

APPRENTICESHIP REPORT
PT. TELKOM INDONESIA, TBK WILAYAH
TELEKOMUNIKASI (WITEL) RIAU



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STATE POLYTECHNIC OF BENGKALIS
2025**

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Written as one of the conditions for completing Job Training


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Author



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CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Facing the ongoing era of globalization has forced some people to think and work hard to make ends meet. Competition for jobs is now very fierce due to the large number of applicants and the limited number of jobs available, especially for students, with universities producing thousands of graduates every year. If graduates without experience and skills in working apply for jobs, they will experience many obstacles such as the knowledge obtained on campus is only theory conveyed so that there is a lack of knowledge on how to practice the science, the theory obtained is not necessarily the same as work practice in the field, and the limitations of time and space that result in the knowledge obtained are still limited.

Given the current situation, every student must prepare themselves either before or after graduation to seek better employment opportunities. Hard skills are the primary key to securing such employment. However, possessing hard skills alone is insufficient; they must be complemented by soft skills to effectively navigate the various challenges encountered while performing the job. Developing both hard skills and soft skills while studying at Politeknik Negeri Bengkalis is the key and the best way to achieve success and navigate the competition in the workplace.

A polytechnic is a type of vocational higher education institution. The State Polytechnic of Bengkalis was established in 2001 by the Bengkalis Regency Government under the auspices of the Bangun Insani Foundation (YBI). As of July 29, 2011, Bengkalis Polytechnic changed its status to a State Higher Education Institution (PTN) through Minister of National Education Regulation No. 28 of 2011 on the Establishment, Organization, and Management of Bengkalis Polytechnic. On December 26, 2011, Bengkalis State Polytechnic was officially recognized as a state institution by the Minister of Education and Culture of the Republic of Indonesia, Prof.

Dr. Ir. Muhammad Nuh, DEA. Currently, the Polytechnic (Eight) Departments including the Department of Marine Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering Civil Engineering, Business Administration, English Language, Computer Science, and Maritime Studies. Bengkalis State Polytechnic offers 15 programs, including 8 (Eight) D-III programs: Naval Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, Computer Science, Nautical Science, and Maritime Transportation Management. Bengkalis State Polytechnic also offers 6 (six) D-IV programs, including: Mechanical Engineering in Production and Maintenance, Electrical Engineering, International Business Administration, Public Financial Accounting, and Software Engineering.

The Business Administration Department is one of the departments at the State Polytechnic of Bengkalis. The Business Administration Department offers 3 (three) programs, one of which is the D-III program, namely the D-III Business Administration program. In 2016, two D-IV programs were added: the D-IV International Business Administration program and the Public Sector Accounting program.

The Business Administration Program is one of the programs offered at Bengkalis State Polytechnic, focusing on secretarial and office administration. In accordance with the curriculum of the Business Administration Program at Bengkalis State Polytechnic, every student who completes their studies must undertake an internship as stipulated in a special regulation issued by the Director of Bengkalis State Polytechnic.

This internship is conducted after students have completed at least four semesters and passed all their courses. The internship is an annual activity that all students at Bengkalis State Polytechnic are required to participate in. The purpose of this activity is to apply the theories learned in the classroom to the workplace, such as secretarial studies, which include office management, correspondence handling, communication, and archiving procedures.

1.2. Purposes of the Apprenticeship

1. To understand the job description at PT Telkom Indonesia Tbk (Witel) Riau in the Shared Services and General Support Unit
2. To understand the work system and work procedures at PT Telkom Indonesia Tbk (Witel) Riau in the Shared Services and General Support Unit
3. To understand the Place of Apprenticeship at PT Telkom Indonesia Tbk(Witel) Riau in the Shared Services and General Support Unit.
4. To understand the Kind and Description of the activity at the Shared Services and General Support Unit of PT Telkom Indonesia Tbk (Witel) Riau.
5. To understand the Obstacles and Solutions encountered during the internship

1.3 Significances for the Apprenticeship

The benefits of practical work for students are as follows:

1.3.1 For the student

1. To improve knowledge and skills through direct involvement PT.Telkom Indonesia, Tbk (Witel) Riau, unit Shared Service & General Support.
2. Gain work experience to improve oneself before being recruited into the workforce.
3. Be able to familiarize oneself with and operate various equipment used by PT in carrying out actual work activities.
4. Train oneself to be more disciplined.
5. Train oneself to be more confident in making decisions at work.

1.3.2 Significances for The Company

The benefits of practical work for companies are as follows:

1. Practical work is one of the links for cooperation between the company and the campus.
2. The company received manpower assistance with students who did practical work.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company Profile

PT Telkom Indonesia (Persero) Tbk (Telkom) is a state-owned enterprise (SOE) engaged in information and communication technology services and digital telecommunications in Indonesia. The majority shareholder of Telkom is the Government of the Republic of Indonesia, holding a 52.09% stake. The remaining 47.91% of shares are held by the public. Telkom has 12 subsidiaries operating in various sectors, contributing positively to both investors and the Indonesian people.

The establishment of PN Telekomunikasi, in accordance with Government Regulation No. 30 dated July 6, 1965, was fundamentally aimed at building the national economy in line with a guided economy, prioritizing the needs of the people and their well-being, as well as workplace stability within the company, toward a just and prosperous society both materially and spiritually. That spirit has always been upheld. TelkomGroup has transformed from a fixed-line provider into a digital telecommunications company.

In implementing this transformation, TelkomGroup has adopted a customer-oriented business and operational strategy. This transformation will make the TelkomGroup organization more lean and agile in adapting to the rapid changes in the telecommunications industry. The new organization is also expected to enhance efficiency and effectiveness in delivering high-quality customer experiences. TelkomGroup's business activities grow and evolve alongside advancements in technology, information, and digitalization, yet remain within the telecommunications and information industry framework. This is evident in the expanding business lines that complement the existing legacy operations.

2.1.1 Company Logo

In 2009, PT Telkom Indonesia Tbk implemented changes in its business system, which also led to changes in the company logo. This transformation was carried out as an effort to adapt to the dynamics of the ever-evolving business environment. Rinaldi Firmansyah, who served as Telkom's President Director at the time, revealed that this transformation was the biggest change in the company's history (Tempo, 20).



Figure 2. 1 Changes to the PT Telkom Indonesia Logo

Source: PT.Telkom Indonesia, Tbk (Witel) Riau

As a state-owned digital telecommunications company, the determination and belief in the corporate vision are reflected in the logo that represents the company's identity. The logo consists of a circular element symbolizing the company's dynamism and global connectivity, while the illustration of a right hand depicts friendliness in reaching out to the world. The company's visual identity is reinforced through the use of red, white, and gray gradients, which align with the red and white colors as symbols of Indonesia's national identity.



Figure 2. 2 Current Telkom Indonesia Logo

Source: PT.Telkom Indonesia, Tbk (Witel) Riau

The tagline “The World in Your Hand” reflects Telkom Indonesia's commitment to providing broader access to the world and enhancing the customer experience. This transformation not only signifies a strategic shift in the company's business model but also reaffirms Telkom Indonesia's dedication to continuous innovation and contributing the best to Indonesian society.

2.2 Vision and Mission

2.2.1 Vision of PT.Telkom Indonesia, Tbk Wilayah Telekomunikasi (Witel) Riau

Becoming the leading digital telco for advancing society.

2.2.2 Mission of PT.Telkom Indonesia, Tbk Wilayah Telekomunikasi (Witel) Riau

1. Accelerate the development of sustainable, economical, and accessible infrastructure and smart digital platforms for the entire community.
2. Develop leading digital talent to help drive the nation's digital capabilities and level of digital adoption.

2.3 Kind Of Business

PT.Telkom Indonesia, Tbk Wilayah Telekomunikasi (Witel) Riau is an operational unit of PT Telkom Indonesia Tbk located in the Pekanbaru area. PT.Telkom Indonesia, Tbk Wilayah Telekomunikasi Witel Riau focuses on providing telecommunications and digital services, including internet, telephone, and data services for residents and businesses in the Pekanbaru area and its surroundings. In addition to providing direct services to customers, PT.Telkom Indonesia, Tbk Wilayah Telekomunikasi (Witel) Riau also supports the development of national network infrastructure by ensuring reliable connectivity to support communication and digital transformation across various sectors within its operational area.

2.4 Organization Structure

2.4.1 Organizational Structure of PT Telkom Indonesia Tbk. Riau Witel

PT Telkom Indonesia Tbk. Riau Witel is led by the General Manager (GM) of Riau Witel, who does not directly supervise the Regional Large Enterprise Service Manager and Senior Account Manager. Below him, there are several positions that also do not directly report to the GM, namely Officer (OFF) 1 Project Operations, OFF 2 Sales Engineer, and OFF 3 Sales Engineer.

Each unit within this organization is led by a manager: Mgr Witel Business Service, Mgr Governance Service, Mgr Shared Service & General Support, and Mgr Performance, Risk & QoS. Each manager oversees one or two OFFs.

In addition, each region in Riau is led by eight Heads of Telkom Regions (HOTDs): HOTDs for Riau, Batam, Tanjung Pinang, Dumai, Tanjung Balai Karimun, Indragiri, Tembilahan, and Bangkinang. Meanwhile, the Pangkalan Kerinci region is led by OFF 3 Sales Operations & CC. Of all the HOTDs, only HOTD Batam and HOTD Bangkinang have one OFF. The organizational structure is shown in the figure below:

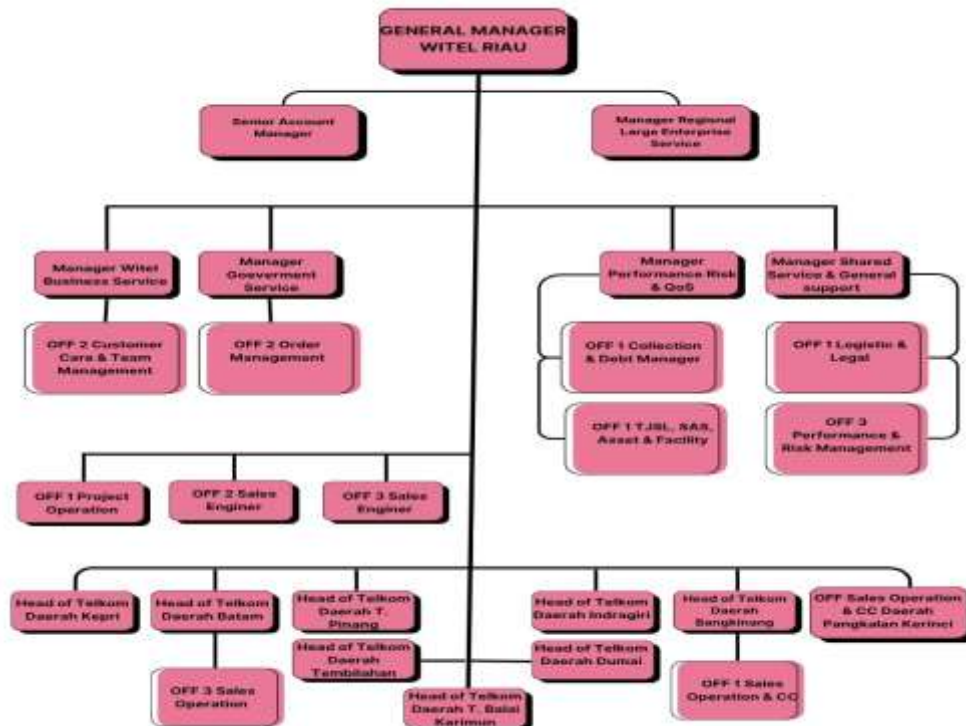


Figure 2. 3 Organizational Structure of PT Telkom IndonesiaTbk Witel Riau

Source: PT Telkom Indonesia (Witel) Riau

2.4.2 Organizational Structure of the Unit Shared Service & General Support (SSGS)

During internship, the author was assigned to the SSGS unit. This unit was responsible for ensuring smooth operations, including sales, service, and solutions offered, in accordance with company duties and standards. By managing and coordinating various departments, this unit also monitored and controlled processes to achieve efficiency, increase customer satisfaction, and support the company's strategic objectives. The organizational structure of the SSGS unit is shown in the figure below.

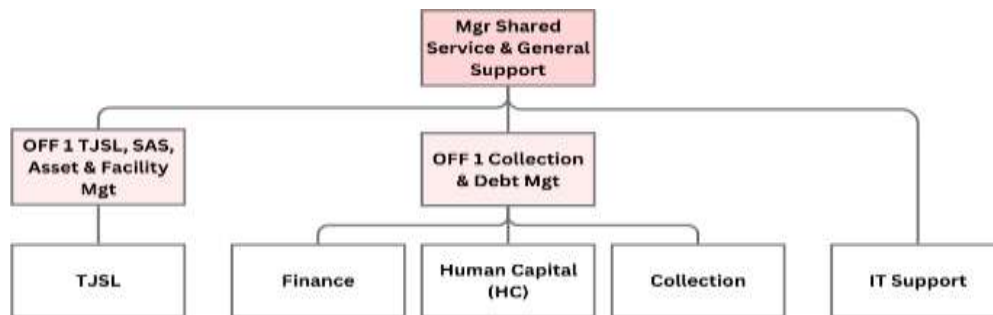


Figure 2. 4 Organizational Structure of Mrg Shared Service and General Support

Source: PT Telkom Indonesia (Witel) Riau unit SSGS

Every work position in the organizational structure of PT. Telkom Pekanbaru has the duties and responsibilities to achieve the company's goals. The following is a job description of each organizational structure, namely:

1. Managers Shared Services & General Support

This position is responsible for the overall coordination and management of shared services and general support at Witel Riau. The manager ensures that all departments work effectively and efficiently to support the company's operations. Assistant Manager

2. OFF TJSL, SAS, Assets & Facility Management

This unit handles:

- a. TJSL (Environmental Social Responsibility): the company's CSR program.
- b. SAS (Facilities and Assets): management of company assets.
- c. Facility Management: maintenance and management of office facilities,

buildings, and operational support facilities.

3 OFF Billing & Debt Management

Responsible for managing customer billing (receivables) and overseeing the company's debt management to ensure payments are made on time in accordance with Telkom's financial policies

3. Finance

This department manages all financial transactions, prepares financial reports, oversees budgets, and supports financial administrative processes at Witel Riau.

4. Human Resources (HC)

Responsible for employee management, including personnel administration, training, competency development, and employee welfare within the Witel Riau environment. Department is tasked with managing human resources, including the recruitment and selection of employees, handling personnel administration such as attendance and payroll, conducting employee performance evaluations, developing training and human resource development programs, and maintaining good and harmonious working relationships within the company.

5. Collection

Handles the process of collecting customer receivables and ensures that income is in line with targets. Collection coordinates closely with the billing and finance departments.

6. IT Support (Information Technology)

This department supports technical needs related to IT, networks, servers, and internal company applications to ensure the smooth running of daily operations. IT (Information Technology) department is responsible for managing and maintaining the company's information technology systems, installing and maintaining hardware and software, providing technical support to all divisions to ensure smooth operations, safeguarding company data and network security, and developing information systems according to the company's needs.

2.5 The Working Process

The work process at PT Telkom Indonesia Tbk Witel (Riau), providing telecommunications services is as follows:

1. Receiving Service Requests

As a telecommunications and internet service provider, PT Telkom Pekanbaru receives various requests from customers and partners, including:

- a. Requests for new service installations, such as IndiHome, Telkomsel Orbit, or dedicated corporate networks.
- b. Requests for service repairs, including internet, landline phone, or cable TV issues.
- c. Requests for service upgrades, such as increasing internet speed or adding cable TV channels.
- d. These requests are received through customer service (Plasa Telkom), the 147 call center, the IndiHome app, or through the sales team.

2. Processing and Service Implementation

The internal work processes of PT Telkom Indonesia Tbk Witel (Riau), can be classified into several parts, namely:

a. Verification and Validation

The customer service team will verify customer data and check network availability in the requested area.

b. Provisioning (Service Activation)

If verification is successful, provisioning is performed to activate the customer's service on Telkom's OSS (Operational Support System).

c. Physical Installation

The technical team will install hardware at the customer's location, such as:
Installation of a modem or router (ONT) for IndiHome Pulling fiber optic cables from the ODP (Optical Distribution Point) to the customer's home
Installation of STB (Set Top Box) for cable TV services

d. Monitoring and Maintenance

After the service is active, regular network monitoring is conducted through the NOC (Network Operation Center) to ensure the service remains stable. If there are any disruptions, the following will be done: Remote troubleshooting by the central technical team on-site repairs by Telkom Pekanbaru technicians

e. Billing and Customer Care

Monthly invoices are issued to customers based on the package they use. Customer care services remain available to address complaints or requests for service upgrades.

f. Service and Product Distribution

PT.Telkom Indonesia, Tbk (Witel) Riau distributes its services and products to various customer segments.

2.6 Document Used for Activity

In carrying out its operational activities, there are several documents used by PT. Telkom Indonesia (Witel) Riau including the following:

1. BBM Connect ID Input Recap



DETAIL PEMAKAIAN BBM
NON MANAGE SERVICES (NMS)
REGIONAL : A1
AREA : AREA RNEP
WITEL : RIAU
PERIODE : 15-05-2025 s.d. 23-05-2025

ID Input	Timestamp	Model	Jenis	Liter	Harga	Total
445000P	15/05/2025 12:30:00 AM	PERM 1925H	PERM 1925H	20.00	10.000	300.000
559 1925H	21/05/2025 12:30:00 AM	PERM 1925H	PERM 1925H	30.00	15.000	300.000
514255H	16/05/2025 12:30:00 AM	PERM 1925H	PERM 1925H	21.166	12.950	300.000
514255H	16/05/2025 12:30:00 AM	PERM 1925H	PERM 1925H	21.166	12.950	300.000
TOTAL						1.100.000

Dibuat Oleh:
Off 1 TJSI SAS Asset & Fac Mgt
Yulisa
NIK. 710072

Mengetahui:
MGR SS & GS WITEL RIAU
Khadijah
NIK. 720032

Figure 2.5 BBM Connect Document

Source: Data Document, 2025

The BBMConnect Recap Document is a document used for recording and reporting fuel consumption for office operational vehicles. This BBM Connect document is important for monitoring operational efficiency and budget accountability.

2. BBM Connect Manual Recap

REKAP PEMBELIAN BBM DAN KBM DINAS SSG S WITEL RIAU PERIODE 19-05-2025 s.d 23-05-2025					
NO	TANGGAL	UNIT	MOBIL	KM	NOMINAL
1	19/05/2025	SSGS	BM1793AB	28.556	200.000
2	21/05/2025	SSGS	BM1793AB	28.745	300.000
3	19/05/2025	SSGS	BM1207AB	29.997	300.000
4	23/05/2025	SSGS	BM1207AB	30.235	300.000
TOTAL					1.100.000

Mengetahui,
MGR SS & GS WITEL RIAU
 Khadijah
NIK. 720032

Dibuat Oleh,
ORI TJSI, SAs Asset & Fact.mai
 Yulia
NIK. 710072

Figure 2.6 Manual Recap Document

Source: Data Document, 2025

The manual document is necessary to ensure that when errors occur in entering the vehicle registration date, mileage, and nominal value, this document is needed to compile an accurate and valid manual recap:

3. Recap Spedometer BBM Connect



Figure 2.7 Speedometer screenshot document

Source: Data Document, 2025

The Speedometer document is required to view the use of operational vehicles related to fuel consumption. This document records the initial and final kilometers of the vehicle each time it is used.

4. Financial Document Archive



Figure 2.8 Financial Document Archive

Source: Data Document, 2025

Financial archive documents are a collection of files or written evidence related to all financial transactions of an agency or company. These documents are stored systematically as part of financial administration and are used for accountability, auditing, and future reference.

5. Telkom billing document



Figure 2.9 Telkom billing document

Source: Data Document, 2025

Telkom billing documents are official documents issued by PT Telkom Indonesia as proof and details of telecommunications service usage by customers. These documents contain important information such as customer name, customer number or billing ID, type of service used (such as IndiHome, IndiBiz, telephone, or internet).

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

This internship was conducted at PT Telkom Indonesia Tbk Witel (Riau), for four months, from February 10, 2025 to June 13, 2025. During the internship period, interns were assigned to the SSGS Division. The tasks performed during the internship at the PT Telkom Indonesia Tbk Witel (Riau), were as follows:

1. Recapitulate fuel consumption data and validate data through the BBM Connect website
2. Conducting Audit Archives
3. Contacting customers who have made WiFi payment arrears
4. Participating in MSME training organized by PT Telkom
5. Assisting in the creation of office stationery
6. Customer Invoice Validation through the MyBrain Application
7. Printing Documents
8. Perform document scanning
9. Assist in creating a Budget plan

3.2 System and Procedure

The work system and procedures during the internship at PT Telkom Indonesia (Witel) Riau.

3.2.1 Recapitulate fuel consumption data and validate data through the BBM Connect website

The BBM Connect recapitulation process is carried out by collecting fuel consumption data from each vehicle unit, then matching and validating the data through the BBM Connect system, which is an application platform used by the company to monitor fuel distribution and consumption in real time. This validation aims to ensure

that the recorded data matches actual usage and detect any discrepancies or potential deviations. The results of this recap and validation are then reported to superiors as part of daily operational oversight.



Figure 3. 1 Documentation Input Bbm Connect

Source: Data, Documentation 2025

3.2.2 Conducting Audit Archives

The purpose of these audit archives is to ensure and organize audit documents so that they are stored neatly and systematically, thereby facilitating the search process and ensuring that documents remain confidential and intact in accordance with company standards.



Figure 3. 2 Arsip Audit

Source: Data, Documentation 2025

3.2.3 Contacting customers who have made WiFi payment arrears

Contacting registered customers who have outstanding IndiHome and Indibiz WiFi service payments. The aim is to remind customers to immediately pay their overdue bills. Contact customers based on recorded outstanding payment data, convey billing information, provide payment instructions, and record customer responses, whether in the form of payment confirmation or any issues they are experiencing.



Figure 3.3 Contacting Customer
Source: Data, Documentation 2025

3.2.4 Participating in MSME training organized by PT Telkom

This training is intended for micro, small, and medium enterprises (MSMEs) and is organized as part of the company's MSME empowerment and digitalization program. The training covers various important topics, such as digital marketing strategies, utilizing Telkom's digital platforms like PADI UMKM, and basic financial management for business owners. By participating in this training, participants not only gain new insights into the world of SMEs and business digitalization but also understand how PT Telkom actively contributes to supporting local economic growth.



Figure 3. 4 Participating in MSME by PT.Telkom Indonesia,(Witel) Riau

Source: Data, Documentation 2025

3.2.5 Assisting in the creation of office stationery

This activity is used to record everything needed to meet office needs. In addition, preparing an office stationery budget is also useful for ensuring that purchases are in line with needs and do not exceed the budget set by the company. With an office stationery budget, the office can control spending more effectively and efficiently, as well as avoid waste or shortages of stationery when needed by employees.

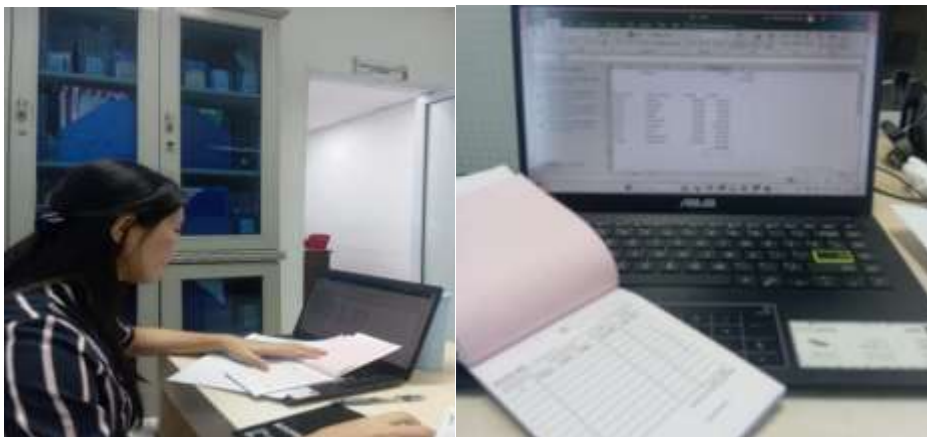


Figure 3. 5 Making Office Stationery Budget

Source: Data, Documentation 2025

3.2.6 Customer Invoice Validation through the MyBrains Application

Customer invoice data validation matches the customer's SND/SND group name with their identity, segment, and billing. This activity is carried out to ensure that all billing data issued to customers is in accordance with the services used.



Figure 3. 6 data recap via my brain application

Source: Data, Documentation 2025

3.2.7 Printing Documents

Printing is an activity that converts softcopy into hardcopy that requires a tool in the form of a printer. The way to print the document is as follows:

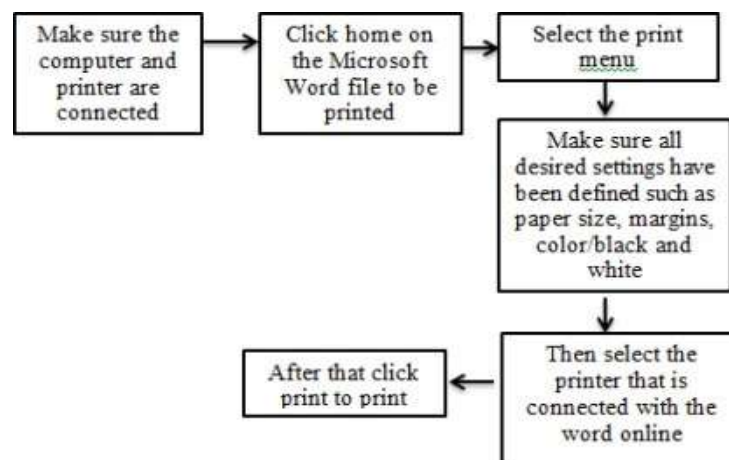


Figure 3. 7 Steps of Printing Documents

Source: PT Telkom Indonesia Tbk (Witel) Riau

3.2.8 Perform document scanning

Perform document scanning is the process of converting physical documents, such as paper or books, into digital formats through the use of scanners. This process involves scanning physical documents to produce digital images or text that can be stored, processed, and accessed through a computer or other electronic device. The way to print the document is as follows:

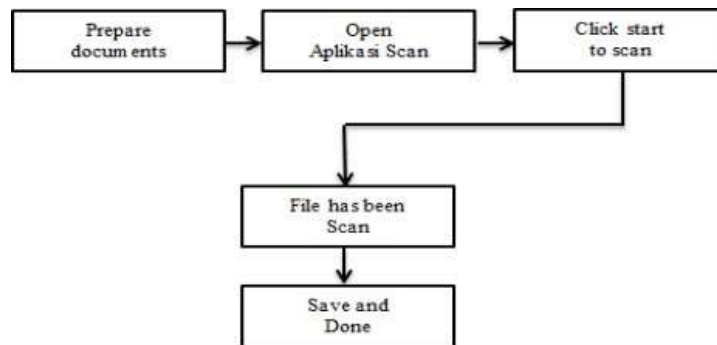


Figure 3. 8 Steps of Scanning Documents

Source: Production PT Telkom Indonesia Tbk (Witel) Riau

3.2.9 Assist in creating a Budget plan

In the in creating a Budget plan creation process, calculations are made to estimate the costs required to implement a program of activities



Figure 3. 9 Creating a Budget plan

Source: Data, Documentation 2025

3.3 Place of Apprenticeship

This internship program was conducted at PT Telkom Indonesia (Witel) Riau, located at Jalan Jenderal Sudirman No. 199, Pekanbaru, Riau Province, from February 10 to June 13, 2025. During the internship period, the author was assigned to the Shared Services and General Support unit. The company regulations regarding the internship schedule or hours are as follows: At PT Telkom Indonesia (Witel) Riau, the author was assigned to the Shared Services and General Support unit.

The following are the weekly internship activities at PT Telkom Pekanbaru:

Table 3.1 Work Schedule of PT. Telkom Indonesia (Witel) Riau,

No	Day	Office Hour	Break
1	Monday - Friday	08.00 WIB – 17.00 WIB	12.00 WIB – 13.00 WIB
2	Saturday and Sunday	Holiday	Holiday

Source: PT Telkom Indonesia (Witel), Riau

3.4. Kind and Description of the activity

The agenda of activities or work carried out by the author during the Internship Program at PT. Telkom Indonesia (Witel) Riau can be seen in the table below as follows:

Table 3.1 Daily Activities of February 10th until February 14th

Day/Date	Description Activity	Unit
Monday, February 10 th 2025	Introduction to managers, employees and students/interns in the SSGS division	Shared Service & General Support
Tuesday, February 11 th 2025	Studying <i>input</i> and BBM data summary Connect	Shared Service & General Support
Wednesday, February 12 th 2025	Still in the Learning stage <i>input</i> and BBM Connect data recap	Shared Service & General Support
Thursday February 13 th 2025	Still in the Learning stage <i>input</i> and BBM Connect data recap	Shared Service & General Support
Friday, February 14 th 2025	Still in the Learning stage <i>input</i> and BBM Connect data recap	Shared Service & General Support

Source: Data Processed, 2025

Table 3.1 Illustrates the first week of work experience activities in February. During this week, the author was assigned to the Shared Services and General Support division, with activities focused on introducing the author to managers, employees,

and other interns, as well as beginning to study and summarize BBM Connect data.

Table 3.2 Daily Activities of February 17th until February 21th

Day/Date	Description Activity	Unit
Monday, February 17 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Tuesday, February 18 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Service & General Support
Wednesday, February 19 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Service & General Support
Thursday February 20 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Service & General Support
Friday, February 21 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Service & General Support

Source: Data Processed, 2025

Table 3.2 shows the second week of the internship activities in February. During this week, the author continued their tasks in the Shared Service & General Support division, with the main task of summarizing fuel usage data and validating data through the BBMConnect website.

Table 3. 2 Daily Activities of February 24th until February 28th

Day/Date	Description Activity	Unit
Monday, February 24 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Tuesday, February 25 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Wednesday, February 27 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Thursday February 20 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Friday, February 28 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.3 illustrates the third week of internship activities in February. During this week, the author continued activities summarizing and validating fuel usage data through the BBMConnect website in the Shared Service & General Support division.

Table 3. 3 Daily Activities of March 03rd until March 07th

Day/Date	Description Activity	Unit
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Monday, March 03 rd 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Tuesday, March 04 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Wednesday, March 05 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Thursday March 06 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Friday, March 07 th 2025	Assisting in filling and managing office stationery (ATK) used by staff in the company.	Shared Services & General Support

Source: Data Processed, 2025

Table 3.4 illustrates the fourth week of internship activities in early March. This week's activities included continuing to summarize and validate data through BBMConnect, as well as assisting in managing office supplies (ATK) used by company employees on Friday.

Table 3. 4 Daily Activities of March 10th until March 14th

Day/Date	Description Activity	Unit
Monday, March 10 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support
Tuesday, March 11 th 2025	Follow activity MSME training organized by PT Telkom	Shared Services & General Support
Wednesday, March 12 th 2025	Recap data usage fuel and Valid the data via BBMConnect <i>website</i>	Shared Services & General Support
Thursday March 13 th 2025	Recap data usage fuel and validation data via <i>website</i> BBMConnect	Shared Services & General Support
Friday, March 14 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.5 illustrates the fifth week of internship activities in March. Activities included data summary and validation, as well as participating in an SME training program organized by PT Telkom to expand knowledge in supporting SME empowerment.

Table 3. 5 Daily Activities of March 17th until March 21th

Day/Date	Description Activity	Unit
Monday, March 17 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Tuesday, March 18 th 2025	Follow activity UMKM training organized by PT Telkom	Shared Services & General Support
Wednesday, March 19 th 2025	Recap data usage fuel and Valid the data via BBMConnect <i>website</i>	Shared Services & General Support
Thursday March 20 th 2025	Recap data usage fuel and validation data via <i>website</i> BBMConnect	Shared Services & General Support
Friday, March 21 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.6 illustrates the sixth week of internship activities in March. Similar to the previous week, activities included data summary and validation, as well as participating in an SME training program organized by PT Telkom.

Table 3. 6 Daily Activities of March 24th until March 28th

Day/Date	Description Activity	Unit
Monday, March 24 th 2025	Recap data usage fuel and Screenshot speedometer	Shared Services & General Support
Tuesday, March 25 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Wednesday, March 26 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday March 27 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Friday, March 28 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.7 During this week, the author's activities included summarizing fuel usage data for the Batam Branch and taking screenshots of the speedometer for validation purposes.

Table 3. 7 Daily Activities of March 31th until April 04th

Day/Date	Description Activity	Unit
Monday, March 31 th 2025	Recap data usage fuel and Screenshot speedometer	Shared Services & General Support
Tuesday, April 01 th 2025	Holidays Eid Fitri	Shared Services & General Support
Wednesday, April 02 th 2025	Holidays Eid Fitri	Shared Services & General Support

Thursday April 03 th 2025	Holidays Eid Fitri	Shared Services & General Support
Friday, April 04 th 2025	Holidays Eid Fitri	Shared Services & General Support

Source: Data Processed, 2025

Table 3.8 shows the eighth week of practical work activities, which covers the period before and during the Eid al-Fitr holiday. Activities conducted only on Monday included data summarization and speedometer screenshot tasks, while the remainder of the week was a national holiday.

Table 3. 8 Daily Activities of April 07th until April 11th

Day/Date	Description Activity	Unit
Monday, April 07 th 2025	Recap data usage fuel and Screenshot speedometer	Shared Services & General Support
Tuesday, April 08 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Wednesday, April 09 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday April 10 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Friday, April 11 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.9 illustrates the ninth week of practical work activities in April. The author continued the same tasks, namely summarizing data and taking speedometer screenshots for the Batam Branch, as well as validation through BBMConnect.

Table 3. 9 Daily Activities of April 14th until April 18th

Day/Date	Description Activity	Unit
Monday, April 14 th 2025	Recap data usage fuel and Screenshot speedometer	Shared Services & General Support
Tuesday, April 15 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Wednesday, April 16 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday April 17 th 2025	Recap 2025data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Friday, April 18 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.10 illustrates the tenth week of practical work activities in April. The main activities include summarizing fuel usage data, taking speedometer screenshots, and validating data through the BBMConnect website.

Table 3. 10 Daily Activities of April 21th until April 25th

Day/Date	Description Activity	Unit
Monday, April 21 th 2025	Recap data usage fuel and Screenshot speedometer	Shared Services & General Support
Tuesday, April 22 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Wednesday, April 23 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday April 24 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Friday, April 25 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.11 illustrates the eleventh week of practical work activities in April. Activities remained similar, focusing on data summarization, speedometer screenshots, and validation tasks in the Shared Services & General Support division

Table 3. 11 Daily Activities of April 28th until May 02nd

Day/Date	Description Activity	Unit
Monday, April 28 th 2025	Performing a Letter Scan	Shared Services & General Support
Tuesday, April 29 th 2025	Take notes presence Participants of the MSME event at PT Telkom	Shared Services & General Support
Wednesday, April 30 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday May 01 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Friday, May 02 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source: Data Processed, 2025

Table 3.12 illustrates the twelfth week of practical work activities in April-May. During this week, the author conducted document scanning, recorded the attendance of SME participants, and continued routine data summarization activities.

Table 3. 12 Daily Activities of May 05th until May 09th

Day/Date	Description Activity	Unit
Monday, May 05 th 2025	Making Manual Recap and Speedometer Screenshot	Shared Services & General Support
Tuesday, May 06 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Wednesday, May 07 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday May 08 th 2025	Help making certificate child apprenticeship	Shared Services & General Support
Friday, May 09 th 2025	Recap data usage fuel and validation data via BBMConnect <i>website</i>	Shared Services & General Support

Source Data Processed, 2025

Table 3.13 illustrates the thirteenth week of internship activities in May. Tasks included creating manual summaries and speedometer screenshots, assisting with internship certificate creation, and conducting data validation via BBMConnect.

Table 3. 13 Daily Activities of May 12th until May 16th

Day/Date	Description Activity	Unit
Monday, May 12 th 2025	Waisak Day Holiday	Shared Services & General Support
Tuesday, May 13 th 2025	Waisak Day Holiday	Shared Services & General Support
Wednesday, May 14 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support
Thursday May 15 th 2025	Help making certificate child Internship	Shared Services & General Support
Friday, May 16 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support

Source: Data Processed, 2025

Table 3.14 shows the 14th week of internship activities in May. This week included the Vesak Day holiday and activities such as assisting with the creation of internship certificates and summarizing data usage for the Batam Branch.

Table 3. 14 Daily Activities of May 19th until May 23rd

Day/Date	Description Activity	Unit
Monday, May 19 th 2025	Follow MSME training with title Training fish sardines in the city Pekanbaru which is organized by PT Telkom	Shared Services & General Support
Tuesday, May 20 th 2025	Recap data usage fuel Branch Batam and Screenshot speedometer	Shared Services & General Support

Wednesday, May 21 st 2025	Entering child data Internship and Scanning of Children's Letters apprenticeship	Shared Services & General Support
Thursday May 22 nd 2025	Help making Details Budget Cost in Excel form	Shared Services & General Support
Friday, May 23 rd 2025	Do Recap Invoice via Mybrains web	Shared Services & General Support

Source: Data Processed, 2025

Table 3.15 illustrates the 15th week of internship activities in May. Activities include participating in SME training on sardine processing, entering internship data, scanning internship letters, and preparing budget details and invoice summaries.

Table 3. 15 Daily Activities of May 26th until May 30th

Day/Date	Description Activity	Unit
Monday, May 26 th 2025	Continue Recap Invoice via Mybrains web	Shared Services & General Support
Tuesday, May 27 th 2025	Do Recap Invoice via Mybrains web	Shared Services & General Support
Wednesday, May 28 th 2025	Help make certificate child apprenticeship	Shared Services & General Support
Thursday May 29 th 2025	Holiday Commemorating Ascension Day Jesus Christ	Shared Services & General Support
Friday, May 30 th 2025	Holiday	Shared Services & General Support

Source: Data Processed, 2025

Table 3.16 illustrates the 16th week of internship activities in May. Activities focused on continuing invoice summaries via the Mybrains website, assisting in creating internship certificates, and included a national holiday.

Table 3. 16 Daily Activities of June 02nd until June 06th

Day/Date	Description Activity	Unit
Monday, June 02 th 2025	Continue Recap Invoice via Mybrains web	Shared Services & General Support
Tuesday, June 03 th 2025	Do Recap Invoice via Mybrains web	Shared Services & General Support
Wednesday, June 04 th 2025	Continue Do Recap Invoice via Mybrains web	Shared Services & General Support
Thursday June 05 th 2025	1. Print Document 2. Scan document 3. Assisting in preparing the necessary documents for treatment	Shared Services & General Support

Friday, June 06 th 2025	Holiday	Shared Services & General Support
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Source: Data Processed, 2025

Table 3.17 represents the seventeenth week of internship activities in June. The author continued invoice summaries via the Mybrains website, printed and scanned documents, and assisted in preparing documents required for employee handling.

Table 3. 17 Daily Activities of June 09th until June 13th

Day/Date	Description Activity	Unit
Monday, June 09 th 2025	Holiday	Shared Services & General Support
Tuesday, June 10 th 2025	Do Recap Invoice via Mybrains web	Shared Services & General Support
Wednesday, June 11 th 2025	Continue Do Recap Invoice via Mybrains web	Shared Services & General Support
Thursday June 12 th 2025	Continue Making Manual recap via BBM Connect application	Shared Services & General Support
Friday, June 13 th 2025	Presentation and Farewell with Manager, Mentor interns and employees at PT Telkom	Shared Services & General Support

Source: Data Processed, 2025

Table 3.18 describes the eighteenth and final week of the internship activities in June. The activities included completing invoice summaries, creating manual summaries through the BBMConnect application, and concluding with a presentation and farewell session with the manager, mentor, and employees at PT Telkom.

3.5 Obstacles and Solutions

In carrying out this practical work, the author encountered several obstacles that hindered the practical work. With these obstacles, the author also sought solutions so that the obstacles could be overcome and the activities could run smoothly.

3.5.1 Obstacles

The challenges faced by the author during the practical work at PT Telkom Indonesia (Witel) Riau. The author encountered challenges and issues that caused delays in the implementation of the practical work. The challenges and obstacles faced by the author are as follows:

1. During the first week of practical work, the author was still adapting to the work environment, so the author felt a little awkward in communicating and interacting with employees.
2. The author had a little difficulty when first performing invoice data reconciliation through the My Brais website.
3. Difficulty finding archived documents because they were not neatly organized.

3.5.2 Solutions

Although the author faced several challenges during the internship at PT Telkom Indonesia (Witel) Riau, the author successfully overcame these challenges and obstacles and carried out the internship activities smoothly. The way the author overcame these obstacles was as follows:

1. For the first obstacle, the author took the initiative to greet and interact with other employees during break times.
2. For the second obstacle, the author always made an effort to learn and ask questions to employees if there was something they did not understand.
3. For the third obstacle, the solution the author could implement was to organize and arrange the document archives alphabetically so they could be easily found when needed.

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After completing an internship at PT Telkom Indonesia TbkWitel Riau, the author can draw the following conclusions:

1. There are several types of tasks during the internship program, namely: Recapitulate fuel consumption data and validate data through the BBM Connect website, Conducting Audit Archives, Contacting customers who have made WiFi payment arrears, Participating in MSME training organized by PT Telkom, Assisting in the creation of office stationery, Customer Invoice Validation through the MyBrain Application, Printing Documents, Perform document scanning and Assist in creating a Budget plan.
2. The systems and procedures used in the Shared Services and General Support Unit include online systems, application systems, and manual systems. All these systems facilitate the performance of tasks within the SSGS Unit.
3. The place internship is conducted at PT. Telkom Indonesia (Witel) Riau, located at Jln Jenderal Sudirman No. 199, Pekanbaru, specifically in the Shared Services and General Support Unit. This program is conducted over a period of 4 months, from February 10, 2025, to June 13, 2025.
4. The types and descriptions of activities at PT. Telkom Indonesia (Witel) Riau are recorded in a daily logbook over a one-week period.
5. The obstacles faced by the author during his internship at the Bengkalis Branch Office of PT. Telkom Indonesia (Witel) Riau were that During the first week of the internship, the author was still adapting to the work environment, so he felt a little awkward in communicating and interacting with employees. The author experienced some difficulty when first reconciling invoice data through the My Brais website. It was difficult to find archived documents because they were not organized neatly. The solution implemented by the author was For the first

obstacle, the author took the initiative to greet and interact with other employees during break times. For the second obstacle, the author always made an effort to learn and ask questions to employees if there was something they did not understand. For the third obstacle, the solution the author could implement was to organize and arrange the document archives alphabetically so they could be easily found when needed.

4.2 Sugestion

Based on the internship conducted at PT Telkom Indonesia Witel Riau, the author provides the following recommendations:

1. Hold a special introductory session or brief orientation for interns on their first day so that they can get to know all employees and understand the company's work culture from the outset, enabling them to adapt more quickly.
2. Prepare written guidelines or video tutorials as references that can be accessed at any time by interns to facilitate understanding and minimize work errors.
3. Periodically reorganize document archives, both manually and digitally, to facilitate document searches by employees and interns.

REFERENCES

- Admin Polbeng. (2017). **Sejarah Politeknik Negeri Bengkalis**. Diakses pada 21 Mei 2025, dari <http://kemahasiswaan.polbeng.ac.id/konten20160921165631.htm>
- PT Telkom Indonesia. (2025). Profil Perusahaan PT Telkom Indonesia Witel Riau. Pekanbaru: PT Telkom Indonesia Witel Riau.

APPENDICES

Appendix 1 : Apprenticeship Letter



Nomor : Tel.17/PD 000/T1W-0C0K0000/2025

Pekanbaru, 03 Februari 2025

Kepada Yth.
Direktur Politeknik Negeri Bengkalis
Di
Bengkalis

Dari : MANAGER SHARED SERVICE & GENERAL SUPPORT RIAU
Lampiran : -
Perihal : **Persetujuan Pelaksanaan Magang**

Menunjuk surat Saudara Nomor : 6872/PL31/2024 perihal Permohonan Izin Kerja Praktek, atas nama manajemen PT. Telekomunikasi Indonesia Tbk. Witel Riau menyampaikan bahwa pada prinsipnya menyetujui dan menerima Mahasiswa Saudara untuk melaksanakan Kegiatan dimaksud, dimulai dari tanggal 10 Februari 2025 s/d 07 Juli 2025 dengan lokasi kegiatan sebagai berikut :

No.	Nama	NIM	Jurusan	Lokasi Magang	Pembimbing
01	Eisha Emylia Tambunan	5404211318	D4 Administrasi Bisnis Int.	SSGS	Ma'ruf Saragih / 950031
02	Gembira Panggilito Munthe	5404211317	D4 Administrasi Bisnis Int.	SSGS	Ma'ruf Saragih / 950031

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

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

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



KHADIJAH
MGR SHARED SERVICE & GENERAL SUPPORT RIAU

Tembusan
Sdr. MA'RUF SARAGIH



PT TELKOM INDONESIA (PERSERO) TBK
WILAYAH TELEKOMUNIKASI RIAU
Jl. Jend. Sudirman No. 199 Pekanbaru - 28111
Telp. 0800-1-835566 / 1500250 / 0761-5795080



Appendix 2: Apprenticeship Certificate



SERTIFIKAT

Nomor : TEL-058/PD.000/T1W-0C0K0000/2025

PT. Telekomunikasi Indonesia, Tbk.
Unit Shared Service & General Support Riau

menerangkan bahwa:

Nama : Elsha Emylia Tambunan
NIM : 5404211417
Prodi : Administrasi Bisnis Internasional
Kampus : Politeknik Negeri Bengkalis

*Telah menyelesaikan Magang
di PT. Telekomunikasi Indonesia, Tbk.
Pada unit*

*SSGS
Mulai Tanggal 10 Februari s/d 13 Juni 2025*

Pekanbaru, 13 Juni 2025
MGR SHARED SERVICE & GENERAL SUPPORT RIAU

KHADIJAH
NIK.720032



Appendix 3: Apprenticeship Assessment Sheet

EVALUATION RESULTS FROM JOB TRAINING COMPANY ASSESSMENT

PT TELKOM PEKANBARU WITEL RIAU
UNIT SHARED SERVICE & GENERAL SUPPORT

Name : Elsha Emylia Tambunan
Student's Identity No. : 5404211417
Study Program : International Business Administrasion
Politeknik Negeri Bengkalis

No.	Assessment Aspect	percentage	Scores
1.	Discipline	20%	92
2.	Responsibility	25%	90
3.	Adjustment/Adaptation	10%	90
4.	Work Result	30%	92
5.	Behavior in General	15%	92
	Total (1+2+3+4+5)	100%	91.2

Explanation :

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

Notes:

Elsha has shown good performance during the internship.
She completed her assignments well. Good job Elsha!

Pekanbaru, 18 June 2025



Ma'ruf Saragih
NIK: 950031

Appendix 4: Apprenticeship Attendance Sheet

DAFTAR HADIR
PT TELKOM PEKANBARU WITEL RIAU
UNIT SHARED SERVICE & GENERAL SUPOORT

Nama: Elsha Emylia Tambunan

Nim : 5404211417

Hari/Tanggal	Kegiatan	Tanda Tangan
Senin, 10 Feb 2025		<i>Elsha</i>
Selasa, 11 Feb 2025		<i>Elsha</i>
Rabu, 12 Feb 2025		<i>Elsha</i>
Kamis, 13 Feb 2025		<i>Elsha</i>
Jumat, 14 Feb 2025		<i>Elsha</i>

Senin, 17 Feb 2025		<i>Elsha</i>
Selasa, 18 Feb 2025		<i>Elsha</i>
Rabu, 19 Feb 2025		<i>Elsha</i>
Kamis, 20 Feb 2025		<i>Elsha</i>
Jumat, 21 Feb 2025		<i>Elsha</i>

Senin, 24 Feb 2025		<i>Elsha</i>
Selasa, 25 Feb 2025		<i>Elsha</i>
Rabu, 26 Feb 2025		<i>Elsha</i>
Kamis, 27 Feb 2025		<i>Elsha</i>
Jumat, 28 Feb 2025		<i>Elsha</i>

Senin, 3 March 2025		Shuf
Selasa, 4 March 2025		Shuf
Rabu, 5 March 2025		Shuf
Kamis, 6 March 2025		Shuf
Jumat, 7 March 2025		Shuf

Senin, 10 March 2025		Shuf
Selasa, 11 March 2025		Shuf
Rabu, 12 March 2025		Shuf
Kamis, 13 March 2025		Shuf
Jumat, 14 March 2025		Shuf

Senin, 17 March 2025		Shuf
Selasa, 18 March 2025		Shuf
Rabu, 19 March 2025		Shuf
Kamis, 20 March 2025		Shuf
Jumat, 21 March 2025		Shuf

Senin, 24 March 2025		Shuf
Selasa, 25 March 2025		Shuf
Rabu, 26 March 2025		Shuf
Kamis, 27 March 2025		Shuf
Jumat, 28 March 2025		Shuf

Senin, 31 March 2025		Shuf
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Selasa, 1 April 2025	Cuty	-
Rabu, 2 April 2025		Shuf
Kamis, 3 April 2025		Shuf
Jumat, 4 April 2025		Shuf

Senin, 7 April 2025		Shuf
Selasa, 8 April 2025		Shuf
Rabu, 9 April 2025		Shuf
Kamis, 10 April 2025		Shuf
Jumat, 11 April 2025		Shuf

Senin, 14 April 2025		Shuf
Selasa, 15 April 2025		Shuf
Rabu, 16 April 2025		Shuf
Kamis, 17 April 2025		Shuf
Jumat, 18 April 2025	Cuty	Shuf

Senin, 21 April 2025		Shuf
Selasa, 22 April 2025		Shuf
Rabu, 23 April 2025		Shuf
Kamis, 24 April 2025		Shuf
Jumat, 25 April 2025		Shuf

Senin, 28 April 2025		Shuf
Selasa, 29 April 2025		Shuf

Rabu, 30 April 2025		Shuf
Kamis, 1 May 2025		Shuf
Jumat, 2 May 2025		Shuf

Senin, 5 May 2025		Shuf
Selasa, 6 May 2025		Shuf
Rabu, 7 May 2025		Shuf
Kamis, 8 May 2025		Shuf
Jumat, 9 May 2025		Shuf

Senin, 12 May 2025	Cuty	Shuf
Selasa, 13 May 2025	Cuty	Shuf
Rabu, 14 May 2025		Shuf
Kamis, 15 May 2025		Shuf
Jumat, 16 May 2025		Shuf

Senin, 19 May 2025		Shuf
Selasa, 20 May 2025		Shuf
Rabu, 21 May 2025		Shuf
Kamis, 22 May 2025		Shuf
Jumat, 23 May 2025		Shuf

Senin, 26 May 2025		Shuf
Selasa, 27 May 2025		Shuf
Rabu, 28 May 2025		Shuf

Kamis, 29 May 2025	Cuty	
Jumat, 30 May 2025	Cuty	

Senin, 2 June 2025		Stuf
Selasa, 3 June 2025		Stuf
Rabu, 4 June 2025		Stuf
Kamis, 5 June 2025		Stuf
Jumat, 6 June 2025	Cuty	

Senin, 9 June 2025	Cuty	
Selasa, 10 June 2025		Stuf
Rabu, 11 June 2025		Stuf
Kamis, 12 June 2025		Stuf
Jumat, 13 June 2025		Stuf

Pekanbaru, 13 Juni 2025
Pembimbing Kerja Praktek






Ma'ruf Saragih
NIK: 950031

Appendix 5 : Daily Activities

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- February
Date : 10 -14 February 2025



Day/ Date	Activities	Signature
Monday, February 10 th 2025	1. Introduction to managers, employees and students/interns in the SSGS division	
Tuesday, February 11 th 2025	1. Studying input and BBM data summary Connect	
Wednesday, February 12 th 2025	1. Still in the Learning stage <i>input</i> And BBMConnect data recap	
Thursday February 13 th 2025	1. Still in the Learning stage <i>input</i> And BBMConnect data recap	
Friday, February 14 th 2025	1. Still in the Learning stage <i>input</i> And BBMConnect data recap	

No	Activities	Decriotion
1		Learning how to create a BBMconnect summary
2.		Learning data input and recap BBMConect

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- February
Date : 17 -21 February 2025



Day/ Date	Activities	Signature
Monday, February 17 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, February 18 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Wednesday, February 19 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday February 20 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Friday, February 21 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	

No	Activities	Decription
1		Still in the process of learning data input and BBMConect recap
2.		Recap fuel consumption data and validation via the BBM Connect website

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- February
Date : 24 -28 February 2025

Day/ Date	Activities	Signature
Monday, February 24 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, February 25 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Wednesday, February 27 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday February 20 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Friday, February 28 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	

No	Activities	Decription
1		Continue the creation of fuel data recapitulation
2.		Continue the creation of Manual Recap and ss Speedometer

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 03 -07 March 2025



Day/ Date	Activities	Signature
Monday, March 03 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, March 04 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Wednesday, March 05 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday March 06 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	
Friday, March 07 th 2025	1. Assisting in filling and managing office stationery (ATK) used by staff in the company.	

No	Activities	Decription
1		Continue compiling fuel consumption data and validating data through BBM Connect.
2.		Creating an office stationery budget in Excel format

DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March
Date : 10 -14 March 2025


Day/ Date	Activities	Signature
Monday, March 10 th 2025	1. Creating invoice numbers in Excel format	
Tuesday, March 11 th 2025	1. Follow activity UMKM training organized by PT Telkom	
Wednesday, March 12 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday March 13 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	
Friday, March 14 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	



No	Activities	Decription
1		Attending MSME training organized by PT Telkom
2.		Continue the creation of fuel data recapitulation

DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March


Date : 17 – 21 March 2025



Day/ Date	Activities	Signature
Monday, March 17 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, March 18 th 2025	1. Follow activity UMKM training organized by PT Telkom	
Wednesday, March 19 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday March 20 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	
Friday, March 21 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	

No	Activities	Decription
1		Creating an office stationery budget in Excel format
2.		Performing fuel recap and validation through BBMConnect

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 24 -27 March 2025


Day/ Date	Activities	Signature
Monday, March 24 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, March 25 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Wednesday, March 26 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Thursday March 27 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	
Friday, March 28 th 2025	1. Recap data usage fuel and validation data via the BBMConnect <i>website</i>	

No	Activities	Decription
1		Performing manual recap and taking screenshots of the speedometer
2.		Continuing the manual recap and speedometer screenshot

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 31 -04 April 2025



Day/ Date	Activities	Signature
Monday, March 31 th 2025	1. Recap data usage fuel and validation data via BBMConnect <i>website</i>	
Tuesday, April 01 th 2025	Holidays Eid Fitri	
Wednesday, April 02 th 2025	Holidays Eid Fitri	
Thursday April 03 th 2025	Holidays Eid Fitri	
Friday, April 04 th 2025	Holidays Eid Fitri	

No	Activities	Decription
1.		Continue with the manual recap and speedometer screenshot via the BBM Connect website.

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 14 -18 April 2025



Day/ Date	Activities	Signature
Monday, April 14 th 2025	1. Recap data usage fuel and Screenshot speedometer	
Tuesday, April 15 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Wednesday, April 16 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday April 17 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Friday, April 18 th 2025	1. Entering the grades of interns in Word format	

No	Activities	Decription
1.		Entering the grades of interns using Microsoft Word
2.		Continuing the creation of Dumai Recap through the BBMConnenct website

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 21 -25 April 2025

Day/ Date	Activities	Signature
Monday, April 21 th 2025	1. Recap data usage fuel and Screenshot speedometer	
Tuesday, April 22 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Wednesday, April 23 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday April 24 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Friday, April 25 th 2025	1. Create a customer summary, match the SND/SND group name in Google spreadsheet	

No	Activities	Decription
1.		Recap customer bills in Google Spreadsheet on the MyBrains website
2.		Continue Customer invoice input via Mybrans in the Spreadsheet application

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 28-02 May 2025



Day/ Date	Activities	Signature
Monday, April 28 th 2025	1. Recap data usage fuel and Screenshot speedometer	
Tuesday, April 29 th 2025	1. Take notes presence Participants of the MSME event at PT Telkom	
Wednesday, April 30 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday May 01 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Friday, May 02 th 2025	1. Assisting in the creation of internship certificates and inputting internship grades	

No	Activities	Decription
1.		Participating in MSME training organized by PT Telkom
2.		Continue entering the internship student's grades and print the internship certificate.

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 05-09 May 2025



Day/ Date	Activities	Signature
Monday, May 05 th 2025	1. Making Manual Recap and Speedometer Screenshot	
Tuesday, May 06 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Wednesday, May 07 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday May 08 th 2025	1. Help making certificate child apprenticeship	
Friday, May 09 th 2025	1. Cariing pelanggan 2. Print Document	

No	Activities	Decription
1.		Performing BBMConnect Recap, Manual Recap, and Speedometer Screenshot
2.		Customer care, contacting and reminding customers who have passed their Wi-Fi payment due date

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date : 12-16 May 2025



Day/ Date	Activities	Signature
Monday, May 12 th 2025	Waisak Day Holiday	
Tuesday, May 13 th 2025	Waisak Day Holiday	
Wednesday, May 14 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday May 15 th 2025	1. Assisting in recording the Office Stationery Budget	
Friday, May 16 th 2025	1. Making Manual Recap and Speedometer Screenshot	

No	Activities	Decription
1.		Recap of Batam Fuel Production via the BBMConnect Website
2.		Record the creation of the office stationery budget in the notebook.

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date: 12-16 May 2025



Day/ Date	Activities	Signature
Monday, May 12 th 2025	Waisak Day Holiday	
Tuesday, May 13 th 2025	Waisak Day Holiday	
Wednesday, May 14 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	
Thursday May 15 th 2025	1. Assist in preparing cost estimates in Excel format.	
Friday, May 16 th 2025	1. Making Manual Recap and Speedometer Screenshot	

No	Activities	Decription
1.		Continue Manual Recap and Screenshot Speedometer via BBMConnect Application and Recap via Microsoft Word
2.		Creating a Detailed Cost Budget in Excel

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date: 19-23 May 2025



Day/ Date	Activities	Signature
Monday, May 19 th 2025	1. Do Recap Invoice via Mybrains web	
Tuesday, May 20 th 2025	1. Scan Document	
Wednesday, May 21 th 2025	1. Continue Recap Invoice via Mybrains web	
Thursday May 22 th 2025	1. Performing an audit archive	
Friday, May 23 th 2025	1. Recap data usage fuel Branch Batam and Screenshot speedometer	

No	Activities	Decription
1.		Recap customer bills in Google Spreadsheet on the MyBrains website
2.		Archiving documents and checking documents for errors

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date: 26-30 May 2025



Day/ Date	Activities	Signature
Monday, May 26 th 2025	1. Continue Recap Invoice via Mybrains web	
Tuesday, May 27 th 2025	1. Continue Do Recap Invoice via Mybrains web	
Wednesday, May 28 th 2025	1. Help make certificate child apprenticeship	
Thursday May 29 th 2025	Holiday Commemorating Ascension Day Jesus Christ	
Friday, May 30 th 2025	Holiday	

No	Activities	Decription
1.		Continue Recap customer billing in Google Spreadsheet on the MyBrains website
2		Continuing the issuance of internship certificates that have been completed

DAILY ACTIVITIES OF THE JOB TRAINING


Day: Monday- March
Date: 02-06 June 2025



Day/ Date	Activities	Signature
Monday, June 02 th 2025	1. Continue Recap Invoice via Mybrains web	
Tuesday, June 03 th 2025	1. Continue Do Recap Invoice via Mybrains web	
Wednesday, June 04 th 2025	1. Continue Do Recap Invoice via Mybrains web	
Thursday June 05 th 2025	1. Print Document 2. Scan document 3. Assisting in preparing the necessary documents for treatment	
Friday, June 06 th 2025	Holiday	

No	Activities	Decription
1.		Continue Recap customer billing in Google Spreadsheet on the MyBrains website
2.		Assisting in preparing documents for a referral letter for glasses

DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March
Date: 09-13 June 2025

Day/ Date	Activities	Signature
Monday, June 09 th 2025	1. Continue Recap Invoice via Mybrains web	
Tuesday, June 10 th 2025	1. Continue Do Recap Invoice via Mybrains web	
Wednesday, June 11 th 2025	1. Continue Do Recap Invoice via Mybrains web	
Thursday June 12 th 2025	1. Do Making Manual recap via BBM Connect app	
Friday, June 13 th 2025	1. Presentation and Farewell with Manager, Mentor interns and employees at PT Telkom	

No	Activities	Decription
1.		Last day of preparing the fuel recap for the Shared Service and General Support Unit.
2.		Farewell to the manager and employees of the Shared Service and General Support Unit at PT Telkom

Appendix 6: Documentation during the internship

