of Bengkalis as the executor of practice work activities, namely as follows:

a. There is cooperation between the company and the State Polytechnic of Bengkalis where student practice work is carried out.

b. State Polytechnic of Bengkalis will be better known by companies or other college where students do practice work.

c. State Polytechnic of Bengkalis will be able to improve the quality of its students through the experience gained during practice work.

d. State Polytechnic of Bengkalis gets feedback from the company to develop curriculum and learning.

CHAPTER 2

GENERAL DESCRIPTION OF THE COMPANY

2.1   Company Profile

Based on data from Telkom website (2020), PT Telkom Indonesia (Persero) Tbk (Telkom) is a State-Owned Enterprise (BUMN) engaged in Information and Communication Technology (ICT) services and telecommunications networks in Indonesia. Telkom's majority shareholder is the Government of the Republic of Indonesia with 52,09%, while the remaining 47,91 % is controlled by the public. Telkom share are traded on the Indonesia Stock Exchange (IDX) with the code "TLKM" and the New York Stock Exchange (NYSE) with the code "TLK".

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

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

Telkom Group's business activities grow and change along with developments in technology, information and digitalization, but are still in the

corridor of the telecommunications and information industry. This can be seen from the business line that continues to grow to complement the existing legacy.

In 2019, Telkom implemented its strategy in a portfolio direction strategy which includes developing its business into 3 Digital Business Domains, namely digital connectivity, digital platforms, and digital services.

1. Digital Connectivity: Fiber to the x (FTTx), 5G, Software Defined Networking (SDN)/ Network Function Virtualization (NFV)/ Satellite

2. Digital Platform: Data Center, Cloud, Internet of Things (IoT), Big Data/ Artifical Intelligence (AI), Cyber security

3. Digital Services: Enterprise, Consumer

This domain strategy is supported by portfolio optimization strategy, technology, organization, synergy and operational excellence, talent management and corporate culture, inorganic initiatives and corporate governance. Telkom also runs programs embracing best in class digital experience, intensifying digital business and driving smart initiatives on cost effectiveness. The implementation of the program is directed at Telkom's transformation towards a superior digital telecommunication company.

2.1.1 Philosophy Telkom Indonesia Pekanbaru Logo

In line with Telkom Indonesia's purpose, namely "Creating a more prosperous and competitive nation and providing added value to stakeholders", Telkom Indonesia contributes to strive to provide the best service for all stakeholders to prevent can provide the best contribution to the Indonesian nation. As a state-owned digital telco company, this determination and belief is symbolized by a company logo as a corporate image which consists of a circle symbolizing the dynamics of the company and also symbolizing the world, as well as a friendly right hand in reaching for the world. With red, white, and gray transition colors as the colors of the company's identity, just as red and white are the colors of Indonesia's identity.

The Telkom Indonesia logo is also equipped with the tagline "The World in Your Hand" with the meaning "*Dunia dalam Genggaman Anda*" which carries

the message that Telkom Indonesia is committed to making things easier and more enjoyable in accessing the world.

Figure 2.1 Logo of PT Telkom Indonesia Tbk. Witel Ridar
Source: Telkom Indonesia, 2023

The Telkom Indonesia logo has 4 colors namely red, white, black, and gray where each color has the following meaning.

a. Red: symbolizes the spirit of Telkom Indonesia to always be optimistic and courageous in facing challenges and changes.
b. White: symbolizes Telkom's spirit to provide the best for the nation.
c. Gray: symbolizes technology.
d. Black: symbolizes willpower.

2.2   Purpose, Vision and Mission of PT Telkom Indonesia

Below is the purpose, vision and mission of PT Telkom Indonesia are as follows.

1.   Purpose

PT Telkom Indonesia is to create a more prosperous and competitive nation and provide the best added value for stakeholders.

2.   Vision

To be the digital telco of choice for advancing society.

3.   Mission

   a. Accelerate the development of infrastructure and smart digital platforms that are sustainable, economical and accessible to all people.

   b. Develop superior digital talent that helps drive digital capabilities and the nation's digital adoption rate.

   c. Orchestrating the digital ecosystem to provide the best customer digital experience.

3.3   Kind of Business

As a TIME service provider company Telkom is committed to continuing to innovate products and services in sectors outside of telecommunications. Telkom create products and services that are able to anticipate the rapid development of content and devices, be it smartphones, personal computers or tables. In addition, our innovation is also developed by combining voice communications, data services via the internet and IPTV in one package which we call triple play. These innovative products and services are very different from competitors, thereby giving Telkom an advantage in terms of time to market and positioning it as a prestigious company in the years to come. This creativity also drives a major evolution in Telkom's body which is reflected in the transformation program that has started since the end of 2009.

However, to anticipate the rapidly growing dynamics of the telecommunication business, Telkom based on PT Telkom Indonesia's Company Regulations, Tbk. No. PD.506 of 2011 concerning product trees synergizing all products, services and solutions, ranging from legality to new wave products and services, and grouping them into a number of business activities as follows.

1.   Telecommunications

   a. Fixed wired telephone connection

      i.   Plain Old Telephone Services (POTS) is the basic telephony service on landline telephone lines.

ii.   Fixed Value-Added Telephone Service (VAS Fixed Wire line) is a value-added service facility presented as a package with core products to meet customer needs.

iii.   Intelligent Network (IN) Service or Information Technology Smart Network (JAPATI) is an information technology-based service network architecture that is connected to Telkom's center system and telecommunication network. JAPATI service customers can enjoy the Free Call Service. Personal Free Calls, Split Charging, Uni Calls, Virtual Net, Premium Calls, Vote Calls, and Vote Free.

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

b. Fixed Wireless Telephone Connection

i.   Prepaid service is a telephone line service that customers can enjoy by purchasing a starter number and a top-up voucher to prevent can use the telecommunication service they want.

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

c. Cellular

Telkom provides cellular communication services through its subsidiary, Telkomsel, which utilizes GSM technology and 3,5G frequency. Cellular service is still the biggest contributor to the company's consolidated revenue. Cellular products and services offered by Telkomsel are divided into two models, namely postpaid services, which are offered through Simpati and Kartu As products. The differentiation of the three products is a follows.

i.   Kartu Halo, until now, is still listed as the most widely used postpaid cellular communication service since it was first introduced in 1995. Kartu Halo subscribers at the end of 2011 reached 2,2 million or the

equivalent of a market share of 53,4% of total subscribers. Postpaid cellular services in Indonesia.

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

iii. Kartu As is the latest cellular service innovation from Telkomsel for the prepaid type with a tariff that is calculated per second of usage. This ace is targeting the young user segment.

d. Internet Service (narrowband and broadband)

i. Dial up service is an internet access service that utilizes a regular telephone network and a dial up modem. Customers are required to subscribe to a certain Internet Service Provider (ISP) or access the internet to instant Telkom Net.

ii. Flexi Net is an internet access service that uses the Telkom flexi network.

iii. Port leasing services (Port Wholesale) provide remote access server port rentals for internet service providers, Content Service Providers (CSPs), and corporates to then be traded to customers.

iv. Metro I-net is a high-capacity data network solution based on Internet Protocol (IP) or Ethernet that guarantees flexibility, convenience and effectiveness as well as quality assurance for the business and residential customer segments.

v. Astinet provides internet access using Telkom's default internet gateway and public IP address for fixed or dedicated communication channels 24 hours a day.

vi. Broadband internet provides dedicated internet access with speeds above 384 kbps.

vii. Hotspot/Wi-Fi is a wireless intranet and internet access solution for mobile data service customers in certain areas by utilizing Telkom's payment tools, other ISP's payment tools (roaming) or in bulk using customer premises equipment based on wifi technology.

viii. IP transit provides interconnection services to the global internet by utilizing the BGP internet full route feature and IP box as well as customer (non-Telkom) Automated System (AS) with a bandwidth ratio of 1:1 from CPE to Telkom Upstream.

e. Network Service

i. A subscription circuit is a form of unregulated terrestrial transmission network service that connects 2 dedicated Point of Presence (POP) termination points for exclusive use with a symmetrical transmission channel capacity.

ii. IPLC (International Private Leased Channel) is a terrestrial telecommunications channel leased on a dedicated basis to facilitate voice, data, video and other telecommunications services carried out by customers in Indonesia with telecommunications customers in other countries or vice versa, in accordance with the customer's authority based on applicable regulations.

iii. VPN Backhaul is a node that is in a Virtual Private Network (VPN) network that functions as a center for other nodes.

iv. ADSL link/ EBIS ESP is a customer access channel based on asymmetric digital subscriber line technology to provide internet access that is leased to internet service providers other than Telkom.

v. Satellite services provide bandwidth rental for satellite transponders and their derivative products that utilize Telkom's satellites or replacement satellites.

f. Data Communication Service

i. ISDN PRA is a digital network to facilitate multimedia telecommunications services, which uses wider bandwidth and a digital system from terminal to terminal to serve voice, data, video communications with speed, quality and high capacity through one channel. This network has a total capacity through one channel. This network has a total capacity of 1.984 kbps, consisting of 30B+D64, and can be used to connect PABX, from mainframe computers to the

PASOPATI network, and connections between Local Area Networks (LANs).

ii.   DINA access is a communication service with dedicated access to serve interconnection between LANs and multimedia services whose speed can be adjusted according to customer demand, ranging from 64 to 2.084 kbps.

iii.   VPN is a private network that uses media such as the internet to connect remote sites securely.

iv.   Global Datacom is a form of data communication service for corporate customers that connects the head office with branches or clients in various countries around the world. Telkom cooperates with global partners through Telin in providing this service.

v.   Metro link is a form of metro network-based connectivity service that serves point to point, point to multipoint and multipoint to multipoint.

vi.   VAS datacom provide additional facilities that offer added value to data communications customers.

g. Interconnection and inter carrier services

i.   Transit interconnection is a form of interconnection call distribution service from the originating communication provider to the destination provider by utilizing Telkom's fixed network.

ii.   Termination interconnection is a form of interconnection call termination service on Telkom's network from other domestic telecommunications operators.

iii.   Signaling-based services are offered to other providers through Telkom's signaling network, both domestic and international.

iv.   Originating interconnection is an interconnection call generation service offered by the originating provider's network.

v.   Access to Telkom services is provided by other telecommunications service providers for services, such as long-distance direct dial access (SLJJ) and international direct dial (SLI) 007.

vi. International termination is a call termination service by international partners on Telkom's network.

vii. VAS interconnection is a value-added service including Telkom free, Telkom split charging, Telkom vote, Telkom ui, Telkom premium, and call centers from service providers through the Telkom network.

h. Supporting Facilities

i. Mechanical and Electrical (ME) services provide Telkom's AC power supply facilities for organizing partners.

ii. Non ME services provide Telkom's supporting facilities for organizing partners, including rooms, land, collocations, grounding integration, towers, ducts, roof tops, and access roads.

iii. CPE is a device used by Telkom customers as a complement to telecommunications providers and is located at the customer's location.

2. Information Technology (IT) services

a. Managed Application and Performance

i. ITO Cloud Based Managed Services which is based on client server applications supports cloud computing services that can be accessed by customers via the internet network.

ii. Server based Managed Services server-based services that are accessed by customers through internet services or other special applications as clients.

iii. IT Consulting is an IT consulting service consisting of system/application development work, IT blueprint/master plan or other strategic document design.

b. E-Payment/Payment Service

i. Billing Payment is a service that facilities the payment transaction process for service or goods customers to service provider companies such as PLN, Telkom, PDAM, PJKA, and others through services provided by collection agents including banks, cooperatives,

rural banks, convenience stores, and others in case do not have to go to the company concerned.

ii. Remittance is a money transfer service where the sender and recipient of funds do not have an account at the bank but must have a mobile device to receive notifications. E-money serves customer money storage/use electronically in a medium (mobile phone, prepaid card, or a virtual account that can be accessed via the internet media) to conduct transactions electronically.

iii. E-voucher or Telkom voucher is a single voucher issued by Telkom which functions to buy services or top up services belonging to the Telkom group, such as Kartu As, Simpati, and Flexi Trendy, Telkom Vision prepaid service and speedy hotspot.

c. IT enabler services (ITeS)

i. Business Process Outsourcing (BPO) is a contract-based service to manage/execute several processes of the customer's company.

ii. Knowledge process outsourcing (KPO) is a BPO service for business processes that require special competence for management.

d. Network centric VAS

i. Data and telephony is an IT based telephone and data service that offers added value to connectivity service customers.

ii. Security is an IT based security service with added value for connectivity service customers.

iii. Server and storage is an IT based server and storage service with added value for connectivity service customers.

e. Integration services

i. Hardware and network integration services integrate and provision Customer Site Connectivity (CPE devices).

ii. Application and software integration services combine and provide the entire system needed to integrate two or more applications/software/systems.

iii. Computing hardware integration services integrate systems that combine all computing devices needed to help information systems for customers.

3. Media and edutainment
   a. Media Pay TV is a pay TV service provided via satellite or cable with premium content such as news, sports, entertainment, an others.
   b. Over the Top TV (OTT TV) is a TV service that can be accessed by subscribers through the internet network.
   c. Advertisement is a commercial promotion service for products or services belonging to third parties provided through digital or print media.

2.4   Organizational Structure of PT Telkom Indonesia Witel Ridar

Organizing is a process of grouping and dividing activities into the goals expected by an organization, that with the existence of an organization can classify the duties and responsibilities of members. Organizing is also interpreted as a basic management activity carried out to manage the necessary resources (Putri, 2022).

Organizational structure is described as a system used to define an organization. To show how work tasks are formally divided, grouped and formally coordinated. The organizing function is to determine how to sort out work that can be managed properly. This organization is usually formed with several factors including human resources or the subject of organizational implementation, the same vision or goals, and the structure or division of organizational tasks.

2.4.1   The Structure of PT Telkom Indonesia Tbk. Witel Ridar

Organizational structure at PT Telkom Indonesia Tbk. Witel Ridar consists of several sections led by a general manager. The organizational sructure of PT Telkom Indonesia Tbk. Witel Ridar can be seen in the image below:
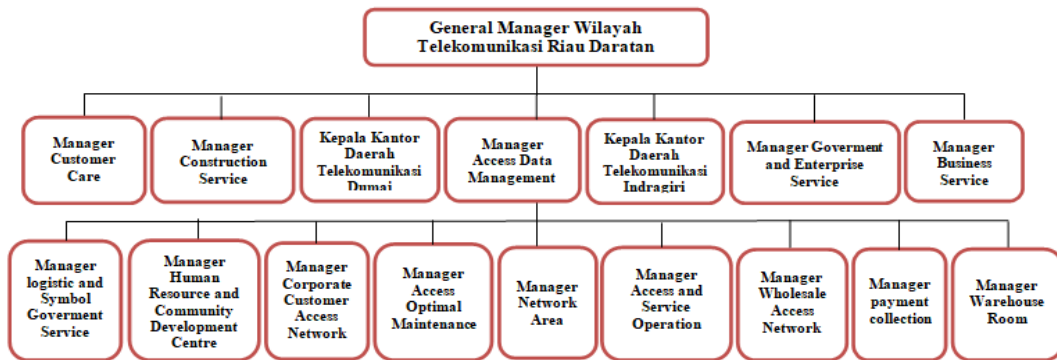
Figure 2.2 Structure of PT Telkom Indonesia Witel Ridar
Source: Processed Data, 2023

2.4.2 The Structure at PT Telkom Indonesia Tbk. Witel Ridar in Business Service Division

Business Service itself is headed by manager who is assisted by an account manager. The following is the organizational structure of Business Service unit which can be seen as follows:
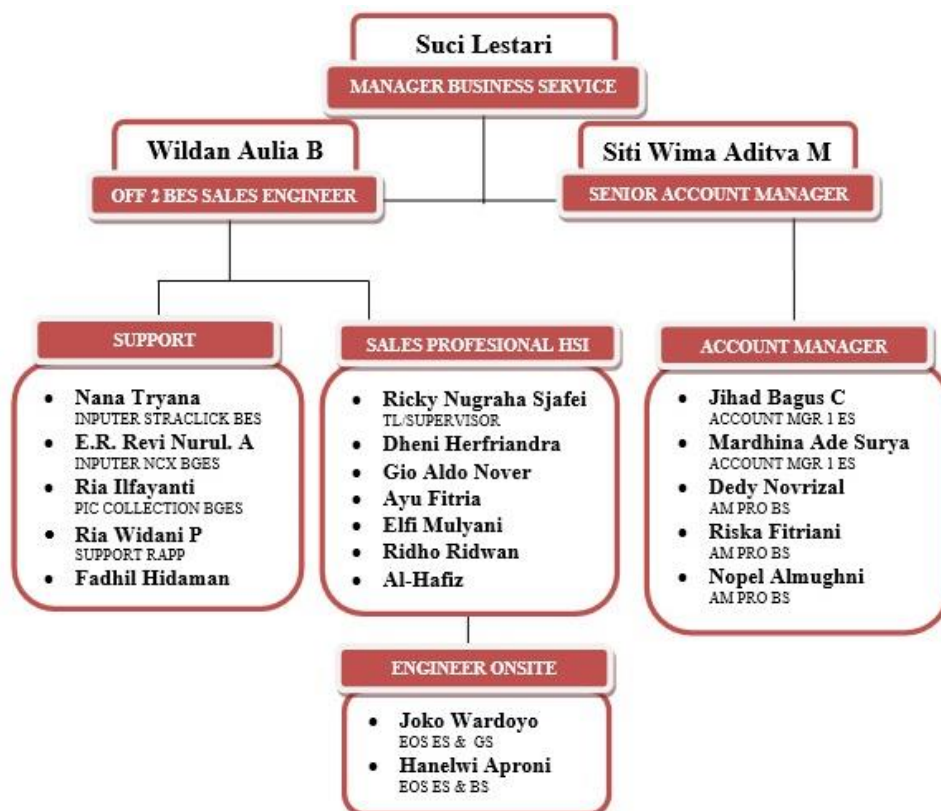
Figure 2.3 Structure of PT Telkom Indonesia in Business Service Division
Source: Processed Data, 2023

The following is an explanation of the tasks based on the organizational structure of Business Service management:

1. Manager Business Service (MGR BES Ridar), the manager in this section is tasked with elaborating business unit strategies and strategic programs and unit performance contracts as a direction for achieving witel management performance by compiling work programs and performance indicators, allocating resources, distributing wok to staff team members personally.

2. Senior Account Manager (Senior AM), tasked with maintaining good relations with Telkom customers by providing appropriate solutions according to their needs. Senior AM handles enterprise customers whose revenue value is greater than business services. Large enterprises will be handled directly by AM seniors. And have to do maintenance on large enterprises such as Pertamina, PTPN 5, universities.

3. Officer 2 Business Service Sales Engineer (Off 2 BES Sales Engineer), serving as a pre-sales means that before the sale of products to consumers, the sales engineer sees first whether the product engineering made can be well received by consumers or not. There are 3 aspects that must be considered, namely in terms of business aspects, technical aspects, and legal aspects. On the business aspect to increase sales opportunities by building relationships with prospective customers, on the technical aspect to help customers with technical problems, and on the legal aspect to provide customer experience and satisfaction. Even through the goal is to be able to provide customer experience and satisfaction, it must still comply with the company's internal rules.

4. Account Manager Pro Business Service (AM Pro BS), tasked with maintaining good relations between customers by providing appropriate solutions to every problem faced by customers, providing detailed explanations about Telkom's products and services to customers and developing new products to improve service standards, AM is also required to be able to achieve revenue targets on the division.

5. Account Manager 1 Enterprise Service (AM 1 ES), in this section the duties are the same as the account manager. However, AM enterprise develops products and services for large companies, such as universities and PT or those that assist the duties of senior AM.

6. Inputer Starclick Business Service (Inputer SC BS), in charge of inputting customer order data for indihome's new installation and overseeing orders, quality control and force caring center in case it reaches provisioning issues.

7. Inputer NCX Business Government Service (Inputer NCX BGES), is in charge of inputting datin orders, whether new pairs, modifying upgrades or downgrades, amendments, dismantle or disconnecting, renewal agreements or revoking AM services for ES and GS segments on NCX and escorting them until the order is closed or billing is completed.

8. Pic Collection BGES, in charge of sending invoices to special BGES customers, coordinating daily RC with the FBCC team, conducting daily outstanding checks, crating operational invoices for Ridar, and checking draft custom invoices that are not in accordance with the system.

9. Support RAPP, in charge of sending softcopy or hardcopy invoices or bills to special RAPP Group customers, following up invoices to customer if necessary revision and overseeing bills until the customer pays, coordinating with the Medan FBCC team for the process of flagging customer payments or PPH in the Telkom system (payment info) to rectify bills that still have an unpaid payment status in case to avoid isolation (deadly service).

10. Team Leader (TL) or Supervisor (SPV), tasked with monitoring sales and providing direction to sales, what data is needed to subscribe to indihome. Supervisor also records sales that have received orders.

11. Engineer on Site (EoS), tasked with providing solutions to all services and needs of account managers, delivery of services according to account manager requests to accuracy customers, controlling disturbances behind reports from customers or from account managers. EoS is also responsible

for installing Telkom products such as WMS, ASTINET, ASTINET LITE and assisting customers in case of interruptions.

2.5   Application Used for Activity

In this practice work program, there are several responsibilities given. The application used to complete work at PT Telkom Indonesia as follows:

1.   Starclick

Starclick is an IT application based on a geographic information system developed by Telkom to support frontliner (prospective new customer) and backroom (installation and maintenance) activities at PT Telkom and is also used to input customer data who wish to subscribe to the indihome package. This application is used to find an ODP (Optical Distribution Point) in order to be able to input data on prospective customers and to issue a starclick code that is used to install indihome packages to the customer's business.

The starclick application can also be used to check any problems that occur in the prospective customer's data. Is the data sent by the prospective customer inappropriate or some other things. Below is a picture of the starclick application.
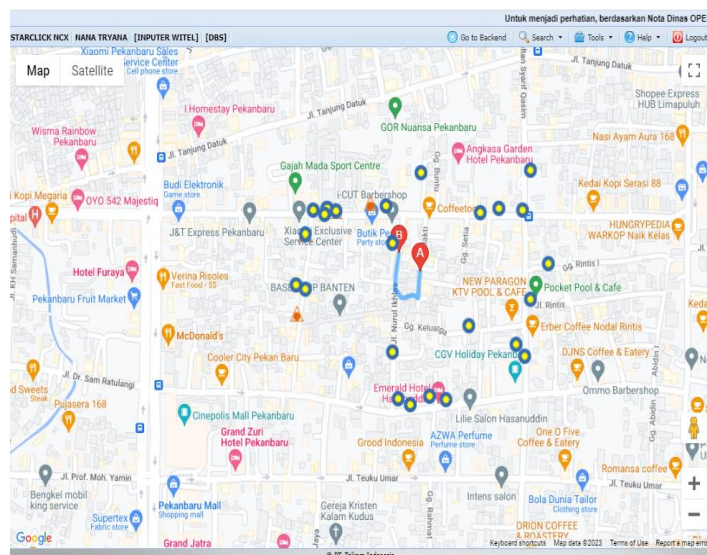
Figure 2.4 Starclick Application
Source: Processed Data, 2023

2.   MyCX

Mycx is a database application developed by PT Telkom Indonesia to support customer-related operations. Mycx is an application used to upload indihome customer data that has been previously inputted via the starclick application. This application is for finding paperless links, in which the links are used to upload prospective customers' personal data.

Besides that, the mycx application is also used to check customer complaints. For example, if a customer who has subscribed to an indihome package has problems with the internet, telephone or TV. Such as broken cable, connections not connected, and others. After filling in any customer complaints and submitting them, a customer's internet ID will appear which will used for further checking by the technician. The following is an image of the mycx application.
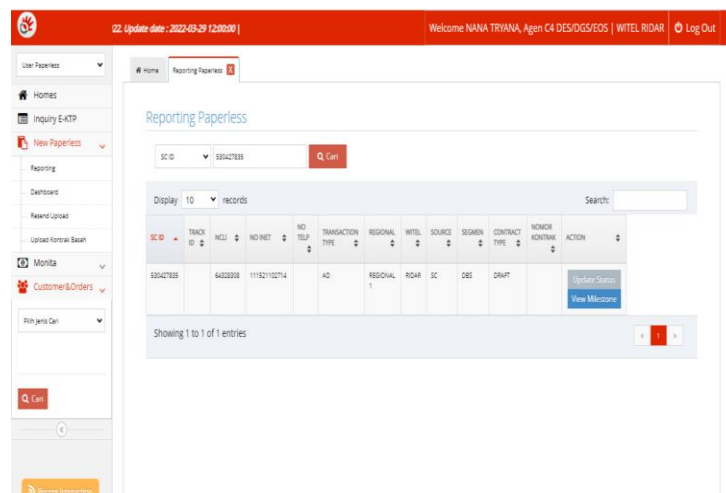
Figure 2.5 MyCX Application
Source: Processed Data, 2023

3.   BRIGHT (Business Revenue Insight)

Bright is an application that is used to view a list of constraints for all PT Telkom telecommunication areas in Indonesia. This bright application will continue to update every day. This application automatically reads the constraints on a prospective customer's order, whether the number is inactive, the data does not match, the order is cancelled, and also the order the prospective customer has passed and is just waiting for the indihome installation. Specifically for the list of

obstacles, supervisors and sales must be informed about potential customers every day. This aims to inform supervisors and sales that potential customers have problems and are unable to install indihome at the location requested.

Bright's application was taken according to the location of the telecommunication area, specifically in Pekanbaru it only chose the Ridar telecommunications area. Below is an image of the Bright application.
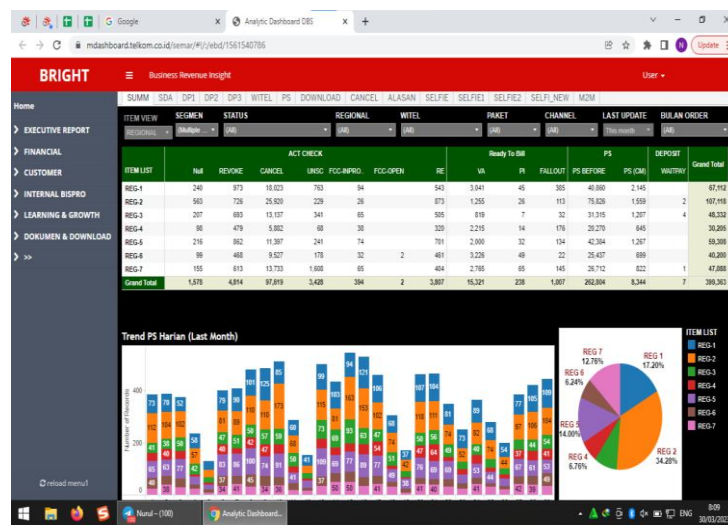
Figure 2.6 Bright (Business Revenue Insight) Application
Source: Processed Data, 2023

4.   Spreadsheet

The business service spreadsheet is an application information system that provides the entire name of the customer who will subscribe to indihome. This application is an application used by data business service officers. In this spreadsheet application it is connected directly to the group sending prospective customer data in case all customer data is stored in the application. This spreadsheet application is used, because it can be accessed by everyone. The following shows the spreadsheet business service application via google.

Figure 2.7 Spreadsheet Application in Business Service
Source: Processed Data, 2023

CHAPTER 3
SCOPE OF THE APPRENTICESHIP

3.1   Job Description

PT Telkom Indonesia Witel Ridar has a business service division, government service division and enterprise service division (BGES). The BGES division is a unit that works in the field of marketing to bridge the need for telecommunication based goods or services. The Pekanbaru City Telkom Office serves various customer needs related to telecommunications networks such as the submission of Telkom indihome internet network, speedy, cable TV network and telephone network installation.

One of the divisions in PT Telkom Indonesia Tbk. Witel Ridar unit is the business service division or abbreviated as DBS. The business service division is a unit formed by Telkom specifically to manage business customers, most of whom are business segments, both corporate offices and Micro, Small and Medium Enterprises (MSMEs). In this segment, Telkom offers a variety of solutions to increase the efficiency of business management through the application of appropriate Information Communication Technology (ICT). DBS also accepts complaints if there are problems with the customer's Telkom network. Complaints can also be made online either from the online website, via Telkom's official social media and contract the Telkom care telephone number or call center.

The business service division offers several internet services that can be chosen by prospective customers, namely 1P internet or high speed internet, 2P inet+voice or inet+iptv and 3P inet+voice+iptv. The business service division is also tasked with recording prospective customers who subscribe to JITU or SooltanNet packages. The Author is given several authorities and responsibilities to carry out the following tasks:

1. Inputting data customer through the starclick application.
2. Upload customer data through the mycx application.

3. Report problems to the supervisor and sales through the bright application.

4. Report customer complaints to technicians through the mycx application.

3.2 Place of Apprenticeship

The location for this practice work at PT Telkom Indonesia Tbk. Witel Ridar Jenderal Sudirman Street, number 199, Sumahilang, Pekanbaru City, Riau 28111.

Table 3.1 Daily activities of February 01ˢᵗ, 2023 to February 3ʳᵈ, 2023

No	Date and Time	Description of Activities	Assignor
1	Wednesday, February 01ˢᵗ, 2023	1. Introduction to the business service division and what work will be done in this division	Division Business Service
2	Thursday, February 02ⁿᵈ, 2023	1. Understand how to operate the applications used in the business service division 2. Upload customer data using the mycx application	Division Business Service
3	Friday, February 03ʳᵈ, 2023	1. Inputting customer data using the starclick application 2. Upload customer data using the mycx application	Division Business Service

Source: Processed Data, 2023

In table 3.1 above, the activities carried out during practice work in February included self-introduction, introduction to the applications used (starclick, mycx, bright, spreadsheet), inputting consumer data, and uploading consumer data.

Table 3.2 Daily activities of February 06ᵗʰ, 2023 to February 10ᵗʰ, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, February 06ᵗʰ, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload custojmer data using the mycx application	Division Business Service
2	Tuesday, February 07ᵗʰ, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
3	Wednesday, February 08ᵗʰ, 2023	1. Informing supervisor and sales regarding potential customer	Division Business Service

No	Date and Time	Description of Activities	Assignor
		- problems from the bright application - Inputting customer data using the starclick application	
4	Thursday, February 09th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application - Upload customer data using the mycx application	Division Business Service
5	Friday, February 10th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.2 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.3 Daily activities of February 13th, 2023 to February 17th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, February 13th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application - Upload customer data using the mycx application	Division Business Service
2	Tuesday, February 14th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application - Upload customer data using the mycx application	Division Business Service
3	Wednesday, February 15th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application	Division Business Service
4	Thursday, February 16th, 2023	- Informing supervisor and sales regarding potential customer problems from the bright application - Inputting customer data using the starclick application	Division Business Service

No	Date and Time	Description of Activities	Assignor
5	Friday, February 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.3 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.4 Daily activities of February 20th, 2023 to February 24th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, February 20th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, February 21th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
3	Wednesday, February 22th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
4	Thursday, February 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
5	Friday, February 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data 2023

In table 3.4 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.5 Daily activities of February 27th, 2023 to March 03rd, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, February 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
2	Tuesday, February 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
3	Wednesday, March 01st, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
4	Thursday, March 02nd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
5	Friday, March 03rd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.5 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.6 Daily activities of March 06th, 2023 to March 10th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, March 06th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
2	Tuesday,	1. Informing supervisor and sales	Division Business

No	Date and Time	Description of Activities	Assignor
	March 07th, 2023	regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Service
3	Wednesday, March 08th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
4	Thursday, March 09th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
5	Friday, March 10th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.6 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.7 Daily activities of March 13th, 2023 to March 17th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, March 13th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, March 14th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, March 15th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
4	Thursday,	1. Informing supervisor and sales	Division Business

No	Date and Time	Description of Activities	Assignor
	March 16th, 2023	regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Service
5	Friday, March 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.7 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.8 Daily activities of March 20th, 2023 to March 24th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, March 20th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, March 21th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
3	Wednesday, March 22th, 2023	Holiday	Division Business Service
4	Thursday, March 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
5	Friday, March 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.8 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.9 Daily activities of March 27th, 2023 to March 31th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, March 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
2	Tuesday, March 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, March 29th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
4	Thursday, March 30th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
5	Friday, March 31th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.9 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.10 Daily activities of April 03rd, 2023 to April 07th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, April 03rd, 2023	1. Informing supervisor and sales regarding potential customer	Division Business Service

No	Date and Time	Description of Activities		Assignor
		problems from the bright application		
		2. Inputting customer data using the starclick application		
2	Tuesday, April 04th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application		Division Business Service
3	Wednesday, April 05th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application		Division Business Service
4	Thursday, April 06th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application		Division Business Service
5	Friday, April 07th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application		Division Business Service

Source: Processed Data, 2023

In table 3.10 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.11 Daily activities of April 10th, 2023 to April 14th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, April 10th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, April 11th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, April 12th, 2023	1. Informing supervisor and sales regarding potential customer	Division Business Service

No	Date and Time	Description of Activities	Assignor
		problems from the bright application 2. Inputting customer data using the starclick application	
4	Thursday, April 13th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
5	Friday, April 14th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.11 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.12 Daily activities of April 17th, 2023 to April 21th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, April 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, April 18th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, April 19th, 2023	Holiday	Division Business Service
4	Thursday, April 20th, 2023	Holiday	Division Business Service
5	Friday, April 21th, 2023	Holiday	Division Business Service

Source: Processed Data, 2023

In table 3.12 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.13 Daily activities of April 24th, 2023 to April 28th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, April 24th, 2023	Holiday	Division Business Service
2	Tuesday, April 25th, 2023	Holiday	Division Business Service
3	Wednesday, April 26th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
4	Thursday, April 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
5	Friday, April 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.13 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.14 Daily activities of May 01st, 2023 to May 05th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, May 01st, 2023	Holiday	Division Business Service
2	Tuesday, May 02nd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Make customer complaint reports using the mycx application	Division Business Service
3	Wednesday, May 03rd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
4	Thursday, May 04th, 2023	1. Informing supervisor and sales regarding potential customer	Division Business Service

No	Date and Time	Description of Activities		Assignor
			problems from the bright application	
		2.	Inputting customer data using the starclick application	
		3.	Upload customer data using the mycx application	
5	Friday, May 05th, 2023	1.	Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service
		2.	Inputting customer data using the starclick application	

Source: Processed Data, 2023

In table 3.14 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, uploading consumer data, and making customer complaint reports.

Table 3.15 Daily activities of May 08th, 2023 to May 12th, 2023

No	Date and Time	Description of Activities		Assignor
1	Monday, May 08th, 2023	1.	Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service
		2.	Inputting customer data using the starclick application	
		3.	Upload customer data using the mycx application	
2	Tuesday, May 09th, 2023	1.	Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service
		2.	Inputting customer data using the starclick application	
		3.	Make customer complaint reports using the mycx application	
3	Wednesday, May 10th, 2023	1.	Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service
		2.	Inputting customer data using the starclick application	
		3.	Upload customer data using the mycx application	
4	Thursday, May 11th, 2023	1.	Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service
		2.	Inputting customer data using the starclick application	
		3.	Upload customer data using the mycx application	

No	Date and Time	Description of Activities	Assignor
5	Friday, May 12th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.15 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, uploading consumer data, and making customer complaint reports.

Table 3.16 Daily activities of May 15th, 2023 to May 19th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, May 15th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, May 16th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, May 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
4	Thursday, May 18th, 2023	Holiday	Division Business Service
5	Friday, May 19th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.16 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, and uploading consumer data.

Table 3.17 Daily activities of May 22th, 2023 to May 26th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, May 22th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application	Division Business Service

No	Date and Time	Description of Activities	Assignor
		2. Inputting customer data using the starclick application	
2	Tuesday, May 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
3	Wednesday, May 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Make customer complaint reports using the mycx application	Division Business Service
4	Thursday, May 25th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
5	Friday, May 26th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service

Source: Processed Data, 2023

In table 3.17 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, uploading consumer data, and making customer complaint reports.

Table 3.18 Daily activities of May 29th, 2023 to May 31th, 2023

No	Date and Time	Description of Activities	Assignor
1	Monday, May 29th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service
2	Tuesday, May 30th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service
3	Wednesday, May 31th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright	Division Business Service

		application	
		2. Inputting customer data using the starclick application	
		3. Upload customer data using the mycx application	

In table 3.18 above, the activities carried out include informing the list of obstacles to supervisors and sales, inputting consumer data, uploading consumer data, and making customer complaint reports.

3.3 Systems and Procedures

The system and procedures used in carrying out work at PT Telkom Indonesia are as follows:

1. Starclick

There are several steps in using this starclick application. Below is the procedure for inputting customer data using the starclick application.
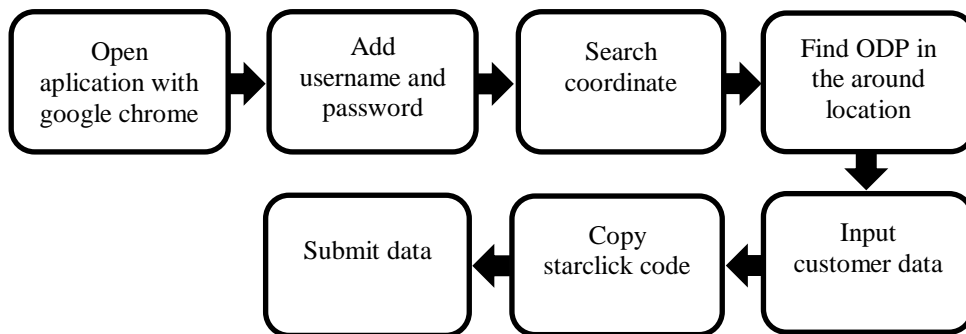
Figure 3.1 Flowchart of Starclick Application
Source: Processed Data, 2023

The above is the procedure for inputting customer data. Starting from the starclick application log in. then search for coordinate to find the indihome installation location. After that, the inputter must find an ODP around the installation location so that data can be input. After finding the ODP, proceed with inputting customer data according to the identity provided by the sales. If it is filled in correctly, the input will be submitted. After the data is submitted, the application will issue a starclick code. This code must be saved because it will be needed to continue the order.

2.   MyCX

There are several steps in using the mycx application. In the mycx application, it is used to upload customer data and to report customer complaints. Below is the procedure for uploading customer data.

```
┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐
│    open      │    │ Add username │    │  Click menu  │    │  Click view  │
│ application  │ →  │ and password │ →  │and click user│ →  │  milestone   │
│with google   │    │              │    │  paperless   │    │              │
│   chrome     │    │              │    │              │    │              │
└──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘
                                                                    ↓
┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐
│  Copy link   │    │  Click view  │    │   Submit     │    │    Click     │
│  paperless   │ ←  │  milestone   │ ←  │starclick code│ ←  │  reporting   │
│              │    │              │    │              │    │  paperless   │
└──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘
```
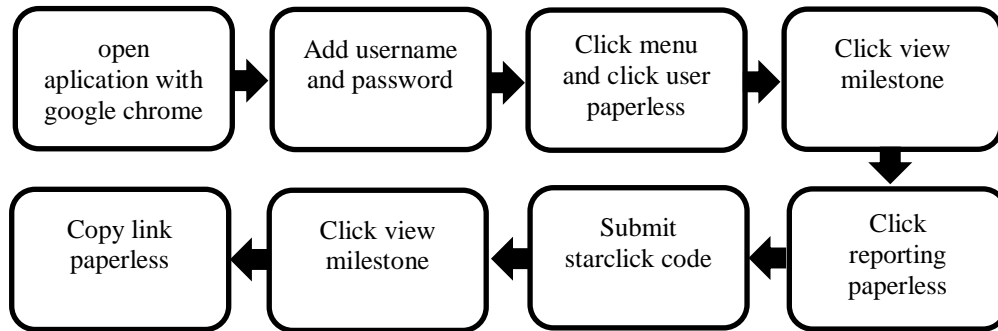
Figure 3.2 Flowchart of MyCX Application
Source: Processed Data, 2023

Above is the procedure for uploading customer data. Starting from the mycx application log in. then directed to the menu and select user paperless. There are several menu options in this paperless user. Especially for uploading data, select paperless reporting. Inputting the starclick code and submit. Click view milestone and a paperless link appears which is used for uploading.

Apart from uploading, the mycx application is also used to report customer complaints. Below is a procedure for checking customer complaints.

```
┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐
│    Open       │    │ Add username │    │  Click menu  │    │   Submit     │
│ aplication    │ →  │ and password │ →  │and click     │ →  │  internet    │
│with google    │    │              │    │ agent EoS    │    │  number      │
│   chrome      │    │              │    │              │    │              │
└──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘
                                                                    ↓
┌──────────────┐    ┌──────────────┐    ┌──────────────┐
│Copy internet │    │   Submit     │    │  Fill out    │
│    code      │ ←  │              │ ←  │  complaint   │
│              │    │              │    │  consumer    │
└──────────────┘    └──────────────┘    └──────────────┘
```
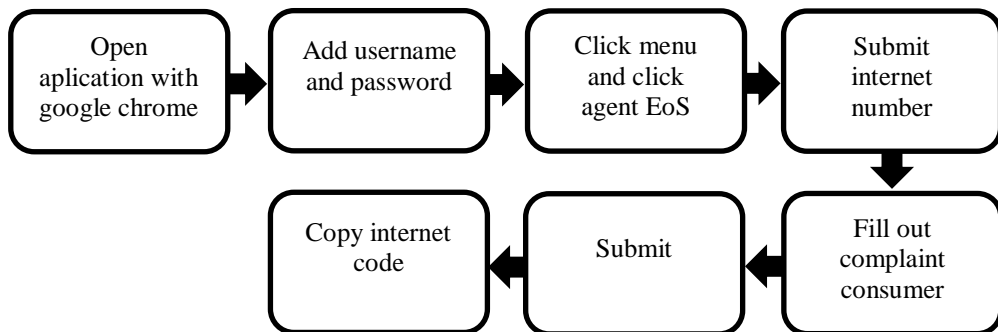
Figure 3.3 Flowchart of Mycx Application
Source: Processed Data, 2023

The above is a procedure for reporting customer complaints. Starting from log in to the mycx application. Then directed to the menu and select Agent EoS (Engineer on Site). Enter the customer internet number and submit. Later there will be several columns that must be filled in according to any constraints

obtained from the customer. Finally, the complaint data from the customer will be submitted and an internet code will appear which will later be sent to the technician to make repairs at the installation site.

3.   Bright (Business Revenue Insight)

This application is used to send a list of indihome customer constraints throughout the Ridar telecommunications area. The following is step by step in using this bright application.

```
┌─────────────┐     ┌─────────────┐     ┌─────────────┐     ┌─────────────┐
│    Open     │ ──▶ │ Add username│ ──▶ │   Choose    │ ──▶ │   Choose    │
│aplication with│   │and password │     │ date/month/ │     │ regional 1  │
│google chrome│     │             │     │    year     │     │             │
└─────────────┘     └─────────────┘     └─────────────┘     └─────────────┘
                                                                   │
                                                                   ▼
┌─────────────┐     ┌─────────────┐     ┌─────────────┐
│  Download   │ ◀── │Click all status│ ◀── │ Click witel │
│             │     │             │     │    ridar    │
└─────────────┘     └─────────────┘     └─────────────┘
```
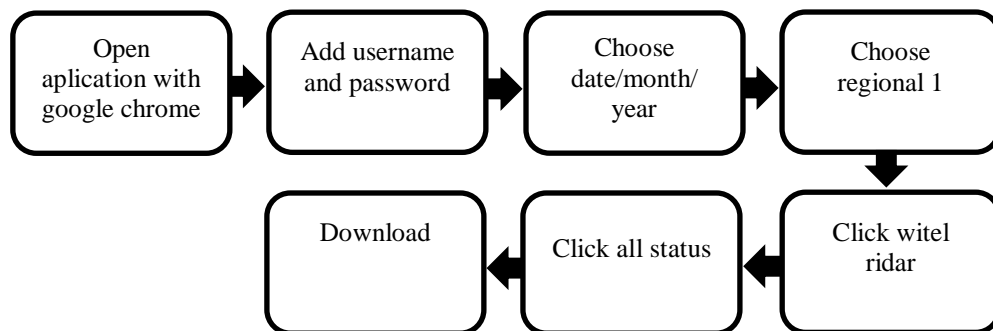
Figure 3.4 Flowchart Bright Application
Source: Processed Data, 2023

The above is a procedure for sending data constraints to prospective indihome customers. Starting from the bright application log in. After that there are several buttons that must be selected. Specifically for the Riau region, directed to select the Ridar telecommunication area in region 1. Click on the overall status, whether the data does not match, the phone is rejected, etc. Finally downloaded to be able to copy the constraints.

4.   Spreadsheet

This application is used to store customer data, customer constraints, and customer starclick codes. The following is step by step for opening a spreadsheet which as follows.

```
┌─────────────┐     ┌─────────────┐
│  Open link  │     │ Spreadsheet │
│ spradsheet in│     │ application │
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└─────────────┘     └─────────────┘
```
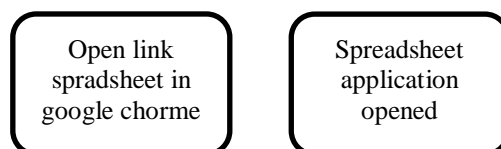
Figure 3.5 Flowchart of Spreadsheet Application
Source: Processed Data, 2023

3.4   Obstacle and Solution

1.   Obstacle

The problems encountered during the practice work at PT Telkom Indonesia in Pekanbaru. There is a disturbance in the application system which results in work constraints. In case, the work gets interrupted.

2.   Solution

There are solutions that can be implemented to overcome the above constraints. If there is a disturbance in the system, the data cannot be automatically inputted and uploaded, but the solution to this problem is to check the customer data sent by the supervisor and sales whether the data is in accordance with the format provided or not. If not, we will confirm again to ask to send the latest data in accordance with the format before the data was input.

CHAPTER 4
CONCLUSION AND SUGGESTION

4.1   Conclusion

Based on the results that have been described and the discussion that has been described in the previous chapter, the conclusions obtained during practice work at PT Telkom Indonesia Tbk. Witel Ridar Business Service Division carried out for 4 months as follows.

1.   Students are given assignments in the business service division section which are taught to input data on customers using the starclick application, upload customer data and report customer problems to technicians using the mycx application, then carry out escorting customer orders and also checking E-Payments or customer bills.

2.   Practice work is carried out at one of the BUMN, namely PT Telkom Indonesia Tbk. Witel Ridar Business Service division which lasts for 4 months from February 1st, 2023 until May 31th, 2023.

3.   In this practical field work activity, students also understand how systems and procedures apply such as the process of inputting data on customers who will subscribe to indihome, helping to upload data on indihome customer, and also serving reporting of problems faced by customers, The Author feels much the benefits obtained from this activity, especially in customer problems, become experience and knowledge.

4.   Obstacles experienced during practice work at PT Telkom Indonesia Tbk. Witel Ridar, which is constrained by the input and upload system which causes accumulation of prospective customer data that has not been inputted and uploaded. Meanwhile, every day you has not to do input quickly, to prevent the indihome installation goes as desired. The system sometimes has errors or interference in case the application cannot be used.

4.2 Suggestion

While doing practice work at PT Telkom Indonesia Tbk. Witel Ridar, there are several suggestions for various parties, namely for The Author themselves, students who will do practice work at PT Telkom Indonesia, for companies and for the State Polytechnic of Bengkalis.

1. Author

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

2. Students

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

3. Company

   After doing practice work at PT Telkom Indonesia Tbk. Witel Ridar, there are several suggestions for better companies, namely giving assignments and jobs to students according to their fields. To prevent students can practice their experiences during college and position their duties in the world of work. In addition, it is also hoped that the company can better guide apprentices without any hesitation, in case aim to work more optimally as well as effectively and efficiently.

4. State Polytechnic of Bengkalis

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

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APPENDICES

Appendix 1: Apprenticeship Acceptance Letter

Telkom
Indonesia
the word in your hand

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

Pekanbaru, 15 Februari 2023

Kepada   Yth.
          Wakil Direktur II
          Politeknik Negeri Bengkalis
          Di
          Bengkalis

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

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

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

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

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

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

Hormat Kami,

Indriana Oktavia Sinambela
MGR SHARED SERVICE HC & FINANCE RIDAR

Tembusan
Sdr. MGR BUSINESS & ENTERPRISE SERVICE RIDAR

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

Appendix 2: Apprenticeship Certificate

SERTIFIKAT

Nomor : TEL-057/PD.000/R1W-1H1M0000/2023

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

menerangkan bahwa:

Nama   : Niken Enggar Kartika
NIM   : 5404191230
Jurusan   : D-IV Administrasi Bisnis Int.
Perguruan   : Politeknik Negeri Bengkalis
Tinggi

Telah menyelesaikan Praktik Kerja Lapangan
di PT. Telekomunikasi Indonesia, Tbk, pada unit
BUSINESS & ENTERPRISE SERVICE
Witel Riau Daratan
Mulai Tanggal 01 Februari 2023 s/d 31 Mei 2023

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

Indriana Oktavia Sinambela
NIK.840143

Telkom
Indonesia
The World In Your Hand

Appendix 3: Company Appraisal Sheet

SURAT KETERANGAN

Nomor : TEL-**052**/PD.000/R1W-IH1M0000/2023

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

menerangkan bahwa:

Nama   : **Niken Enggar Kartika**
NIM   : **5404191230**
Jurusan : **D-IV Administrasi Bisnis Int.**
Sekolah : **POLITEKNIK NEGERI BENGKALIS**

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

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

Indriana Oktavia Sinambela
NIK.840143

Appendix 4: Apprenticeship Statement Letter

EVALUATION RESULT FROM JOB TRAINING

COMPANY APPRAISAL

PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Name : Niken Enggar Kartika
NIM : 5404191230
Study Program : D-4 International Business Administration
College : State Polytechnic of Bengkalis

No.	Assessment Aspect	Percentage	Scores
1.	Discipline	20%	90
2.	Responsibility	25%	99
3.	Adjustment or Adaptation	10%	99
4.	Work Result	30%	98
5.	Behavior in General	15%	96
	Total (1+2+3+4+5)	100%	

Explanation :

Score : **Criteria**
81-100 : Excellent
71-80 : Very Good
66-70 : Good
61-65 : Good Enough

Notes :

Pekanbaru, May 31, 2023
Manager Business & Enterprise Service

Suci Lestari
NIK. 850011

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Appendix 5: List of Attendance

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

Name   : Niken Enggar Kartika

Student's Identify Number : 5404191230

Internship Time   : 08.00 WIB - 17.00 WIB

No	Day	Date	Information	Signature
1	Wednesday	February 1, 2023	Present	
2	Thursday	February 2, 2023	present	
3	Friday	February 3, 2023	Present	
4	Saturday	February 4, 2023	Holiday	
5	Sunday	February 5, 2023	Holiday	
6	Monday	February 6, 2023	Present	
7	Tuesday	February 7, 2023	Present	
8	Wednesday	February 8, 2023	Present	
9	Thursday	February 9, 2023	Present	
10	Friday	February 10, 2023	Present	
11	Saturday	February 11, 2023	Holiday	
12	Sunday	February 12, 2023	Holiday	
13	Monday	February 13, 2023	Present	
14	Tuesday	February 14, 2023	Present	
15	Wednesday	February 15, 2023	Present	
16	Thursday	February 16, 2023	Present	
17	Friday	February 17, 2023	Sick	
18	Saturday	February 18, 2023	Holiday	
19	Sunday	February 19, 2023	Holiday	
20	Monday	February 20, 2023	Present	

21	Tuesday	February 21, 2023	Present	*9*
22	Wednesday	February 22, 2023	Present	*9*
23	Thursday	February 23, 2023	Present	*9*
24	Friday	February 24, 2023	Present	*9*
25	Saturday	February 25, 2023	Holiday	*9*
26	Sunday	February 26, 2023	Holiday	*9*
27	Monday	February 27, 2023	Present	*9*
28	Tuesday	February 28, 2023	Present	*9*

Pekanbaru, February 28, 2023
Manager Business & Enterprise Service

Suci Lestari
NIK. 850011

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

Name   : Niken Enggar Kartika

Student's Identify Number   : 5404191230

Internship Time   : 08.00 WIB - 17.00 WIB

No	Day	Date	Information	Signature
1	Wednesday	March 1, 2023	Present	
2	Thursday	March 2, 2023	present	
3	Friday	March 3, 2023	Present	
4	Saturday	March 4, 2023	Holiday	
5	Sunday	March 5, 2023	Holiday	
6	Monday	March 6, 2023	Present	
7	Tuesday	March 7, 2023	Present	
8	Wednesday	March 8, 2023	Present	
9	Thursday	March 9, 2023	Present	
10	Friday	March 10, 2023	Present	
11	Saturday	March 11, 2023	Holiday	
12	Sunday	March 12, 2023	Holiday	
13	Monday	March 13, 2023	Present	
14	Tuesday	March 14, 2023	Present	
15	Wednesday	March 15, 2023	Present	
16	Thursday	March 16, 2023	Present	
17	Friday	March 17, 2023	Present	
18	Saturday	March 18, 2023	Holiday	
19	Sunday	March 19, 2023	Holiday	
20	Monday	March 20, 2023	Present	

21	Tuesday	March 21, 2023	Present	q
22	Wednesday	March 22, 2023	Present	q
23	Thursday	March 23, 2023	Present	q
24	Friday	March 24, 2023	Present	q
25	Saturday	March 25, 2023	Holiday	q
26	Sunday	March 26, 2023	Holiday	q
27	Monday	March 27, 2023	Present	q
28	Tuesday	March 28, 2023	Present	q
29	Wednesday	March 29, 2023	Present	q
30	Thursday	March 30, 2023	Present	q
31	Friday	March 31, 2023	Present	q

Pekanbaru, March 31, 2023
Manager Business & Enterprise Service

Suci Lestari
NIK. 850011

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

Name : Niken Enggar Kartika

Student's Identify Number : 5404191230

Internship Time : 08.00 WIB - 17.00 WIB

No	Day	Date	Information	Signature
1	Saturday	April 1, 2023	Holiday	
2	Sunday	April 2, 2023	Holiday	
3	Monday	April 3, 2023	Present	
4	Tuesday	April 4, 2023	Present	
5	Wednesday	April 5, 2023	Present	
6	Thursday	April 6, 2023	Present	
7	Friday	April 7, 2023	Holiday	
8	Saturday	April 8, 2023	Holiday	
9	Sunday	April 9, 2023	Holiday	
10	Monday	April 10, 2023	Present	
11	Tuesday	April 11, 2023	Present	
12	Wednesday	April 12, 2023	Present	
13	Thursday	April 13, 2023	Present	
14	Friday	April 14, 2023	Present	
15	Saturday	April 15, 2023	Holiday	
16	Sunday	April 16, 2023	Holiday	
17	Monday	April 17, 2023	Present	
18	Tuesday	April 18, 2023	Present	
19	Wednesday	April 19, 2023	Holiday	
20	Thursday	April 20, 2023	Holiday	

21	Friday	April 21, 2023	Holiday	
22	Saturday	April 22, 2023	Holiday	
23	Sunday	April 23, 2023	Holiday	
24	Monday	April 24, 2023	Holiday	
25	Tuesday	April 25, 2023	Holiday	
26	Wednesday	April 26, 2023	Present	
27	Thursday	April 27, 2023	Present	
28	Friday	April 28, 2023	Present	
29	Saturday	April 29, 2023	Holiday	
30	Sunday	April 30, 2023	Holiday	

Pekanbaru, April 30, 2023
Manager Business & Enterprise Service

Suci Lestari
NIK. 850011

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

Name : Niken Enggar Kartika

Student's Identify Number : 5404191230

Internship Time : 08.00 WIB - 17.00 WIB

No	Day	Date	Information	Signature
1	Monday	May 1, 2023	Holiday	
2	Tuesday	May 2, 2023	Present	
3	Wednesday	May 3, 2023	Present	
4	Thursday	May 4, 2023	Present	
5	Friday	May 5, 2023	Present	
6	Saturday	May 6, 2023	Holiday	
7	Sunday	May 7, 2023	Holiday	
8	Monday	May 8, 2023	Present	
9	Tuesday	May 9, 2023	Present	
10	Wednesday	May 10, 2023	Present	
11	Thursday	May 11, 2023	Present	
12	Friday	May 12, 2023	Present	
13	Saturday	May 13, 2023	Holiday	
14	Sunday	May 14, 2023	Holiday	
15	Monday	May 15, 2023	Present	
16	Tuesday	May 16, 2023	Present	
17	Wednesday	May 17, 2023	Present	
18	Thursday	May 18, 2023	Holiday	
19	Friday	May 19, 2023	Present	
20	Saturday	May 20, 2023	Holiday	

21	Sunday	May 21, 2023	Holiday	
22	Monday	May 22, 2023	Present	
23	Tuesday	May 23, 2023	Present	
24	Wednesday	May 24, 2023	Present	
25	Thursday	May 25, 2023	Present	
26	Friday	May 26, 2023	Present	
27	Saturday	May 27, 2023	Holiday	
28	Sunday	May 28, 2023	Holiday	
29	Monday	May 29, 2023	Present	
30	Tuesday	May 30, 2023	Present	
31	Wednesday	May 31, 2023	Present	

Pekanbaru, May 31, 2023
Manager Business & Enterprise Service

Suci Lestari
NIK. 850011

Appendix 6: Daily Activities of the Practice work

DAILY ACTIVITIES OF THE JOB TRAINING
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Month : February
Day : Monday - Friday
Date : February 01st, 2023 – February 28th, 2023

No	Data and Time	Description of Activities	Assignor	Signature
1	Wednesday, February 01st, 2023	1. Introduction to the business service division and what work will be done in this division	Division Business Service	
2	Thursday, February 02nd, 2023	1. Understand how to operate the applications used in the business service division 2. Upload customer data using the mycx application	Division Business Service	
3	Friday, February 03rd, 2023	1. Inputting customer data using the starclick application 2. Upload customer data using the mycx application	Division Business Service	
4	Monday, February 06th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
5	Tuesday, February 07th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
6	Wednesday, February 08th, 2023	1. rming supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
7	Thursday, February 09th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
8	Friday, February 10th, 2023	1. Informing supervisor and sales regarding potential customer	Division Business	

No	Date	Activity	Division	
		problems from the bright application 2. Inputting customer data using the starclick application	Service	
9	Monday, February 13th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	q
10	Tuesday, February 14th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	q
11	Wednesday, February 15th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
12	Thursday, February 16th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
13	Friday, February 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
14	Monday, February 20th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
15	Tuesday, February 21th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	q

No	Date	Activities	Division	
16	Wednesday, February 22th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	૧
17	Thursday, February 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	૧
18	Friday, February 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	૧
19	Monday, February 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	૧
20	Tuesday, February 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	૧

Source: Processed Data, 2023

No	Working	Explanations
		The activities carried out during practical work included self-introduction, introduction to the applications used (starclick, mycx, bright, spreadsheet), inputting consumer data used starclick application, uploading consumer data used mycx application, and informing supervisor and sales regarding potential customer problems used bright application.

DAILY ACTIVITIES OF THE JOB TRAINING
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Month : March
Day : Monday - FridayS
Date : March 01st, 2023 – March 31th, 2023

No	Data and Time	Description of Activities	Assignor	Signature
1	Wednesday, March 01st, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
2	Thursday, March 02nd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
3	Friday, March 03rd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
4	Monday, March 06th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
5	Tuesday, March 07th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
6	Wednesday, March 08th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
7	Thursday, March 09th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
8	Friday,	1. Informing supervisor and sales	Division	

	March 10th, 2023	regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Business Service	৭
9	Monday, March 13th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
10	Tuesday, March 14th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
11	Wednesday, March 15th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
12	Thursday, March 16th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
13	Friday, March 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
14	Monday, March 20th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
15	Tuesday, March 21th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
16	Wednesday, March 22th, 2023	Holiday	Division Business	৭

			Service	
17	Thursday, March 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	٩
18	Friday, March 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	٩
19	Monday, March 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	٩
20	Tuesday, March 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	٩
21	Wednesday, March 29th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	٩
22	Thursday, March 30th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	٩
23	Friday, March 31th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	٩

Source: Processed Data, 2023

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No	Working	Explanations
		The activities carried out during practical work included inputting consumer data used starclick application, uploading consumer data used mycx application, and informing supervisor and sales regarding potential customer problems used bright application.

DAILY ACTIVITIES OF THE JOB TRAINING
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Month : April
Day : Monday - Friday
Date : April 01st, 2023 – April 30th, 2023

No	Data and Time	Description of Activities	Assignor	Signature
1	Monday, April 03rd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
2	Tuesday, April 04th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	q
3	Wednesday, April 05th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
4	Thursday, April 06th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
5	Friday, April 07th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	q
6	Monday, April 10th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
7	Tuesday, April 11th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q
8	Wednesday,	1. Informing supervisor and sales	Division	

		regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Business Service	৭
9	Thursday, April 13th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
10	Friday, April 14th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
11	Monday, April 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
12	Tuesday, April 18th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
13	Wednesday, April 19th, 2023	Holiday	Division Business Service	৭
14	Thursday, April 20th, 2023	Holiday	Division Business Service	৭
15	Friday, April 21th, 2023	Holiday	Division Business Service	৭
16	Monday, April 24th, 2023	Holiday	Division Business Service	৭
17	Tuesday, April 25th, 2023	Holiday	Division Business Service	৭
18	Wednesday, April 26th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
19	Thursday, April 27th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright	Division Business Service	৭

20	Friday, April 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application		
		application 2. Inputting customer data using the starclick application		
20	Friday, April 28th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	q

Source: Processed Data, 2023

No	Working	Explanations
		The activities carried out during practical work included inputting consumer data used starclick application, uploading consumer data used mycx application, and informing supervisor and sales regarding potential customer problems used bright application.

DAILY ACTIVITIES OF THE JOB TRAINING
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN

Month : May
Day   : Monday - Friday
Date   : May 01st, 2023 – May 31th, 2023

No	Data and Time	Description of Activities	Assignor	Signature
1	Monday, May 01st, 2023	Holiday	Division Business Service	
2	Tuesday, May 02nd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Make customer complaint reports using the mycx application	Division Business Service	
3	Wednesday, May 03rd, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
4	Thursday, May 04th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
5	Friday, May 05th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	
6	Monday, May 08th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	
7	Tuesday, May 09th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using	Division Business Service	

		the starclick application 3. Make customer complaint reports using the mycx application		
8	Wednesday, May 10th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
9	Thursday, May 11th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
10	Friday, May 12th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
11	Monday, May 15th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
12	Tuesday, May 16th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
13	Wednesday, May 17th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
14	Thursday, May 18th, 2023	Holiday	Division Business Service	৭
15	Friday, May 19th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
16	Monday, May 22nd, 2023	1. Informing supervisor and sales regarding potential customer	Division Business	৭

		problems from the bright application 2. Inputting customer data using the starclick application	Service	
17	Tuesday, May 23th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
18	Wednesday, May 24th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Make customer complaint reports using the mycx application	Division Business Service	৭
19	Thursday, May 25th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
20	Friday, May 26th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
21	Monday, May 29th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application	Division Business Service	৭
22	Tuesday, May 30th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭
23	Wednesday, May 31th, 2023	1. Informing supervisor and sales regarding potential customer problems from the bright application 2. Inputting customer data using the starclick application 3. Upload customer data using the mycx application	Division Business Service	৭

Source: Processed Data, 2023

No	Working	Explanations
		The activities carried out during practical work included inputting consumer data used starclick application, uploading consumer data used mycx application, informing supervisor and sales regarding potential customer problems used bright application, and make customer complaint reports used mycx application.

Appendix 7: Photos of Practice work while at PT Telkom Indonesia Tbk. Witel Riau Daratan

Figure 1. Work desk used during the practice work
Source: Personal Documentation, 2023

Figure 2. Marker that in the room specially for Witel Ridar
Source: Personal Documentation, 2023

Figure 3. The Author working with Telkom employees
Source: Personal Documentation, 2023

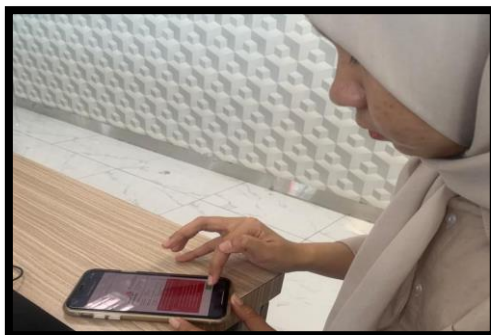Figure 4. The Author working to finished the job
Source: Personal Documentation, 2023

Figure 5. The Author uploading customer data used hand phone
Source: Personal Documentation, 2023

Figure 6. Do a zoom meeting with employees and manager
Source: Personal Documentation, 2023

Appendix 8: Group Photo and Handover of Moments with Employees at the Business Service Segment of PT Telkom Indonesia Tbk. Witel Ridar

Figure 1. Exchanging memories with the Witel Ridar
Manager
Source: Personal Documentation, 2023

Figure 2. Group photos with all employees business service
segment of Witel Ridar
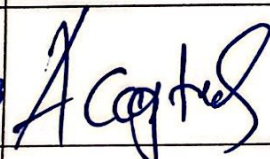*Source: Personal Documentation, 2023*

Figure 3. Group photos with fellows intern
Source: Personal Documentation, 2023

REVISION SHEET
STUDENT PRACTICE GUIDANCE
INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM
STATE POLYTECHNIC OF BENGKALIS

Name : Niken Enggar Kartika
Student's Identify Number : 5404191230
Apprenticeship Place : PT Telkom Indonesia Tbk. Witel Riau Daratan
Advisor : Nageeta Tara Rosa, S.E., M.BA

No.	Date and Time	Revision	Advisor Initials
1.	12 June 2023	- Perbaiki tata tulis - Penambahan sumber dan nama pada lampiran foto	
2.	09 July 2023	- Perbaiki struktur organisasi dijelaskan secara detail	
3.	07 July 2023	- Perbaiki tata bahasa yang formal	
4.	12 July 2023	Acc tdd	

Bengkalis, July 12, 2023
Advisor

Nageeta Tara Rosa, S.E., M.BA
NIP. 12002147