

**APPRENTICESHIP REPORT  
PT. TELKOM INDONESIA Tbk. WILAYAH  
TELEKOMUNIKASI RIAU DARATAN**

**NUR FAIZA  
5404191225**



**INTERNATIONAL BUSINESS ADMINISTRATION  
STUDY PROGRAM  
BUSINESS ADMINISTRATION DEPARTMENT  
STATE POLYTECHNIC OF BENGKALIS  
BENGKALIS-RIAU  
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**APPRENTICESHIP REPORT**  
**PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN**

Written as one of the conditions for completing Job Training

**Nur Faiza**  
**5404191225**

Pekanbaru, May 31, 2023


Manager Business and Enterprise  
Service

Telkom  
Indonesia

*the world in your hand*

**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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**Nur Faiza**  
**5404191225**

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# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Apprenticeship**

The development of the times is increasing rapidly in this era of globalization, where each individual is required to be able to improve his quality and competence in order to become an individual who is ready to compete in various sectors in the industrial sector, in order that it is hoped that he will be able to become a problem solver for problems that arise, achieve goals and fulfill them. practical knowledge is needed to apply the knowledge that has been learned in case the Author can practice the aspects learned during college to enter the industrial world that will be occupied later. Therefore the university requires its students to take the Field Work Practice course which is held in semester 8 (eight).

Practical work (KP) is a period of short-term practical work, where students receive training and gain training experience and gain valuable work experience in certain fields or potential with the careers they are interested in (Zopiatis and Constanti, 2007 in Priyanto, 2023). Meanwhile, according to Rohmatullah (2022), practical work (KP) is an apprenticeship activity for students in the world of work both in industry and government and is a mandatory subject that must be taken by all students. Students gain experience before they enter the real world of work and the provision of practice that has been carried out in real terms is in the direct field.

With the implementation of Practical Work (KP) students are expected to be able to provide competence to students to be able to analyze environmental conditions in the world of work. Good and successful practical work depends on students' satisfaction with the practical work they do, thus the results, the results of practical work experience must focus on improving the learning experience because it will help graduates in the real world of work, according to Huang (2013) in Priyanto (2023). The practical work is a useful place for students to use as a tool to gain knowledge and work experience. Practical work is also one of the requirements for obtaining an applied bachelor's degree.

In this program, specifically for International Business Administration students in semester 8 (eight), practical work activities are carried out for approximately 4 (four) months, by choosing a place to carry out this program, the practical work coordinator provides several options or choices of practical work places to students . Then from these several choices the Author is interested in doing practical work in the field of Business services at PT. Telekom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan.

Based on Telkom Indonesia website (2020), In the course of its history, Telkom has gone through various business dynamics and gone through several phases of change, namely the emergence of the telephone, the change in service organization which was the birth of Telkom, the growth of cellular technology, the development of the digital era, the expansion of international business, and the transformation into a digital-based telecommunications company.

According to the Telkom Indonesia Website (2020), in 1882 the emergence of the telephone rivaled the postal and telegraph services that were previously used in 1856. The presence of the telephone made people increasingly choose to use this new technology. At that time, many private companies conducted telephone business. This number of players made the telephone industry grow faster, in 1892 telephones were used locally and in 1929 they were connected internationally.

Connecting from before based on the same website, In 1961 the Government of Indonesia established the State Enterprise for Post and Telecommunications (PN Postel). However, in line with the rapid development of telephone and telex services, the Government of Indonesia issued PP No. 30 dated 6 July 1965 to separate the postal and telecommunication industries into PN Postel: PN Pos dan Giro and PN Telecommunications. With this separation, each company can focus on managing its own business portfolio. The formation of this Telecommunications PN is the forerunner of today's Telkom. Since 2016, Telkom's management has set July 6, 1965 as Telkom's birthday

According to the Telkom Indonesia website (2020), Telkom Company is one of the State-Owned Enterprises engaged in technology and information owned by Indonesia, namely PT Telkom Indonesia. PT. Telkom Indonesia (Persero) was

founded in 1965 in Jakarta. Telkom Indonesia is a superior state-owned company and has distribution throughout Indonesia. PT Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan whose head office is at Graha Merah Putih Pekanbaru which is located at Jl. Jendral Sudirman No. 199, Sumahiang, Kec. Pekanbaru City, Pekanbaru City, Riau 28111.



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

Graha Merah Putih Building is a Smart Office building where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and establish relationships to produce the highest productivity, The Graha Merah Putih Building Pekanbaru was built to meet the needs of Pekanbaru tenants, this building is also equipped with various facilities that support employee productivity, the Graha Merah Putih Building Pekanbaru provides a one stop solution by establishing a Smart Office for the needs of its customers.

## **1.2 Purpose of the Apprenticeship**

The practical work activities of State Polytechnic of Bengkalis students, International Business Administration study program have the following objectives:

1. To describe job descriptions during practical work.
2. To know the place and time of practical work.
3. To explain practical workplace systems and procedures.

4. To find out the obstacles and solutions during practical work.

### **1.3 Significances of the Apprenticeship**

The practical work carried out is very beneficial for several parties such as students, companies and State Polytechnic of Bengkalis.

1. For students

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

- a. Get a certificate from the company if they have completed the practical work program.
- b. Get pocket money and transportation according to the agreement between the practical work participants and the company.
- c. Students can develop work relationships and add experience to their resumes.
- d. Students have the opportunity to apply theoretical or conceptual knowledge in the real world of work.
- e. Students gain practical experience in applying theoretical or conceptual science according to their study program.
- f. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

2. For Companies

The benefits of implementing practical work programs are also obtained by companies or institutions that accept practical work students, such as:

- a. The company will receive labor assistance from students who do practical work thereby the work becomes a little lighter and easier.
- b. The company will be recognized by academics and the world of education.

3. For State Polytechnic of Bengkalis

There are several benefits from implementing the practical work program obtained by the State Polytechnic of Bengkalis, which are as follows:

1. There is good cooperation or relationship between the campus and the company where students do practical work.
2. State Polytechnic of Bengkalis can improve the quality of its graduates through student practical work experience.
3. State Polytechnic of Bengkalis will be better known in the industrial or corporate world.
4. State Polytechnic of Bengkalis receives feedback from organizations or companies on the ability of students who take part in practical work in the world of work.
5. State Polytechnic of Bengkalis receives feedback from the world of work for curriculum development and learning processes.

## **CHAPTER II**

### **GENERAL DESCRIPTION OF THE COMPANY**

#### **2.1 Company Profile**

PT. Telekomunikasi Indonesia commonly called Telkom Indonesia, is an information and communication company as well as a service provider and telecommunications network owned by the Indonesian state. Telkom claims to be the largest telecommunications company in Indonesia, with 15 million fixed telephone subscribers and 104 million cellular telephone subscribers.

Based on Telkom Indonesia 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. PT. Telekomunikasi Indonesia has gone through a very long journey, starting in 1882. 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 shares are traded on the Indonesia Stock Exchange (IDX) with the code TLKM and the New York Stock Exchange (NYSE) with the code TLK.

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 the development of 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. As a state-owned telecommunications company, Telkom Indonesia strives to continue to

develop telecommunications technology in Indonesia in line with the times. Telkom from now on divides its business into 3 Digital Business Domains:

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/ Artificial Intelligence (AI), Cybersecurity.
3. **Digital Services:** Enterprise, Consumer.

Based on PT. Telkom Indonesia website (2020), in developing business and technology in Indonesia, Telkom Indonesia is currently focusing on undergoing its newest technology development program, namely Indonesia digital network 20. This program aims to support government programs in an effort to achieve the target of expanding telecommunications networks, especially on the internet network and PT Telkom as well as to catch up with other countries' technological developments in Indonesia.

### **2.1.1 Philosophy PT. Telkom Indonesia Tbk. Logo**

Based on PT. Telkom Indonesia website (2020), Telkom Indonesia As one of the state-owned digital telco companies, this determination and belief is symbolized by a company logo as a corporate image consisting of a circle symbolizing the dynamics of the Company and also the symbol of 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.





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

In line with Telkom Indonesia's purpose, which is to create a more prosperous and competitive nation and provide added value to stakeholders, Telkom Indonesia continues to strive to provide the best service for all stakeholders thereby they can provide the best contribution to the Indonesian nation which in the end can realize its vision of becoming digital. Telkom is the first choice to advance society.

The Telkom Indonesia logo is also equipped with the tagline The World in Your Hand with the meaning “Dunia di tangan anda” which carries the message that Telkom Indonesia is committed to making things easier and more enjoyable in accessing the world. The logo of Telkom Indonesia Primary, Secondary and Icon that is correct and in accordance with the provisions are:

1. An asymmetrical circle icon as a symbol of the dynamic world.
2. The hand icon represents the tagline "the world in your hand".
3. The red color symbolizes the spirit of Telkom Indonesia to always be optimistic and courageous in facing challenges and changes.
4. The white color symbolizes the spirit of Telkom to provide the best for the nation.
5. The gray color represents technology.
6. The black color symbolizes willpower.

All changes that are applied refer to Telkom Corporate philosophy, namely Always the Best, which represents the basic belief to always give the best in every job, and improve ordinary things into a better condition.

## **2.2 Purpose, Vision and Mission of PT. Telkom Indonesia**

The following are the goals, vision and mission of PT. Telkom Indonesia

### **1. Purpose**

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

### **2. Vision**

Vision PT. Telkom Indonesia is to become the digital telco of choice for advancing society.

### **3. Mission**

The following is the mission of PT. Telkom Indonesia:

- 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.

## **2.3 Kind of Business**

PT. Telkom Indonesia as a TIME service provider company, Telkom is committed to continuing to innovate products and services in sectors outside of telecommunications. Our create products and services that are able to anticipate the rapid development of content and devices, be it smartphones, PC (Personal Computer) or tablets. In addition, our innovations are also developed by combining voice communications, data services via the internet and IPTV in one package that our call Triple Play.

These innovative products and services are very different from our 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.

PT. Telkom Indonesia in anticipating the rapidly growing dynamics of the telecommunication business, Telkom based on Company Regulations PT Telekomunikasi Indonesia, Tbk. No.PD.506 of 2011 concerning Product Trees synergizing all products, services and solutions, starting from legacy to new wave products and services, and grouping them into a number of business activities as follows:

#### 1. Telecommunications

##### a. The telephone line is not moving

- i. Plain Old Telephone Services (POTS) is the basic telephony service on landline telephone lines.
- ii. Fixed Value Added Telephone Service (VAS Fixed Wireline) is a value added service facility that is presented as a package with our core product 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 central system and telecommunication network. JAPATI service customers can enjoy Free Call, Personal Free Call, Split Charging, UNI call, Virtual Net, Premium Call, Vote Call and Vote Free services.
- iv. Session Initiation Protocol (SIP) service is a service based on IP Multimedia Subsystem (IMS) technology that combines wireless and wired technology to provide voice and data services.

##### b. The wireless phone connection is not moving

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

ii. Postpaid service is a telephone service with a prepaid system that is billed to the customer at the end of the month for the telecommunications used in the previous month.

c. Mobile

Telkom provides cellular communication services through its subsidiary, Telkomsel, which utilizes GSM technology and 3.5G frequency. cellular services are still the largest contributor to the company's consolidated revenue. Cellular products and services offered by Telkomsel are divided into two models, namely postpaid services provided through Kartu Halo products, and prepaid services provided through Simpati and Kartu As products. The differentiation of the three products is as follows:

- i. Kartu Halo is still listed as the most widely used postpaid cellular communication service since it was first introduced in 1995. At the end of 2011, Kartu Halo subscribers reached 2.2 million or equivalent to a market share of 53.4% of the total existing postpaid seller subscribers. 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 rates calculated per second of usage. This ace is targeting the young user segment.

d. Internet services (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 Telkom net Instant.
- ii. Flexi Net is an internet access service that uses the Telkom Flexi network.

- iii. Port Rental Services (Port Wholesale) provide Port Remote Access Server rentals for internet service providers, content service providers (CSP), 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 or Wi-Fi is a wireless Intranet and Internet access solution for mobile data service subscribers in certain areas by utilizing Telkom's means of payment, other ISP's means of payment (roaming) or in bulk using Wi-Fi technology-based Customer Premises Equipment.
  - viii. IP Transit provides interconnection services to the global internet by utilizing the BGP internet full route features and IP blocks as well as customer Autonomous System (AS) (no Telkom) with a bandwidth ratio of 1:1 from CPE to Upstream Telkom.
- e. Network service
- i. A subscription circuit is a form of unregulated terrestrial transmission network service that connects 2 (two) termination points between dedicated presence (POP) points for exclusive use with a symmetrical transmission channel capacity.
  - ii. IPLC (international private leased channel) is a dedicated terrestrial telecommunications channel leased to facilitate voice, data, video communications and reverse telecommunication services. 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 rental bandwidth for satellite transponders and or their derivative products that utilize Telkom's satellites or replacement satellites.
- f. Data communication services
- 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 and video communications with speed, quality and high 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 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 provides 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. Interconnection Termination is a form of interconnection call termination service on Telkom's network from other domestic telecommunication providers.
    - 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 originating provider networks.
    - v. Access to Telkom services is provided by other telecommunication service providers for services, such as access to Long Distance Direct Dialing (SLJJ) and International Direct Dialing (SLI) 007.
    - vi. International Termination is a call termination service by International Partners on the Telkom network.
    - vii. Vas Interconnection is a value-added service including Telkom Free, Telkom Split Charging, Telkom Vote, Telkom Uni, Telkom Premium, and call centers from service providers through the Telkom network.
  - h. Supporting facilities
    - i. Mechanical and electrical services (ME) 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, integration of grounding, 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/ITO cloud Based Managed
    - i. Services based on client server applications support cloud computing services that can be accessed by customers via the internet network.

- ii. Server Based Managed Services which are server based which are accessed by customers through internet services or other special applications as clients.
  - iii. IT Consulting is an IT consulting service consisting of system or application development work, Blueprint or IT Master Plan or other strategic document design.
- b. E-Payment or Payment Service
- i. E-Billing Payment is a service that facilitates 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. so their do not have to go to the company in question.
  - ii. Remittance is a money transfer service where the sender and recipient of funds do not have to have an account at the bank but must have a mobile device to receive notifications.
  - iii. E-Money serves customer money storage/use electronically in a medium (Mobile Phone, prepaid card, or a virtual account that can be accessed via internet media) to make transactions electronically.
  - iv. 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 services and Speedy Hotspot.
- c. IT enabler Services (ITeS)
- i. Business process outsourcing is a contract-based service to manage/run several customer company processes.
  - ii. Knowledge Process Outsourcing (KPO) is a BPO service for business processes that require special competence to manage.
- d. Network Centric VAS
- i. Data and Telephony are IT-based data and telephony services that offer 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 are IT-based server and storage services that have added value for connectivity service customers.
- e. Integrity Service
  - i. Hardware and network integration services integrate and provide customer-site connectivity (CPE) devices.
  - ii. Application and Software Integration Services integrate and provide all systems needed to integrate two or more applications, software or systems.
  - iii. Computing Hardware Integration Services integrates 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 and others.
  - i. Over the Top TV (OTT TV) is a TV service that subscribers can access via the Internet.
  - ii. Advertisement is a commercial promotion service for products or services owned by third parties provided through digital or print media.

## 2.4 Organizational Structure

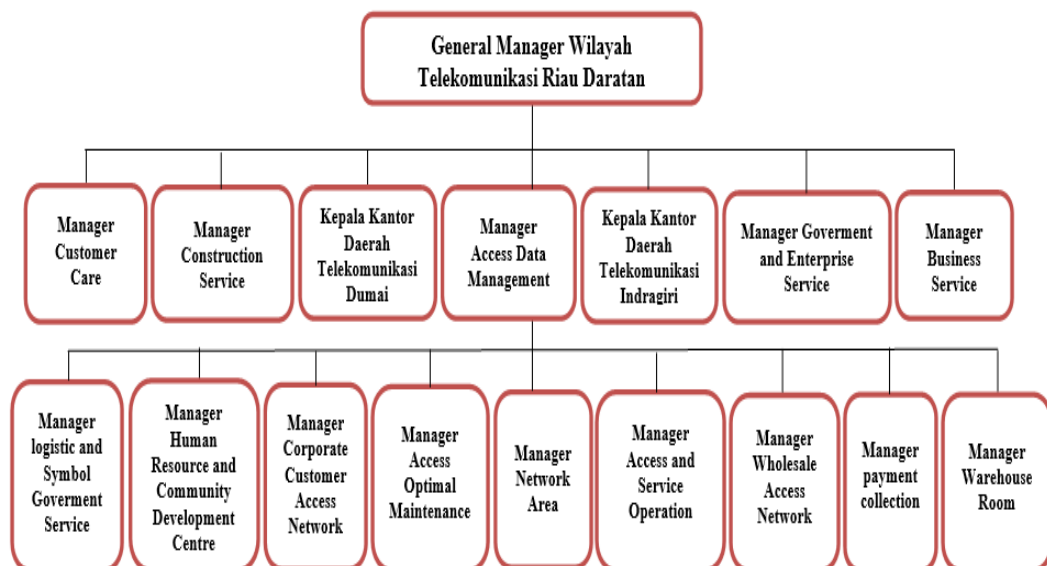
Structure is an arrangement in the form of a framework that gives shape and form, thus the work procedure will be seen. In a structure, discussions have been made and have seen who is good at work and can work together to enter the organizational structure (Andreson in Tewu, 2022). While the organization is any form of association between two or more people who work together to achieve a common goal and are bound formally in a hierarchical bond where there is always a relationship between a person or group of people called leaders and a group of people called leaders and a person or group the so-called subordinate (Handayanigrat in Tewu, 2022).

The organizational structure describes a framework and arrangement of relationships between functions, parts or positions, which determines the levels of the organization and the structure becomes a place for the implementation of authority, responsibility and reporting systems to superiors which provide continuous stability that can enable the organization to survive and coordinate relationships with environment (Julia, 2022).

The organizational structure determines the work tasks divided, grouped and formally coordinated, the organizational structure is a formal authority of work in an organization. This structure, as can be shown visually in the organizational structure, also serves many purposes, or in other words the organizational structure is a system of tasks, reporting, and power relations in which the entire organization operates (Nurruli in Julia, 2022).

#### 2.4.1 The Structure of PT. Telkom Indonesia Tbk. Witel Riau Daratan

Organizational structure at PT. Telkom Indonesia Wilayah Telekomunikasi Riau Daratan consists of several sections led by a general manager. organizational structure of PT. Telkom Indonesia Wilayah Telekomunikasi Riau Daratan Pekanbaru can be seen in the image below:



**Figure 2.2 Organizational Structure of PT. Telkom Indonesia Tbk**

*Source: Processed Data, 2023*

## 2.4.2 Business Service Unit Organizational Structure

Business services are led by a manager who is assisted by an assistant manager. there is an organizational structure of Business Service units (BS) which can be seen as follows:

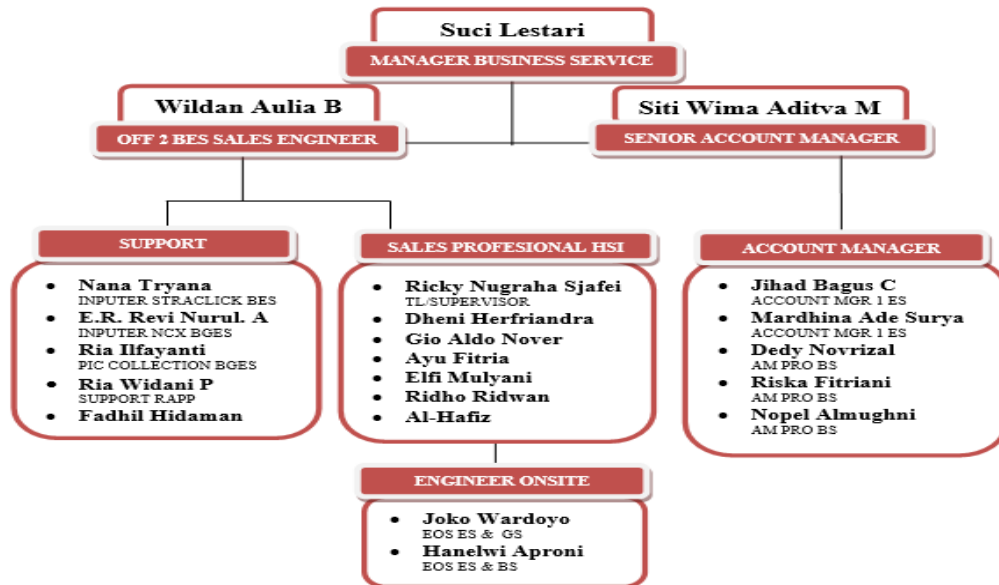


Figure 2.3 Organizational Structure Business Service Unit  
Source: Processed Data, 2023

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

### 1. Manager Business Enterprise Service (MGR BES RIDAR)

The Business Enterprise Service Manager in this section is tasked with elaborating business unit strategies and strategic programs, and unit performance contracts as a direction for achieving Wilayah Telekomunikasi (WITEL) management performance, by compiling work programs and performance indicators, allocating resources, distributing work to staff team members personally.

### 2. Senior AM (Account Manager)

Senior AM (Account Manager) is the same as other Account Managers, maintains good relations with Telkom customers by providing the right solutions according to their needs, what distinguishes the segment from Senior AM is serving or handling enterprise customers whose revenue value is greater

than Account Manager Business Service, Enterprise the big ones will be handled directly by the senior Account Manager. And senior Am must carry out maintenance or maintenance of large Enterprises, such as Pertamina, Bank Riau Kepri, PTPN 5, Universities and several other Enterprises.

3. Off 2 BES Sales Engineer

Officer 2 Business Service Sales Engineer is in charge of pre-sales, namely making offers before sales occur. Pre-Sales includes engineered product thereby them can be well received by customers. There are 3 aspects that must be worked out, namely, business, technical and legal aspects. Although so the goal of the sales engineer is to be able to provide customer experience and satisfaction, but still have to comply with the company's internal rules.

4. Account MGR 1 ES

Account Manager 1 Enterprise Service works in managing enterprise customers, strengthening commitments and maintaining good relations with companies, thereby all enterprises remain regular customers and always work together with Telkom. besides that, Account Manager 1 Enterprise Service serves or handles enterprise customers whose revenue value is greater than the Account Manager Business Service and serves all customer problems related to the network used.

5. AM PRO BS

Account Manager Professional Business service works in maintaining good relations with telkom customers by providing the right solutions according to their needs. The Business Service Account Manager is also tasked with helping customers to provide detailed explanations about the selected products and services offered. In addition, the Business Service Account Manager must make daily activity reports that are carried out, in addition to providing offers to customers, the Account Manager Service also makes contracts for offers that have been dealt with by customers. Account Manager Business Service can get as many customers without being limited as Senior Account Manager, Account Manager Business service also works to provide solutions to customer needs or issue services to improve future services in a timely manner, develop new

products to improve standard services, and maximize customer satisfaction, and have a passion for building relationships, providing solutions, negotiating, and contract agreements with customers who will subscribe to the internet.

6. Inputter Starclick BES

the Starclick Business Enterprise Service inputter is responsible for inputting customer order data that will install Indihome, in addition to that, the Starclick inputter controls or oversees overall prospective customer data at that the customer will continue installing Indihome or cancel an order.

7. Inputter NCX BGES

The NCX BGES (Business Government Enterprise Service) inputter works in inputting orders for new installations from Government and Business Service customers, upgrading and downgrading internet installations, conducting renewal agreements or renewal agreements for installing or revoking services from the Business Service and Government Service segments through the application NCX and escort until the order is closed or Billing Completed or Order Completed.

8. PIC Collection BGES

The PIC (Person in Charge) Collection Business Government and Service works to send invoices to BGES customers, coordinates daily Room Chat with the Medan FBCC (Finance Billing Collection Center) team, then coordinates with the Medan FBCC (Finance Billing Collection Center) for the flanging process for deposit account payments. Apart from that, PIC (Person in Charge) Collection BGES also conducts extraordinary daily checks for Government Riau Daratan operational units, and also drafts custom invoices that are not in accordance with the invoice system.

9. Support RAPP

Support RAPP Support is the one who handles all invoices from PT RAPP. Bills for RAPP will be done by officers and every day will be sent and recorded. RAPP support works to send soft copy or hard copy invoices or invoices to customers (RAPP Group), follow up invoices back to customers if they need to be revised again and oversee the bills to customers making payments. RAPP

support officers provide information related to payments to straighten out bills that still have an unpaid payment status so as to avoid isolation (Deadly Service).

#### 10. Supervisor

Supervisor is someone who is responsible for supervising and coordinating the tasks performed by the salesperson. The supervisor is in charge of checking the sales whether they are working according to the company's SOP (Standard Operating Procedure) and company standards or not, also making weekly and monthly reports on their sales work. The duties of a supervisor may include supervising sales performance, providing training or directions to improve sales performance, developing and evaluating work programs, and preparing performance reports to management.

#### 11. EOS

EOS stands for Engineer on Site who is responsible for installing Telkom or Datin (Information Data) products such as WMS (Wifi Manage Service), ASTINET (, ASTINET LITE and also helps if there are internet interruptions to customers. Apart from that, it also provides solutions for all services and needs of Account Managers, delivers services according to Account Manager requests to Assurance customers, and also handles disturbances, whether reports from customers or Account Managers.

#### 12. Inputter NCX BS

The NCX BS inputter is tasked with inputting new Installs, Upgrade or Downgrade Modifications, Amendments, Dismantle or Disconnect, Control orders, Order Constraints or Fall out, FO JT or Development, Development Proposals, Development Investment Feasibility, Solutions related to technical services.

### **2.5 Applications used for activities**

The work unit in a company is the division of employees into certain groups. The division of work units is intended to facilitate the division of tasks and

responsibilities, thereby each work unit must cooperate with each other and must be able to account for the work that has been assigned to it.

Work units are often also interpreted as divisions. In carrying out this Internship, the Author is placed in the "Business Service Division" which is located on the 6th floor of Wilayah Telekomunikasi Riau Daratan at PT. Telecommunication Indonesia, in carrying out practical work, there are several applications that are used to do the work given. The application is as follows:

### 1. Using the Spreadsheets Data Business Services (DBS) Application

Spreadsheet Data Business Service (DBS) is an application information system that provides the entire customer name that will subscribe to Indihome. This application is an application used by officers of the Business Service unit. The activity carried out by the Business Service staff is to look at the customer names that will be inputted in the starclick application, the Business Service data spreadsheet application is used as the direction of the officer before making input, to see the new names entered in the spreadsheet. The following shows the Spreadsheets Data Business Service application via Google:

	A	B	C	D	E	F	G	H	J	Q	R	S	T	U	
	ANGGA	WAKTU	TELEGRAM	SPV	KKONTAK	NIK	NAMA	NO HP	KELURAHAN	NO SC	QC	FCC	PI	PS	
1															
2															
3	10/03/20	15:59:45	Abdul Mukti	@ER	DS10723	140103461295	NURUL ATIKA	0813-7413-61	SUNGAI PINANG	SC529912160	✓	DECLINE	✗	✗	Batal Orde
4	10/03/20	17:36:15	ricky Nugraha	@rick	DS10743	147109210781	JHON HEFRI HAMONANGAN - SI	8993490922	Sidomulyo Timur	SC529871394	✓	✓	✓	✓	COMPLET
5	10/03/20	18:44:35	ricky Nugraha	@rick	DS10743	327602620975	LAMBOK TAMPUBOLON - NAYA	85274111062	Bambu kuning	SC529873041	✓	✓	✓	✗	KENDALA
6	10/03/20	21:16:02	David Kinant	@dav	DS10736	317510270772	RIZAL INDR - ICE CREAM SOF	08781788574	sungai pagar	SC529875764	✓	✓	✓	✗	PELANGG
7	11/03/20	9:10:07	Rudy Ryana	@Rud	DS10728	147106680774	MARLIYANTI/ROMA PONSEL	83177080979	RUMBAI	SC529872231	✓	✓	✓	✗	KENDALA
8	11/03/20	9:20:59	ricky Nugraha	@rick	alza idsyah	147106121004	RAIHAN AULIA/zhafran ponsel	08312973456	muara fajar	SC529873204	✓	✓	✓	✓	COMPLET
9	11/03/20	11:59:49	ricky Nugraha	@rick	Pablo Maldin	167201040881	HARIYANTO - ZR Variasi	82283652010	SAGO	SC529875010	✓	✓	✓	✓	COMPLET
10	11/03/20	12:37:58	Adek bintang	@ade	DS10721	140110170797	RIKI EDI JULIANTO	82385048614	Tanjung sawit	SC529877543	✓	✓	✓	✗	DOUBLE (
11	11/03/20	12:42:31	ricky Nugraha	@rick	DS10757	117302210203	SYAHRUL MAULANA / TOKO M	82213846664	PKL KERINCI TIM	SC529877732	✓	✓	✓	✓	COMPLET
12	11/03/20	12:48:39	Arrie Kusum	@ARI	DS107722	1140503610687	Misneng Wati	81266763406	Sorek Dua	SC529915996	✓	✓	✓	✓	VISIT
13	11/03/20	12:56:00	ricky Nugraha	@rick	ALI YASMI	147101030398	MARALDA RAMADHAN // SARAR	85271413321	kp. Melayu	SC529877909	✓	✗	✗	✗	Batal orde
14	11/03/20	12:56:58	David Kinant	@dav	DS10736	140106140481	RUSDI - UD RUSDI	8137838175	teratak buluh	SC529878068	✓	✓	✓	✓	COMPLET
15	11/03/20	14:10:59	ricky Nugraha	@rick	DS10757	140609601178	SUSI // ANEKA JUS BUAH	82236402481	TAMBUSAI	SC529878158	✓	✓	✓	✓	COMPLET
16	11/03/20	14:12:03	Anwar	@ana	MORA SAK	147203640601	VANI ANDILA - BIDAN RACHMAD	08217019378	Bagan Besar	SC529878248	✓	✓	✓	✓	COMPLET
17	11/03/20	19:00:13	Wawan Putri	@spu	DS10712	127107051187	PT. GAYA MAKMUR MOBIL	81267699114	PALAS	SC529883293	✓	✓	✓	✓	VISIT
18	11/03/20	20:19:31	ricky Nugraha	@rick	DS10743	147106631095	YOLA OKTARITA - KEDAI HARIAN	82284001120	Rumbai Bukit	SC529884417	✓	✓	✓	✓	VISIT
19	11/03/20	23:17:50	David Kinant	@dav	DS10736	130611660636	WITRA - AFIQA PONSEL	8136476049	kaya indah	SC529882054	✓	✓	✓	✓	COMPLET
20	12/03/20	7:43:23	ricky Nugraha	@rick	ALI YASMI	147112540402	ULFA SALSABILA // CAFE OMAE	81267512093	TEMBILAHAN HIL	SC529882171	✓	✓	✓	✓	COMPLET
21	12/03/20	7:43:23	ricky Nugraha	@rick	ALI YASMI	147112540402	ULFA SALSABILA // CAFE OMAE	81267512093	TEMBILAHAN HIL	SC529882171	✓	✓	✓	✓	COMPLET

Figure 2.4 Business Services Spreadsheets Application

Source: Processed Data, 2023

### 2. Starclick NCX Application

Starclick is an IT application based on a geographic information system developed by Telkom to support front liner (new installation) 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. The Starclick application can also be used to check what problems occur in customer data. Besides that, the starclick application is also used by the inputter to see whether the prospective customer will continue or not, and is also waiting for the results of the fcc decision regarding the customer. The following shows the Starclick Ncx application data Business Service via google:

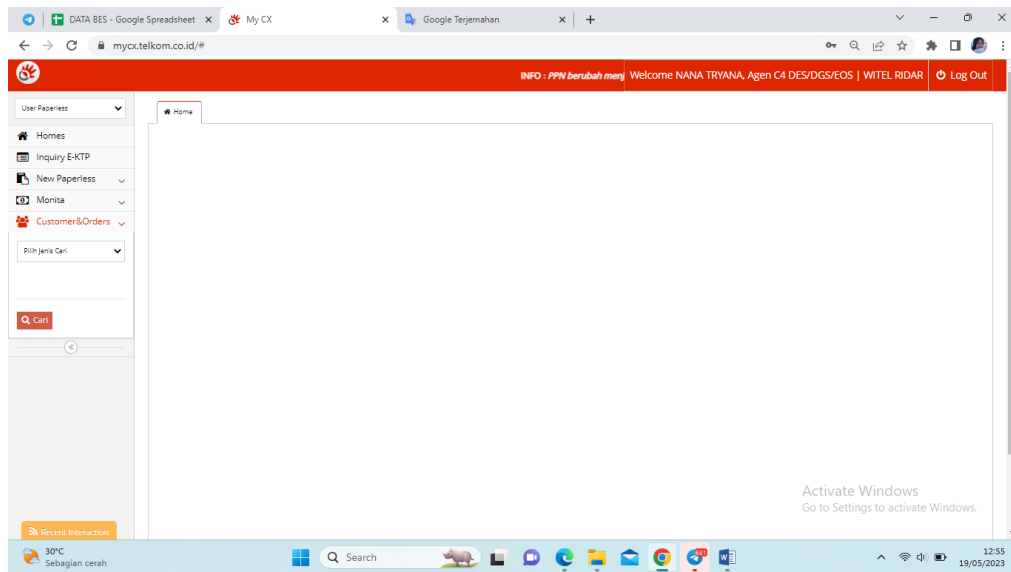


**Figure 2.5 Straclick Application PT. Telkom Indonesia**  
*Source: Processed Data, 2023*

### 3. 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 input via the starclick application. Besides that, the mycx application is also used to check customer complaints. and also report customer problems to technicians, through this application it is also an introduction to correcting network problems that occur to customers, messages will be received by technicians and problems will be processed by technicians directly to the field. MYCX application Business Service data via google are:





**Figure 2.6 Mycx Application PT. Telkom Indonesia**  
*Source: Processed Data, 2023*

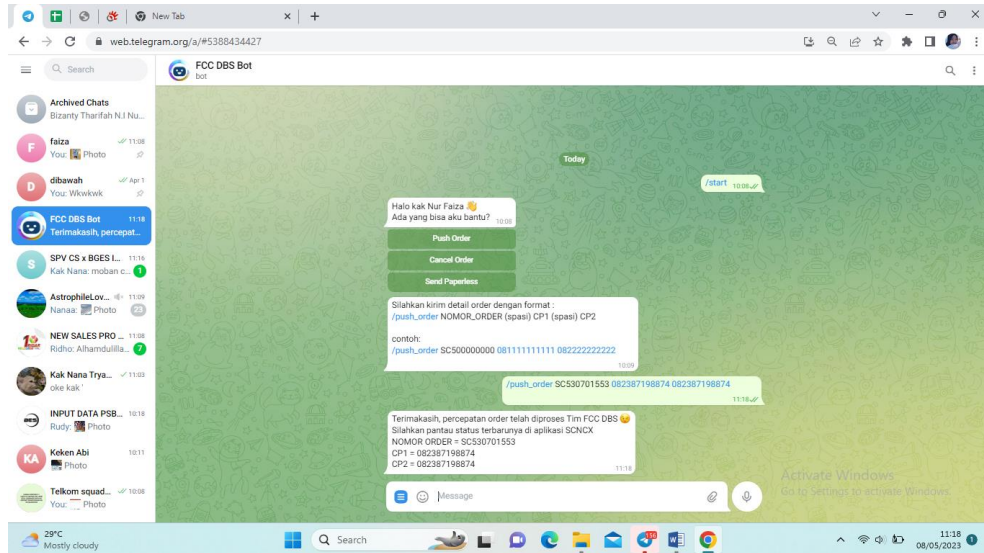
#### 4. FCC DBS Bot

FCC (Force Caring Center) DBS (Division Business Service) Bot is one of the PT Bot applications. Telkom Indonesia as a tool for communicating with customers, the Bot will capture the customer's personal data if the Business officer sends the customer's number into the Bot Application. FCC DBS Bot is a computer program that works automatically. Officers interact with bots using command messages contained in the telegram bot. Fcc DBS Bot is usually used by Business Service unit officers to contact potential customers who will be contacted automatically by FCC officers.

Bots are also used to check the order status of prospective customers. Inside the bot there are three buttons as orders that will be carried out, the buttons are push orders, cancel orders and send paperless. Push orders are buttons that are often used by officers to contact potential customers who will be caught by bots. cancel order is a button that is used to cancel customer orders that cannot be processed anymore or customer inputs that have double input.

Meanwhile, Send paperless is a button that is used to send an upload link to upload all the photos according to what was sent by the salesperson. All answers answered by the bot will be immediately processed by the officer

according to the detailed answers. Here is the FCC DBS Bot view via Telegram:



**Figure 2.7 Fcc DBS Bot Application PT. Telkom Indonesia**  
*Source: Processed Data, 2023*

## 5. E-PAYMENT

E-Payment is an application from PT. Telkom Indonesia in the form of digital recording, accumulation and collection of bills that can be accessed anywhere and anytime. This solution includes billing, distribution and collection of bills through various payment channels. It is a system for viewing customer bills that have been paid or have not been paid. E-Payment uses internet facilities that can be opened via the link provided by PT. Telkom checked by Business Service officers.

Execution per transaction 0.19 seconds  
 Nama: \*\*TRIA \*OST \*ND \*\*MES  
 Produk: Telkom Link ADSL  
 Phone: 111501136873;111501137769;111501137772;11150113778  
 Internet: 111501137124  
 GroupID: 30002855326 (TSI)

Periode	Mata Uang	Jumlah Tagihan	Belum Bayar	Status Pembayaran	Lokasi Pembayaran	Cicilan	Tanggal	Jam
+ Mar 2023	IDR	152,625	152,625	Belum Lunas		Bukan cicilan		
<b>Detail pembayaran</b>								
Jenis Layanan Mata Uang Jumlah Tagihan Status Lokasi pembayaran								
ABONEMEN	IDR	137,500		Belum Lunas				
PPN UNSUR KENA PAJAK	IDR	15,125		Belum Lunas				
METERAI	IDR	0		Belum Lunas				
+ Feb 2023	IDR	50,875	50,875	Lunas sebagian	System	Bukan cicilan	06-Feb-2023	10:52:58
<b>Detail pembayaran</b>								
Jenis Layanan Mata Uang Jumlah Tagihan Status Lokasi pembayaran								
ABONEMEN	IDR	50,875		Belum Lunas				
PPN UNSUR KENA PAJAK	IDR	15,125		Lunas	System			
ABONEMEN	IDR	86,625		Lunas	System			
SECURITY DEPOSIT	IDR	-101,750		Lunas	System			
+ Jan 2023	IDR	254,375	0	Lunas	LOKET PLASA 1.2	Bukan cicilan	20-Jan-2023	16:00:36
+ Des 2022	IDR	44,400	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	03-Dec-2022	07:55:10
+ Nop 2022	IDR	108,225	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	18-Nov-2022	06:27:20
+ Okt 2022	IDR	44,400	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	05-Okt-2022	16:17:39
+ Sep 2022	IDR	44,400	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	04-Sep-2022	11:06:32
+ Agu 2022	IDR	44,400	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	04-Agu-2022	18:46:29
+ Jul 2022	IDR	49,400	0	Lunas	FINNET BANK - BANK CENTRAL ASIA	Bukan cicilan	21-Jul-2022	14:05:18

**Figure 2.8 E-Payment Application PT. Telkom Indonesia**  
 Source: Processed Data, 2023

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

According to the Indotelkom Website (2015), PT. Telkom Indonesia has several existing divisions or units. PT. Telkom Indonesia Wilayah Telekomunikasi Riau Daratan has a Business Division, Government Division, and Business Government Enterprise Service (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 telecommunication networks such as the submission of Telkom Indihome internet network, Speedy, cable Tv network and telephone network installation. One of the divisions in the Wilayah Telekomunikasi Riau Daratan unit, PT. Telkom Indonesia Pekanbaru, namely the Business Service Division or DBS for short.

According to the Indotelkom Website (2015), The Business Service Division (DBS) 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 improve business management efficiency through the application of appropriate information communication technology (ICT). The Business Service Division (DBS) also accepts complaints or 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 contact the Telkom care telephone number or call center. The Business Service Division offers several internet services that potential customers can choose from, namely 1P Internet or High Speed Internet, 2P Inet+voice or Inet+iptv and 3P Inet+voice+tv. The Business Service Division is also tasked with recording prospective customers who subscribe to the JITU or SooltanNet packages.

The Author is given several authorities and responsibilities to carry out the following tasks:

1. Inputting prospective customer data using the Starclick application
2. Uploading prospective customer data using the Mycx application
3. Report customer problems using the Fcc DBS Bot application
4. Check customer invoices or bills using the E-payment application.

### 3.2 Place of Apprenticeship

Practical work is carried out after students take semester VII, while practical work activities last for approximately 4 (four) months, starting from 01 February 2023 to 01 June 2023 at PT. Telekomunikasi Indonesia Pekanbaru which is located at Jl. Jendral Sudirman No. 199, Sumahilang District, Pekanbaru City, Riau 28111. With conditions, entry starts at 8am to 17pm WIB for Monday-Friday.

**Table 3.1 Daily Activities of February 01<sup>st</sup>, 2023 to February 03<sup>rd</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Wednesday, February 01 <sup>st</sup> , 2023	1. Introduction 2. Directions for Internship and Division Activities	Division Business Service
2.	Thursday, February 02 <sup>nd</sup> , 2023	1. learn the work to be done and understand the applications used. 2. Perform order control using the Starclick application.	Division Business Service
3.	Friday, February 03 <sup>rd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service

*Source: Processed Data, 2023*

Table 3.1 The first week of practical work activities is carried out in February, starting with an introduction to the division, and the work to be carried out, the first week is carrying out learning using the applications used such as starclik, Spreadsheets, Mycx, Bot Telegram and E-payment. also learn about inputting customer data, uploading customer personal data, learning how to input prospective customer data, uploading prospective customer data, reporting customer problems and checking invoices or customer bills.

**Table 3.2 Daily Activities of February 06<sup>th</sup>, 2023 to February 10<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, February 06 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, February 07 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service
3.	Wednesday, February 08 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application.	Division Business Service
4.	Thursday, February 09 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Upload Customer Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, February 10 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application.	Division Business Service

Source: *Processed Data, 2023*

Table 3.2 in the second week, the task is to input prospective customer data, upload prospective customer data, carry out and carry out order control using the starclick application, Mycx and also the FCC Bot.

**Table 3.3 Daily Activities of February 13<sup>th</sup>, 2023 to February 17<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, February 13 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, February 14 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, February 15 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Thursday, February 16 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
4.	Friday, February 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service

Source: *Processed Data, 2023*

Table 3.3 Practical work in the third week of February, doing the same activities in the second week.

**Table 3.4 Daily Activities of February 20<sup>th</sup>, 2023 to February 24<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, February 20 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service
2.	Tuesday, February 21 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, February 22 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service
4.	Thursday, February 23 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, February 24 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service

Source: *Processed Data, 2023*

Table 3.4 Practical work in the fourth week of February, carrying out the same activities in the third week.

**Table 3.5 Daily Activities of February 27<sup>th</sup>, 2023 to March 03<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, February 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, February 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, March 01 <sup>st</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
4.	Thursday, March 02 <sup>nd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, March 03 <sup>rd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service

Source: *Processed Data, 2023*

Table 3.5 Practical work in the fifth week of February and March, carrying out the same activities in the previous few weeks, namely being given the task of inputting prospective customer data, uploading prospective customer data, carrying

out and carrying out order control using the Starclick application, Mycx as well as Fcc Bot.

**Table 3.6 Daily Activities of March 06<sup>th</sup>, 2023 to March 10<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, March 06 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, March 07 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service
3.	Wednesday, March 08 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
4.	Thursday, March 09 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, March 10 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service

Source: Processed Data, 2023

Table 3.6 practical work in the sixth week in March given the task of inputting, uploading, reporting problems, and checking customer payment bills.

**Table 3.7 Daily Activities of March 13<sup>th</sup>, 2023 to March 17<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, March 13 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, March 14 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service
3.	Wednesday, March 15 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
4.	Thursday, March 16 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, March 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service

Source: Processed Data, 2023



Table 3.7 practical work in the seventh week in March given the task of inputting, uploading, maintaining orders, and checking customer payment bills.

**Table 3.8 Daily Activities of March 20<sup>th</sup>, 2023 to March 24<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, March 20 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, March 21 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, March 22 <sup>th</sup> , 2023	Holiday, the Holy Day of Nyepi, Saka New Year 1945.	Division Business Service
4.	Thursday, March 23 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
5.	Friday, March 24 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service

Source: Processed Data, 2023

Table 3.8 practical work in the eighth week in March doing the same activities as the previous weeks.

**Table 3.9 Daily Activities of March 27<sup>th</sup>, 2023 to March 31<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, March 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
2.	Tuesday, March 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, March 29 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
4.	Thursday, March 30 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
5.	Friday, March 31 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service

Source: Processed Data, 2023

Table 3.9 Practical work in the ninth week of March, carrying out the same activities in the previous few weeks, namely being given the task of entering prospective customer data, uploading prospective customer data.

**Table 3.10 Daily Activities of April 03<sup>rd</sup>, 2023 to April 07<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, April 03 <sup>rd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service
2.	Tuesday, April 04 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
3.	Wednesday, April 05 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service
4.	Thursday, April 06 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
5.	Friday, April 07 <sup>th</sup> , 2023	Holiday	Division Business Service

Source: Processed Data, 2023

Table 3.10 Practical work in the tenth week of April, carrying out the same activities in the previous few weeks.

**Table 3.11 Daily Activities of April 10<sup>th</sup>, 2023 to April 14<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, April 10 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
2.	Tuesday, April 11 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
3.	Wednesday, April 12 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service
4.	Thursday, April 13 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
5.	Friday, April 14 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service

Source: Processed Data, 2023

Table 3.11 Practical work in the eleventh week of April, carrying out data input activities, uploading data, checking invoices and also carrying out order control.

**Table 3.12 Daily Activities of April 17<sup>th</sup>, 2023 to April 21<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, April 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
2.	Tuesday, April 18 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service
3.	Wednesday, April 19 <sup>th</sup> , 2023	Holiday	Division Business Service
4.	Thursday, April 20 <sup>th</sup> , 2023	Holiday	Division Business Service
5.	Friday, April 21 <sup>th</sup> , 2023	Holiday	Division Business Service

Source: Processed Data, 2023

Table 3.12 Practical work in the twelfth week of April, carrying out activities for uploading data, checking bills and also carrying out order control.

**Table 3.13 Daily Activities of April 24<sup>th</sup>, 2023 to April 28<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, April 24 <sup>th</sup> , 2023	Holiday	Division Business Service
2.	Tuesday, April 25 <sup>th</sup> , 2023	Holiday	Division Business Service
3.	Wednesday, April 26 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service
4.	Thursday, April 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
5.	Friday, April 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service

Source: Processed Data, 2023

Table 3.13 Practical work in the thirteenth week of April, carrying out the same activities in the previous few weeks.

**Table 3.14 Daily Activities of May 01<sup>st</sup>, 2023 to May 05<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, May 01 <sup>st</sup> , 2023	Holiday	Division Business Service
2.	Tuesday, May 02 <sup>nd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service
3.	Wednesday, May 03 <sup>rd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
4.	Thursday, May 04 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
5.	Friday, May 05 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service

Source: Processed Data, 2023

Table 3.14 Practical work in the fourteenth week of May, carrying out data input activities, uploading data, and checking bills.

**Table 3.15 Daily Activities of May 08<sup>th</sup>, 2023 to May 12<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, May 08 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
2.	Tuesday, May 09 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service
3.	Wednesday, May 10 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
4.	Thursday, May 11 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
5.	Friday, May 12 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service

Source: Processed Data, 2023

Table 3.15 Practical work in the fifteenth week of May, carrying out the same activities in the 14th week.

**Table 3.16 Daily Activities of May 15<sup>th</sup>, 2023 to May 19<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Assignor
1.	Monday, May 15 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
2.	Tuesday, May 16 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Applicatio 3. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service
3.	Wednesday, May 17 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
4.	Thursday, May 18 <sup>th</sup> , 2023	Holiday	Division Business Service
5.	Friday, May 19 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service

Source: Processed Data, 2023

Table 3.16 Practical work in the sixteenth week of May, carrying out data input activities, uploading data, and also checking bills.

**Table 3.17 Daily Activities of May 22<sup>th</sup>, 2023 to May 26<sup>th</sup>, 2023**

No	Day/Date	Description of Activities	Task Assignor
1.	Monday, May 22, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
2.	Tuesday, May 23, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service
3.	Wednesday, May 24, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service
4.	Thursday, May 25, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service
5.	Friday, May 26, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service

Source: Processed Data, 2023

Table 3.17 Practical work in the seventeenth week of May, carrying out data input activities, uploading data, and also checking bills.

**Table 3.18 Daily Activities of May 29th, 2023 to May 31th, 2023**

No	Day/Date	Description of Activities	Task Assignor
1.	Monday, May 29, 2023	1. Checking Bills of Payment of Customers Who Have Paid off or not Paid off. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application. 3. Report Customer Problems Related to the Internet Using the Mycx Application.	Division Business Service
2.	Tuesday, May 30, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service
3.	Wednesday, May 31, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service

Source: *Processed Data, 2023*

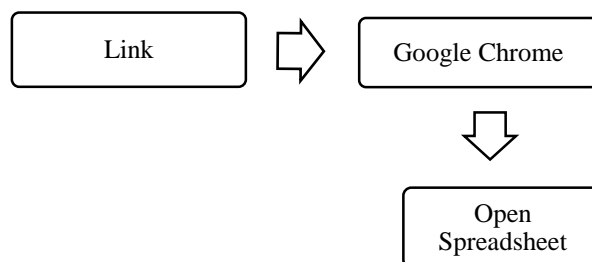
Table 3.18 in the second week, the task is to enter data on prospective customers, upload data on prospective customers, using the starclick and Mycx applications.

### 3.3 Systems and Procedures

Systems and procedures used during practical work activities at PT. Telkom Indonesia Tbk. Witel Riau Daratan Business Service Division is as follows:

#### 1. Spreadsheets Data Business Service

The following are the steps to enter the Spreadsheets Data Business Service application



**Figure 3.1 Steps to Open the DBS Spreadsheet Application**

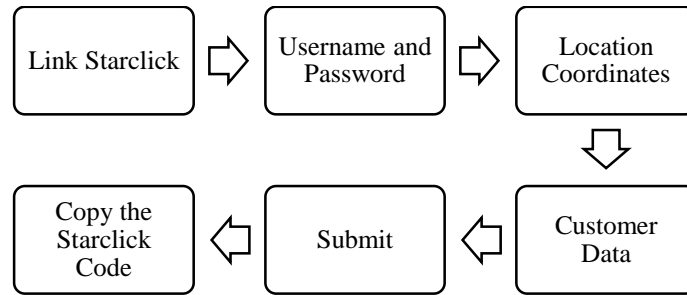
Source: *Processed Data, 2023*

Figure 3.1 explains the steps for joining the Spreadsheet application, in this application it is used to store prospective customer data, and see the progress of whether the prospective customer will continue to order or not, in the application the will see the name, starclick code, cellphone number, and several other personal

data needed, before being inputted, the inputter can see all the customer data needed and will be progressed for input.

## 2. Starclick

Following are the steps to open the Starclick Application which is used to input prospective customer data.



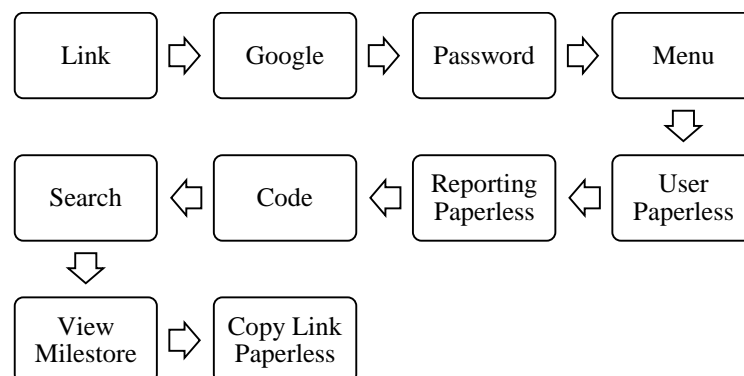
**Figure 3.2 Steps to use the Starclick Application**

*Source: Processed Data, 2023*

In Figure 3.2 there are steps for using Starclick Application to input prospective customer data, starting with entering the Starclick Application, then entering the input username, password. Furthermore, there are many command columns to fill in the prospective customer's personal data as needed, after doing input by entering some prospective customer data, the inputter will submit the data and copy the Starclick code that comes out, the Starclick code will be stored in a spreadsheet.

## 3. Mycx

Mycx is an application for uploading prospective customer data, reporting customer problems and so on, Mycx is used by uplotan and inputter to report customer problems that will be received by technicians, here are the steps to open the Mycx application.

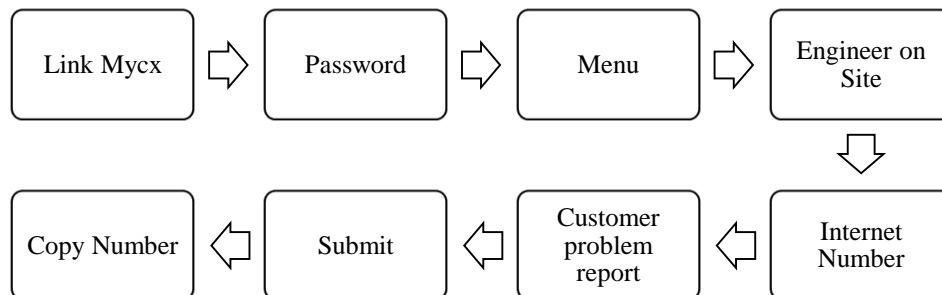


**Figure 3.3 Steps to Open the Mycx Application to Upload Prospective Customer Data**

*Source: Processed Data, 2023*

Figure 3.3 Shows that the steps that must be taken when entering the mycx application, this application is used to upload data on prospective customers who will subscribe to Indihome, according to the steps above, it shows that the way to upload customer personal data is to start by pressing the Mycx link, then the application will open in google chrome, then enter the password from the account used, after the application opens it will be directed to the menu and enter into user paperless and paperless reporting, then enter the customer's Starclick code that has been input before, start to search based on the Straclick code, wait a few time and do not forget to copy the paperless link to use as a link for uploading prospective customer data.

The Mycx application is not only for uploading prospective customer data, here are the steps for reporting problems to the technician, which will be received by the technician for repairing the customer's network using the Mycx application.



**Figure 3.4 Steps to Open the Mycx Application**

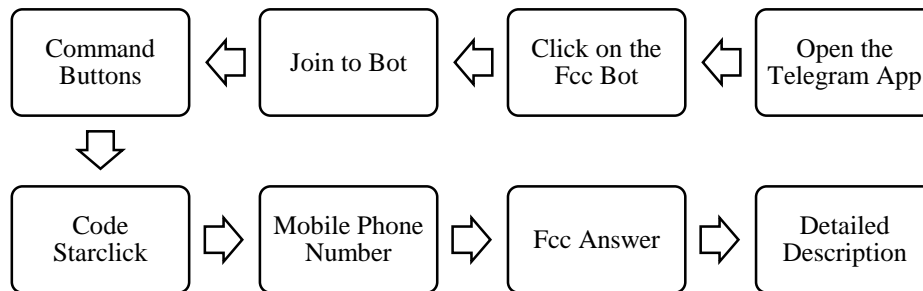
*Source: Processed Data, 2023*

In Figure 3.4 it is the same as the previous figure, the difference is in the next search menu, this step is used for reporting problems faced by customers to technicians, submitting complaints to the internet will be received by technicians, technicians will make improvements related to reporting provided through this application.



#### 4. Fcc Bot DBS

Here are the steps for using the DBS Fcc Bot residing in the Telegram application.



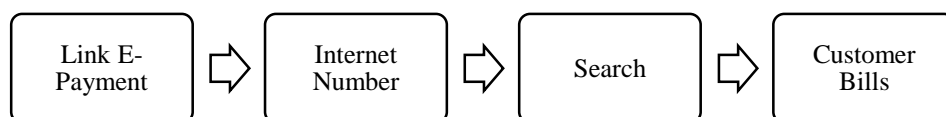
**Figure 3.5 Mycx Application PT. Telkom Indonesia**

*Source: Processed Data, 2023*

Figure 3.8 in this step begins with opening a telegram, telegram being an application that is also used to be able to enter the Fcc bot, join the Fcc link in the telegram, next there are three command buttons that can be done, the bot will capture the customer's personal data if the officer sends the customer number into the Bot application. The officer sends an order message to the bot and it will be captured immediately, henceforth the customer's name will automatically enter the queue to be automatically contacted by the Fcc officer. After being contacted, the Fcc officer will send detailed customer information.

#### 5. E- Payment

E-Payment is used by officers to view customer bills, and so on, the following are the steps taken to conduct a search.



**Figure 3.6 Mycx Application PT. Telkom Indonesia**

*Source: Processed Data, 2023*

Figure 3.10 steps for using e-payment when searching via the link provided by the Business service officer, first opening the e-payment link then entering the customer's internet number, then performing a search using the internet number that has been entered, the result of the customer bill will come out , per month, and year,

where there will be a statement of bills paid or unpaid and the price to be paid by the customer.

### **3.4 Obstacle and Solution**

Obstacles that the Author felt during the practical work of PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Namely, Constrained by the input and upload system which causes accumulation of prospective customer data that has not been inputted and also uploaded, whereas every day, The Author have to do input quickly, in order to the Indohome installation goes as desired, the system is sometimes affected by network interruptions or errors on when inputting or uploading. While the solution to the perceived constraints in doing practical work at PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan, namely, There must be changes by optimizing repairs to system disturbances such tht the work processes provided can be completed in a timely manner.

## **CHAPTER IV**

### **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 practical work at PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Business Service Division carried out for 4 months as follows:

1. Practical work is carried out in one of the State Owned Enterprises, namely PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Business Service Division which lasts for 4 (four) months Starting from 1 February 2023 to 1 June 2023.
2. Author are given assignments in the Business Service Division which are taught to input prospective customer data using the Starclick application, upload prospective customer data and report customer problems to technicians using the Mycx Application, then carry out escort customer orders and also check E-payments or customer bills.
3. In this practical field work activity, students also understand how the systems and procedures apply, such as the process of inputting data on prospective customers who will subscribe using Indihome, helping to upload data on prospective Indihome customers, and also reporting problems faced by customers, the Author feels a lot of benefits derived from this activity, especially in customer problems, into experience and knowledge.
4. Obstacles that the author felt during the practical work of PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Namely, Constrained by the input and upload system which causes accumulation of prospective customer data that has not been inputted and also uploaded, Meanwhile the solution to the perceived constraints in carrying out practical work is that there must be a change by optimizing repairs to system disturbances so that the given work process can be completed on time.

## 4.2 Suggestion

While doing practical field work at PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan, there are several suggestions for various parties, namely for the Authors themselves, students or younger siblings who will do practical work in the next period, for companies and also for State Polytechnic of Bengkalis.

### 1. The Author

Suggestions for writers to be more thorough 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. The Student

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

### 3. The Company

After doing practical work internship at PT. Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan Business Service Division has several suggestions for companies that are expected to be able to better guide apprentices without any hesitation, thereby their aim to work more optimally and effectively and efficiently.

### 4. The State Polytechnic of Bengkalis

Suggestions for the State Polytechnic of Bengkalis with the practical work carried out can be used as evaluation material and must be given to students before carrying out work practices 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 world in your hand

Nomor : : Tel 14/PO 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. Wilayah 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	Suciانا	5404191222	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/BS0011
02	Niken Enggar K.	5404191230	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/BS0011
03	Nur Faiza	5404191225	D-IV Administrasi Bisnis Int.	BS	Suci Lestari/BS0011

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 : 0751-851023, dengan membawa surat ini, pas foto warna ukuran 3x4 sebanyak 2 (dua) lembar, meleraai 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.

  
**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 Pekanbaru - 28111

Telp. (0751) 8010700  
www.telkom.co.id



Appendix 2 : Apprenticeship Certificate



**SERTIFIKAT**

Nomor : TEL-058/PD.000/R1W-1H1M0000/2023

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

*menerangkan bahwa:*

Nama : **Nur Faiza**  
NIM : **5404191225**  
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**

Appendix 3 : Apprenticeship Statement Letter



**SURAT KETERANGAN**

Nomor : TEL-053/PD.000/R1W-IH1M0000/2023

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

*menerangkan bahwa:*

Nama : **Nur Faiza**  
NIM : **5404191225**  
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**



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





## Appendix 4 : Company Appraisal sheet

**EVALUATION RESULT FROM JOB TRAINING  
COMPANY APPRAISAL  
PT. TELKOM INDONESIA Tbk. WITEL RIAU DARATAN**

Name : Nur Faiza  
NIM : 5404191225  
Study Program : D-4 International Business Administration  
College : State Polytechnic of Bengkalis

No.	Assessment Aspect	Percentage	Scores
1.	Discipline	20%	96
2.	Responsibility	25%	98
3.	Adjustment or Adaptation	10%	94
4.	Work Result	30%	98
5.	Behavior in General	15%	98
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

  
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Indonesia**  
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**Susi Lestari**  
NIK. 850011

## Appendix 5 : List of Attendance

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

Name : Nur Faiza

Student's Identify Number : 5404191225

Internship Time : 08.00 WIB - 17.00 WIB

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

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

Pekanbaru, February 28, 2023  
 Manager Business & Enterprise Service




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**NIK. 850011**

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

Name : Nur Faiza

Student's Identify Number : 5404191225

Internship Time : 08.00 WIB - 17.00 WIB

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

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

Pekanbaru, March 31, 2023  
 Manager Business & Enterprise Service



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**NIK. 850011**

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

Name : Nur Faiza

Student's Identify Number : 5404191225

Internship Time : 08.00 WIB - 17.00 WIB

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

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

Pekanbaru, April 30, 2023  
 Manager Business & Enterprise Service

  
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**Indonesia**  
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**Suci Lestari**  
**NIK. 850011**

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

Name : Nur Faiza

Student's Identify Number : 5404191225

Internship Time : 08.00 WIB - 17.00 WIB

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



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

Pekanbaru, May 31, 2023  
 Manager Business & Enterprise Service



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**NIK. 850011**

**Appendix 6 : Daily Activities of the Internship.**

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

Month : February  
 Day : Tuesday-Friday  
 Date : February 01<sup>st</sup>- February 28<sup>th</sup> 2023

No	Day/Date	Description of Activities	Assignor	Signature
1.	Wednesday, February 01 <sup>st</sup> , 2023	1. Introduction 2. Directions for Internship and Division Activities	Division Business Service	Ŷ
2.	Thursday, February 02 <sup>nd</sup> , 2023	1. learn the work to be done and understand the applications used. 2. Perform order control using the Starclick application.	Division Business Service	Ŷ
3.	Friday, February 03 <sup>rd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	Ŷ
4.	Monday, February 06 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	Ŷ
5.	Tuesday, February 07 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service	Ŷ
6.	Wednesday, February 08 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application.	Division Business Service	Ŷ
7.	Thursday, February 09 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Upload Customer Personal Data Using the Mycx Application.	Division Business Service	Ŷ
8.	Friday, February 10 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application.	Division Business Service	Ŷ
9.	Monday, February 13 <sup>th</sup> ,	1. Inputting Prospective Customers' Personal Data	Division Business	Ŷ

No	Day/Date	Description of Activities	Assignor	Signature
	2023	Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Service	
10.	Tuesday, February 14 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
11.	Wednesday, February 15 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
12.	Thursday, February 16 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
13.	Friday, February 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
14.	Monday, February 20 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
15.	Tuesday, February 21 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
16.	Wednesday, February 22 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
17.	Thursday, February 23 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
18.	Friday,	1. Uploading Prospective		

No	Day/Date	Description of Activities	Assignor	Signature
	February 24 <sup>th</sup> , 2023	Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
19.	Monday, February 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
20.	Tuesday, February 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9

No	Working	Explanations
		In February begins with an introduction to the division, and the work to be carried out, conducting learning using the applications used such as starclik, Spreadsheets, Mycx, Telegram Bot and also E-payment. besides that, also learn about inputting customer data, uploading personal data customers, Learn how to input prospective customer data, upload prospective customer data, report customer problems and check invoices or customer bills.

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

Month : March  
 Day : Tuesday-Friday  
 Date : March 01<sup>st</sup>- March 31<sup>th</sup>

No	Day/Date	Description of Activities	Assignor	Signature
1.	Wednesday, March 01 <sup>st</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	g
2.	Thursday, March 02 <sup>nd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	g
3.	Friday, March 03 <sup>rd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	g
4.	Monday, March 06 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	g
5.	Tuesday, March 07 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application.	Division Business Service	g
6.	Wednesday, March 08 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	g
7.	Thursday, March 09 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx	Division Business Service	g

No	Day/Date	Description of Activities	Assignor	Signature
		Application.		
8.	Friday, March 10 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	9
9.	Monday, March 13 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
10.	Tuesday, March 14 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
11.	Wednesday, March 15 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	9
12.	Thursday, March 16 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
13.	Friday, March 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
14.	Monday, March 20 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
15.	Tuesday, March 21 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
16.	Wednesday,		Division	

No	Day/Date	Description of Activities	Assignor	Signature
	March 22 <sup>th</sup> , 2023	Holiday.	Business Service	9
17.	Thursday, March 23 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	9
18.	Friday, March 24 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
19.	Monday, March 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
20.	Tuesday, March 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
21.	Wednesday, March 29 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
22.	Thursday, March 30 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
23.	Friday, March 31 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9

No	Working	Explanations
		Work activities carried out in March were inputting customer data using the Starclick application, uploading customer personal data using the Mycx application, reporting customer problems using the Mycx application and checking invoices or customer bills using E-Payment.



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

Month : April  
Day : Tuesday-Friday  
Date : April 01<sup>st</sup>- April 31<sup>th</sup>

No	Day/Date	Description of Activities	Assignor	Signature
1.	Monday, April 03 <sup>rd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service	g
2.	Tuesday, April 04 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	g
3.	Wednesday, April 05 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service	g
4.	Thursday, April 06 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	g
5.	Friday, April 07 <sup>th</sup> , 2023	Holiday	Division Business Service	g
6.	Monday, April 10 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	g
7.	Tuesday, April 11 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	g
8.	Wednesday, April 12 <sup>th</sup> ,	1. Uploading Prospective Customers' Personal Data	Division Business	g

	2023	Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Service	
9.	Thursday, April 13 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
10.	Friday, April 14 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service	9
11.	Monday, April 17 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	9
12.	Tuesday, April 18 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
13.	Wednesday, April 19 <sup>th</sup> , 2023	Holiday	Division Business Service	9
14.	Thursday, April 20 <sup>th</sup> , 2023	Holiday	Division Business Service	9
15.	Friday, April 21 <sup>th</sup> , 2023	Holiday	Division Business Service	9
16.	Monday, April 24 <sup>th</sup> , 2023	Holiday	Division Business Service	9
17.	Tuesday, April 25 <sup>th</sup> , 2023	Holiday	Division Business Service	9
18.	Wednesday, April 26 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	9
19.	Thursday, April 27 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application.	Division Business Service	9

		2. Uploading Prospective Customers' Personal Data Using the Mycx Application		
20.	Friday, April 28 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9

No	Working	Explanations
		Work activities carried out in April were inputting customer data using the Starclick application, uploading customer personal data using the Mycx application, reporting customer problems using the Mycx application and checking invoices or customer bills using E-Payment.

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

Month : May  
Day : Tuesday-Friday  
Date : May 01<sup>st</sup>- May31<sup>th</sup>

No	Day/Date	Description of Activities	Assignor	Signature
1.	Monday, May 01 <sup>st</sup> , 2023	Holiday	Division Business Service	g
2.	Tuesday, May 02 <sup>nd</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service	g
3.	Wednesday, May 03 <sup>rd</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	g
4.	Thursday, May 04 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	g
5.	Friday, May 05 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off.	Division Business Service	g
6.	Monday, May 08 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	g
7.	Tuesday, May 09 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service	g
8.	Wednesday, May 10 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data	Division Business	g

No	Day/Date	Description of Activities	Assignor	Signature
		Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Service	9
9.	Thursday, May 11 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
10.	Friday, May 12 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Perform Customer Order Control Using the Bot Application	Division Business Service	9
11.	Monday, May 15 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
12.	Tuesday, May 16 <sup>th</sup> , 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Applicatio 3. Checking Bills of Payment of Customers Who Have Paid off or not Paid off	Division Business Service	9
13.	Wednesday, May 17 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
14.	Thursday, May 18 <sup>th</sup> , 2023	Holiday	Division Business Service	9
15.	Friday, May 19 <sup>th</sup> , 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx	Division Business Service	9

No	Day/Date	Description of Activities	Assignor	Signature
		Application		
16.	Monday, May 22, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
17.	Tuesday, May 23, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Checking Bills of Payment of Customers Who Have Paid off or not Paid off. 3. Report Customer Problems Related to the Internet Using the Mycx Application.	Division Business Service	9
18.	Wednesday, May 24, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application.	Division Business Service	9
19.	Thursday, May 25, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service	9
20.	Friday, May 26, 2023	1. Uploading Prospective Customers' Personal Data Using the Mycx Application. 2. Report Customer Problems Related to the Internet Using the Mycx Application	Division Business Service	9
21.	Monday, May 29, 2023	1. Checking Bills of Payment of Customers Who Have Paid off or not Paid off. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application. 3. Report Customer Problems Related to the Internet Using the Mycx Application.	Division Business Service	9
22.	Tuesday, May 30, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application. 2. Uploading Prospective Customers' Personal Data Using the Mycx Application	Division Business Service	9
23.	Wednesday, May 31, 2023	1. Inputting Prospective Customers' Personal Data Using the Starclick Application.	Division Business Service	9

No	Day/Date	Description of Activities	Assignor	Signature
		2. Uploading Prospective Customers' Personal Data Using the Mycx Application		

No	Working	Explanations
		Work activities carried out in May were inputting customer data using the Starclick application, uploading customer personal data using the Mycx application, reporting customer problems using the Mycx application and checking invoices or customer bills using E-Payment.

**Appendix 7 : Photos of Practical Work While at PT. Telkom Indonesia Tbk. Witel Riau Daratan**



**Figure 1. Conduct work sessions in inputting customer data**

*Source: Personal Documentation, 2023*



**Figure 2. Where the internship is carried out**

*Source: Personal Documentation, 2023*



**Figure 3. Photo session in front of the witel ridar logo**

*Source: Personal Documentation, 2023*



**Figure 4. Conduct work-related discussions with the Coach**

*Source: Personal Documentation, 2023*



**Figure 5. Conducted a briefing with Indihome sales**

*Source: Personal Documentation, 2023*



**Figure 6. Conduct work sessions in upload customer personal data**

*Source: Personal Documentation, 2023*



**Appendix 8 : Group Photo and Handover of mementos with PT. Telkom Indonesia Tbk. Witel Riau Daratan**



**Figure 7. Photo session with Business Service employees**  
*Source: Personal Documentation, 2023*







**Figure 8. Submission of Plaques given to Business and Service Managers**  
*Source: Personal Documentation, 2023*



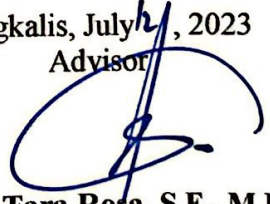
**Figure 9. Photo session together in front of the witel ridar logo**  
*Source: Personal Documentation, 2023*

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

Name : Nur Faiza  
Student's Identify Number : 5404191225  
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	- Perbaikan tata tulis - Penambahan sumber dan nama pada lampiran	
2.	4-July-2023	- Perbaikan struktur organisasi di jelaskan secara detail	
3.	7-July-2023	- Perbaikan tata bahasa yang formal	
4.	10-July-2023	Accepted	

Bengkalis, July 10, 2023  
Advisor

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