

# **APPRENTICESHIP REPORT**

**PT. BANK RAKYAT INDONESIA (PERSERO) TBK  
BRANCH OFFICE BENGKALIS  
HUMAN RESOURCES DEVELOPMENT DIVISION**

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**INTERNATIONAL BUSINESS ADMINISTRATION  
BUSINESS ADMINISTRATION DEPARTMENT  
STATE POLYTECHNIC OF BENGKALIS  
2025**

## VALIDITY SHEET

**PT. BANK RAKYAT INDONESIA (PERSERO) TBK  
BRANCH OFFICE BENGKALIS  
HUMAN RESOURCES DEVELOPMENT DIVISION**

Written as one of the conditions for completing Apprenticeship

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## ACKNOWLEDGEMENT

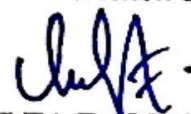
Praise for the blessings and grace of Almighty God, who has provided health and opportunities to The Author thus he can complete practical work activities and have completed practical work reports that The Author do at PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis on time, namely February 03, 2025 to June 06, 2025. The Author also express their gratitude to all employees of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis who are very kind, friendly and accept the writers to join and have an opportunity to become one of the family members of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis. In compiling this apprenticeship report, The Author realizes that without the guidance from various parties this apprenticeship report cannot be completed in a specific time, then The Author want to thank all those who have been involved and assisted The Author. Related parties include:

1. Mr. Johny Custer S.T., M.T as the Director of State Polytechnic of Bengkalis
2. Mr. Romadhoni, S.T., M.T as Deputy Director Of State Polytechnic of Bengkalis
3. Mrs. Supriati, M.Si as Head of Business Administration the Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec.Dev as Head of the International Business Administration Study Program.
5. Mr. M. Alkadri Perdana, B.IT., M.Sc as Coordinator of this apprenticeship.
6. Mrs. Nageeta Tara Rosa, S.E., M.B.A as the advisor of this Apprenticeship Report
7. Mr. Mulkan as branch leader of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis.
8. Mrs. Julaiha as operational support supervisor at PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis.
9. All employee of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis that already give the writer guidance and lot of experience while did the Apprenticeship.

10. Especially for my parents, Romi Candra and Julianawati who have provided a lot of support, prayer, time, energy and materials to help and provide convenience during college to realize my goals.
11. For my younger brother, Muhammad Reza Anjasmara and Muhammad Reifa Atmaja who always provides support, encouragement and advice in completing the thesis on time.
12. To my best friend Nur Sri Rahayu thank you for providing support to me in completing this apprenticeship report and also always providing assistance.
13. Thanks to my cousins especially Kartika Alfira who always help me and support me.
14. Fellow students of the International Business Administration Study Program, classes A, B, and C at Bengkalis State Polytechnic, who always provided information, gave support, and helped me in completing this thesis. Thank you for your cooperation and attention.

The Author realizes that in the preparation of this apprenticeship report, it is still far from perfect, both in terms of preparation, language, and writing. Therefore, The Author really expect constructive criticism and suggestions to become a reference for writers in the future. Hopefully this apprenticeship report is useful for the writer and the reader.

Bengkalis, ... , 2025  
Written by



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# **CHAPTER 1**

## **INTRODUCTION**

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

The internship program is effective in improving the ability to communicate well, the ability to adjust, the managerial ability to work in groups, the ability to interact, and increase accuracy in work as part of the soft skills that students must have. Systematically and synchronously this program combines theoretical learning as a provision for students to then carry out an internship program which aims at mastering expertise through direct experience in the world of work to achieve a certain level and field of expertise. During this program, students are expected to be able to see firsthand an overview of the process in the world of work, gain practical work experience that can train soft skills, and have skills in certain fields that can be utilized after students graduate from (Tanjung, M. H. A, et al., 2023).

Higher education as a place to provide education and train students' abilities in the academic and professional fields has the aim of graduating students who have ready-to-use skills in the midst of society and the world of work is required to be able to prepare a series of lecture programs that support this so that students have competitiveness and are able to face various challenges globally (Tanjung, M. H. A, et al., 2023). Expertise internship practice is one of the many series of activities included in the compulsory courses in the Politeknik Negeri Bengkalis International Business Administration Study Program with a weight of 4 SKS (Semester Credit Units) accompanied by a supervisor determined by the study program. This program is compulsorily followed by all International Business Administration students as a practice-based learning stage.

Politeknik Negeri Bengkalis has the responsibility of improving the quality of human resources, especially in achieving the quality of students. To achieve the objectives of higher education, students need to have the ability to apply the knowledge they have obtained in order to master the skills needed in the industrial

world. Therefore, practical work activities are carried out as a form of response to these demands.

Internship is a form of real application of the theories that have been learned during lectures, where students will gain work experience as a simulation before actually entering the world of work. Through this activity, students can also implement the knowledge they have gained during their studies. Practical work activities are carried out directly in the company. For Diploma IV students, practical work is carried out after completing a minimum of six semesters and being declared fully graduated, with a minimum implementation duration of four months and a maximum of six months.

The Author chose to do an internship at PT Bank Rakyat Indonesia (Persero) Tbk because PT Bank Rakyat Indonesia (Persero) Tbk is one of the largest and oldest banks in Indonesia, has a modern, structured HR management system, and is oriented towards sustainable employee development. The HRD Division at BRI not only focuses on administrative management of the workforce, but also runs various potential development programs, competency-based training, and strengthening professional work culture.

Seeing the important role of HRD in supporting quality banking operations and services, the author chose to carry out practical work at BRI, especially in the Human Resource Development section. Through this practical work, the author wants to gain hands-on experience in the HR administration process, understand talent management strategies, and learn the systems and technology used by BRI in supporting HRD functions.

## **1.2 Purposes of the Apprenticeship**

The purpose of the practical word activities are as follows:

1. To explain the job description during practical work
2. To know the work system and procedures carried out during practical work
3. To know the place and time of practical work
4. To find out about work activities during the internship
5. 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 programs obtained by students, namely as follows:

- a. Get a certificate from the company if you have completed the practical work program.
- b. Students can develop work relationships and add experience to their resumes.
- c. Students have the opportunity to apply theoretical/conceptual knowledge in the real world of work.
- d. Students gain practical experience in applying theoretical/conceptual science according to their study program.
- e. 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/institutions that accept practical work students, such as:

- a. The company will receive labor assistance from students who do practical work thus 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:

- a. There is good cooperation/relationship between the campus and the company where students do practical work.
- b. State Polytechnic of Bengkalis receives feedback from organizations/companies on the ability of students who take part in practical work in the world of work.

## **CHAPTER 2**

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

#### **2.1 Company Profile**

The business journey of PT Bank Rakyat Indonesia (Persero) Tbk. (“BRI”, ‘Bank’, or “Company”) began in 1895 in Purwokerto, Central Java by Raden Bei Aria Wirjaatmadja who initially managed mosque cash funds to be distributed to the community with a simple scheme (Bank Rakyat Indonesia (Persero), 2024).

PT Bank Rakyat Indonesia (Persero) Tbk (hereinafter referred to as “BRI”) was established and began commercial operations on December 18, 1968 based on Law No. 21 of 1968. On April 29, 1992, based on Government Regulation of the Republic of Indonesia (“Government”) No. 21 of 1992, BRI's legal form was changed to a Company (Persero). The transfer of BRI into a Persero was documented by deed No. 133 dated July 31, 1992 Notary Muhani Salim, S.H. and was approved by the Minister of Justice of the Republic of Indonesia by Decree No. C26584.HT.01.01.TH.92 dated August 12, 1992, and announced in the State Gazette of the Republic of Indonesia No. 73, Supplement No. 3A dated September 11, 1992 (Bank Rakyat Indonesia (Persero), 2024).

BRI's Articles of Association were subsequently amended by Deed No. 7 dated September 4, 1998 Notary Imas Fatimah, S.H., article 2 on “Period of Establishment of the Company” and article 3 on “Purpose and Objectives and Business Activities” to conform to the provisions of Law of the Republic of Indonesia No. 1 of 1995 on “Limited Liability Companies” and was approved by the Minister of Justice of the Republic of Indonesia by Decree No. C2-24930.HT.01.04.TH.98 dated November 13, 1998 and has been announced in the State Gazette of the Republic of Indonesia No. 86, Supplement No. 7216 dated October 26, 1999 and deed No. 7 dated October 3, 2003 Notary Imas Fatimah, S.H., among others regarding the status of the company and adjustment with the Capital Market Law and has been authorized by the Minister of Justice and Human Rights of the Republic of Indonesia by Decree No. C-23726 HT.01.04.TH.2003 dated

October 6, 2003 and has been announced in the State Gazette of the Republic of Indonesia No. 88, Supplement No. 11053 dated November 4, 2003 (Bank Rakyat Indonesia (Persero), 2024).

Based on Bank Indonesia Decree No. 5/117/DPwB2/ PWPwB24 dated October 15, 2003, regarding “SK Appointment of BRI as a foreign exchange commercial bank”, BRI has been designated as a foreign exchange bank through Monetary Board Letter No. SEKR/BRI/328 dated September 25, 1956 (Bank Rakyat Indonesia (Persero), 2024).

Based on deed No. 51 dated May 26, 2008 Notary Fathiah Helmi, S.H., amendments were made to BRI's Articles of Association, among others, to conform to the provisions of Law of the Republic of Indonesia No. 40 of 2007 concerning “Limited Liability Companies” and Regulation of the Capital Market and Financial Institutions Supervisory Agency (“Bapepam-LK”) (whose functions since January 1, 2013 have been transferred to the Financial Services Authority (‘OJK’)), No. IX.J.I concerning “Principles of Articles of Association of Companies Conducting Public Offerings of Equity Securities and Public Companies”, which was approved by the Minister of Law and Human Rights of the Republic of Indonesia in Decree No. AHU-48353.AH.01.02.2008 dated August 6, 2008 and announced in the State Gazette of the Republic of Indonesia No. 68, Supplement No. 23079 dated August 6, 2008. .02.Year 2008 dated August 6, 2008 and has been announced in the State Gazette of the Republic of Indonesia No. 68, Supplement No. 23079 dated August 25, 2009 (Bank Rakyat Indonesia (Persero), 2024).

Furthermore, BRI's Articles of Association have been amended several times. The latest amendment is documented in the Deed of Notary Fathiah Helmi S.H., No. 3 dated March 09, 2021, regarding amendments to several provisions of BRI's Articles of Association, which has received Acceptance of Amendments to the Articles of Association from the Minister of Law and Human Rights of the Republic of Indonesia in Decree No.AHUAH.01.01. .03-0159493 Dated March 12, 2021 and which was last amended in Deed Number 4 Dated October 06, 2021 made before Fathiah Helmi, SH Notary in Jakarta and has received Acceptance of Notification of Amendments to the Articles of Association from the Minister of

Law and Human Rights of the Republic of Indonesia Number AHU-AH.01.03-0457763 Dated October 07, 2021. The amendment was made in PT Bank Rakyat Indonesia (Persero) Tbk in order to adjust with OJK Regulation (“POJK”) No. 15/POJK.04/2020 regarding the Plan and Implementation of General Meeting of Shareholders (“GMS”) of Public Companies and POJK No. 16/POJK.04/2020 regarding the Implementation of GMS of Public Companies Electronically, as well as paid-up capital (Bank Rakyat Indonesia (Persero), 2024).

Furthermore, BRI's Articles of Association are contained in Deed No. 32 dated April 22, 2024 made before Notary Fathiah Helmi, S.H., in Jakarta which has received Acceptance of Amendments to the Articles of Association from the Minister of Law and Human Rights of the Republic of Indonesia No. AHU-AH.01.03-0092097 dated April 23, 2024. The amendment was made in order to comply with OJK Regulation (“POJK”) No. 15/POJK.04/2020 regarding the Plan and Implementation of General Meeting of Shareholders (“GMS”) of Public Companies and POJK No. 16/POJK.04/2020 regarding the Implementation of GMS of Public Companies Electronically, as well as paid-up capital. Based on article 3 of BRI's Articles of Association, the scope of BRI's activities is to conduct business in the banking sector as well as optimizing the utilization of BRI's resources to produce high-quality and highly competitive services for profit in order to increase corporate value by applying the principles of Limited Liability Companies. BRI is owned by the Government of the Republic of Indonesia as the majority shareholder (Bank Rakyat Indonesia (Persero), 2024).

## **2.2 Vision and Mission**

According to Eshter (2023) Every company must have a vision and mission in order to realize its goals, as well as PT Bank Rakyat Indonesia (Persero) Tbk. The following is the vision and mission of PT. Bank Rakyat Indonesia (Persero) Tbk.

### **1. Vision of Bank Rakyat Indonesia**

To become a leading commercial bank that always prioritizes customer satisfaction.



## 2. Mission of Bank Rakyat Indonesia

The mission is a statement about what the company must do. In an effort to realize the vision and mission, the objectives and reasons for establishing the company are also determined. The following is the mission of PT. Bank Rakyat Indonesia (Persero) Tbk.

- a. Carrying out the best banking activities by prioritizing services to micro, small and medium enterprises to support the improvement of the community's economy.
- b. Providing excellent service to customers through a widespread network and supported by professional human resources by implementing Good Corporate Governance practices.
- c. Providing optimal benefits and advantages to interested parties.

### 2.3 Kind Of Business

BRI (Bank Rakyat Indonesia) is one of the largest government-owned banks in Indonesia. Bank Rakyat Indonesia has three operational activities as in the operational activities of other general banks. The following can be explained about the operational activities of Bank Rakyat Indonesia:

#### 1. Collecting funds from the community (funding)

Funding is a savings fund. Where Funding in the banking world is a product issued by the banking party that aims to save or collect funds from the community such as savings, current accounts, deposits, and several products in the form of collecting funds from customers. Here are some BRI savings products, namely:

#### A. BRI Savings

##### 1) BRI Simpedes Savings

Simpedes Savings is a public savings in the form of savings in Rupiah currency that can be served in all BRI work units, where deposits and withdrawals are not limited in frequency or amount as long as they comply with applicable regulations, with an initial deposit amount of only IDR 50,000.

2) BRI BritAma Savings

A savings product that provides various conveniences in conducting banking transactions supported by e-banking facilities and a real-time online system that will allow customers to transact anytime and anywhere.

3) BritAma Business

A BRI savings product that is prioritized for use in business by providing more flexibility in transactions, more clarity in recording transactions and more benefits to support customer business needs transactions.

4) BritAma X

A savings product with a special debit card design that is elegant for young people and provides various conveniences in conducting banking transactions supported by e-banking facilities and a real-time online system that will allow customers to transact anytime and anywhere.

5) Simpedes TKI

Savings intended for migrant workers to facilitate their transactions, including for the distribution/collection of migrant workers' salaries.

6) BRI Hajj Savings

A product intended for individuals to prepare for the cost of organizing the Hajj pilgrimage (BPIH).

7) BritAma Plan

This savings is an investment with a fixed deposit every month and life insurance facilities for customers. This savings is suitable for employees who want to save for their old age.

8) BritAma Valas

Foreign currency savings with easy transactions and competitive exchange rates. Available in 10 types of currencies.

9) BRI Junior Savings

A BRI Savings product specifically aimed at the children's segment with attractive facilities and features for children.

10) BRI Simpel Savings (Student Savings)

Savings for students/pupils issued by Bank BRI with easy and simple requirements and has attractive features, in order to provide financial education and inclusion to encourage a culture of saving from an early age.

11) My BRI Savings

Savings product for individual customers with easy and light requirements issued jointly by banks in Indonesia with the aim of fostering a culture of saving and improving community welfare.

B. BRI Deposit

Deposits are money saved by the public in a bank which can only be withdrawn within a certain period of time, as agreed between the customer and the bank concerned. Consisting of three main products, namely:

1) Rupiah Deposit

A term deposit in rupiah currency that provides attractive interest and various other benefits.

2) Foreign Currency Deposit

A term deposit in foreign currency that can only be withdrawn at certain times, providing attractive interest and various other benefits.

3) Deposit On Call (DOC)

BRI Internet Banking Deposit is a deposit product that offers competitive interest rates.

C. Giro

It is a third party's savings/funds and where withdrawals can be made at any time using media such as checks, giro bills and other payment order facilities. Deposits to a giro account can be made by anyone but withdrawals can only be made by the account holder concerned. Several types of current accounts at BRI Bank:

1) BRI Rupiah Current Account

A type of savings in Rupiah currency with easy transactions using documents (checks/giro bills), ATM cards or other written orders.

2) BRI Foreign Currency Giro

A type of savings in foreign currency that can be withdrawn at any time with a withdrawal order determined by BRI.

2. Distributing funds to the community (Lending), in the form of loans or credit.

BRI credit/loan facilities, some loan products at BRI include micro loans, medium retail, and program credit. The following are credit/loan products available at PT. Bank Rakyat Indonesia (Persero) Tbk.

A. Micro Loans

1) People's Business Credit (KUR)

Working Capital Credit and/or investment credit with a credit limit of up to IDR 500 million is given to micro businesses, small businesses and cooperatives with productive businesses that will receive guarantees from the guarantor company. However, for KUR at BRI Unit Bengkalis Kota, the maximum limit given is up to IDR 50 million.

2) KUPEDES (Rural General Credit)

KUPEDES is a credit facility for business development upwards with easy requirements. Credit with competitive interest that is general for all economic sectors, intended for individuals (business entities or individuals) who meet the requirements and served by all BRI Units and Teras BRI.

B. Medium Retail

For medium retail credit, there are two types, namely working capital credit and investment credit, both of which are credit facilities to finance business operations including the need for procurement of raw materials, production processes, receivables and also inventory.

C. Credit Program

1) Food credit

Investment credit and/or commercial working capital specifically in the food sector provided in order to support food sovereignty and maritime affairs.

2) Warehouse receipt

Credit with warehouse receipt guarantee given by the Bank to farmers, farmer groups, and cooperatives. With a maximum term of 6 years. The maximum ceiling of the warehouse receipt value is 70% effective interest of 6% per year.

3) Maritime credit

Provision of partnership program funds to finance working capital and/or purchase of fixed assets in order to increase production and sales.

3. Providing other banking services (service)

A. Bill Payment

Is a means of paying public bills by utilizing ATM facilities and services at BRI Tellers.

B. Deposit acceptance services

BRI serves deposit or payment transactions for various purposes.

C. Online transactions

Online transactions or inter-branch transactions are online inter-account services that can be done at all BRI branch offices and BRI units that are online. Types of products that can be transacted online are britAma and giroBRI.

D. Transfer and LLG

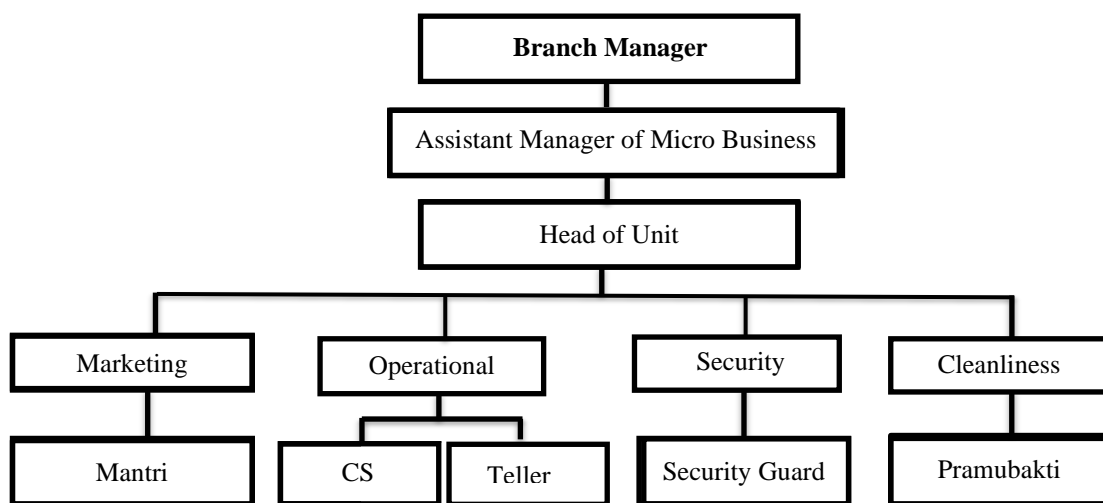
Is a money transfer service in the form of rupiah and foreign currency to other banks through the clearing system through BRI. LLG (Giro Traffic) service is a money transfer service to other banks through clearing.

E. BRIfast Remittance

Is a foreign currency transfer service between banks organized by BRI.

## 2.4 Organization Structure

The organizational structure is one of the charts that systematically describes the determination, tasks, functions, authority, and responsibilities of each with predetermined goals. Aims to foster work harmony so that work can be done regularly and well to achieve the desired goals maximally. The overall organizational structure of PT Bank Rakyat Indonesia Bengkalis Branch Office where the author carries out practical work can be seen in the following figure:



**Figure 2.1 The Organization Structure of PT. Bank Rakyat Indonesia (Persero) TBK Branch Office Bengkalis**

*Source: HRD PT. Bank Rakyat Indonesia (Persero) TBK Branch Office Bengkalis*

From the above structure, the author describes an overview of the structure, division and implementation of duties, authorities and responsibilities of each part. An overview of the composition of the division and implementation of the duties of each part of the organization is as follows:

### 1. Branch Manager

The duties of a branch manager are:

- a. As the highest leader in the branch office, the branch leader coordinates all activities so that they are directed and can achieve the targets that have been set.

- b. As a representative of the head office director for Bank Rakyat Indonesia's business activities in his working area and is responsible for the implementation of business principles and procedures.

2. Assistant Micro Business Manager

Here are the tasks of the AMBM, namely:

- a. Make RKA PT. Bank Rakyat Indonesia (Persero), Tbk unit in its working area to achieve business targets that have been set and set business strategies based on peasing analysis that has been done to increase and control free market share.
- b. Business development of PT Bank Rakyat Indonesia (Persero), Tbk units in its working area to achieve maximum profit and evaluate / monitor the business of PT Bank Rakyat Indonesia (Persero), Tbk units in its working area to determine the positioning of PT Bank Rakyat Indonesia (Persero), Tbk units compared to competing banks.
- c. Perform cross selling to support the business synergy of PT Bank Rakyat Indonesia (Persero), Tbk.

3. Head of Unit

The head of the unit has the task of supervising employees in carrying out their duties, receiving reports and analyzing loans submitted by related work units, compiling monthly and annual credit budget targets, reviewing and overseeing the implementation of predetermined marketing plans and strategies, providing decisions and policies in the credit process and also fostering good relations with customers, especially potential customers who can provide benefits and good development for the Bank's business.

4. Account Officer

Account Officers play an important role in the marketing process of credit products, namely in charge as:

- a. Looking for customers who have a business and need funds to advance their business such as for working capital or stock of merchandise.



- b. Searching for customer information needed by conducting surveys to customers who then analyze and evaluate prospective customers and customer business development.
- c. Serving customer needs and complaints in the development of customer businesses related to the Bank.

5. Customer Service

Customer service is in charge of serving and providing information needed by prospective customers or customers who come to the Bank and also offer products produced by the Bank so that customers know and understand the usefulness of the products offered.

6. Teller

Teller has a duty to serve customers who will make deposits or withdrawals of money and also deposit credit installments. In addition, the teller also makes disbursements for credit, stock-taking of an independent cash account (ATM) and replenishes ATM money.

7. Security Guard

The duties of security guards, namely:

- a. As security personnel but also serves as a navigator for customers who come to the work unit.
- b. Help open the door and greet customers, in addition to offering assistance and asking for customer needs. If the customer's needs can be served on BRI e-channel (ATM, CRM, EDC), then the security guard educates and directs customers to use BRI e-channel.
- c. Ensure the completeness of the required documents and guide the customer to fill out the form, if the customer will make a transaction at the Teller or Customer Service (CS).
- d. Security guards must provide a sense of security to BRI customers and workers by always being ready in a strategic position to monitor the situation in the BRI office area.

- e. Conduct intensive monitoring of activities in the e-channel work unit located in the banking hall or ATM gallery and always educate customers on the order and safety of transactions on BRI e-channels.

8. Pramubakti

The duties of an attendant are:

- a. Maintain and ensure all office cleanliness.
- b. Pay attention to kitchen needs/office cleaning tools and report to the Administration if there is a shortage.
- c. Assist in the purchase of office supplies regularly every month.
- d. Prepare and deliver drinks for guests or employees as requested both daily and at special events training or meetings.
- e. Carry out other tasks instructed by superiors for the benefit of the office.

## 2.5 The Working Process

The following is the work process carried out during the practical work.

1. Create a letter

The following is the process of creating a letter:

- a. Receive a request to create a letter
- b. Login to the system
- c. Choose a letter template as needed
- d. Fill in the data and contents of the letter
- e. Save and send to superiors for revision or approval.

2. Designing Visual Materials (Canva)

The following is the process of creating a letter:

- a. Receive design requests from superiors or related divisions.
- b. Develop design concepts as needed (posters, flyers, IG feeds, etc.).
- c. Create designs in Canva and submit them for revision or approval.

3. Work Video Editing in CapCut

The following is the process of creating a letter:

- a. Collect video and image documentation of company activities.
- b. Edit videos using CapCut application (cut, transition, text, music).

- c. Save and upload the video to social media/company.
- 4. Assist in Filling in the QRIS Link

The following is the process of creating a letter:

  - a. Receive transaction or payment data from internal activities.
  - b. Fill in the QRIS online form according to administrative procedures.
  - c. Save proof of filling as an archive.
- 5. Scanning Job Application Letters

The following is the process of creating a letter:

  - a. Receive job application letter files from applicants.
  - b. Scan the document using a scanner machine / cellphone camera.
  - c. Save the scan file to the computer folder according to the applicant's name.
- 6. Create a Company Event Rundown

The following is the process of creating a letter:

  - a. Gather information on activities and activity duration.
  - b. Arrange the event flow systematically with time and PIC.
  - c. Send the result to the PIC.
- 7. Create an Attendance GForm Link

The following is the process of creating a letter:

  - a. Open Google Form and create an attendance form according to the event name.
  - b. Add important data such as date, time, and participant names.
  - c. Send the link to participants through the official group/chat.
- 8. Survey to BRI Unit

The following is the process of creating a letter:

  - a. Received an assignment from a superior to conduct a field survey.
  - b. Visit the BRI unit related to the survey.
- 9. Printing

The following is the process of creating a letter:

  - a. Receive document files from superiors or HR staff.
  - b. Adjust the format and size of the print.

- c. Perform the printing process
10. Recording Register in Folio Book Manual

Writing data from files neatly and systematically into the folio register book (date, letter content, purpose).
  11. Adding Letter Attachments

The following is the process of creating a letter:

    - a. Check the letter to be sent.
    - b. Attach additional documents as needed (decree, photos, etc.).
    - c. Combine attachments and main letter in 1 file.
  12. Delivering the Letter to the Agency

The following is the process of creating a letter:

    - a. Carry and deliver the letter to the destination agency.
    - b. Document the delivery (photo of the recipient).
  13. Prepare Office Expense Report in Excel

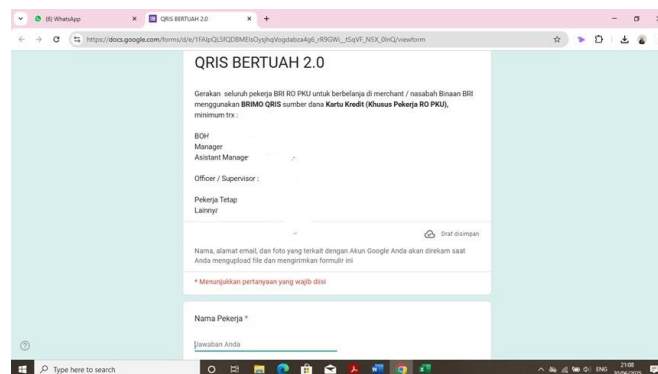
The following is the process of creating a letter:

    - a. Fill in office expense data according to notes/bills.
    - b. Send files to superiors for review.

## 2.6 Document Used for activity

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

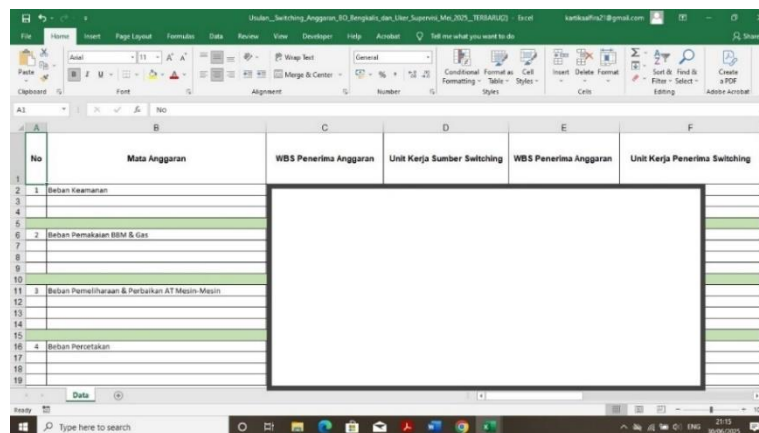
1. The Google Form for Qris

The image shows a screenshot of a Google Form titled "QRIS BERTUAH 2.0". The form is displayed in a web browser window. The text on the form includes: "Gerakan seluruh pekerja BRI RO PKU untuk berbelanja di merchant / nasabah Binaan BRI menggunakan BRIMO QRIS sumber dana Kartu Kredit (Khusus Pekerja RO PKU), minimum tix :". Below this, there are several dropdown menus for "BRI Manager", "Asistant Manager", "Officer / Supervisor", and "Pekerja Tetap Lainnya". There is a "Simpan" (Save) button. Below the dropdowns, there is a text box for "Nama, alamat email, dan foto yang terkait dengan Akun Google Anda akan direkam saat Anda mengupload file dan mengirimkan formulir ini". Below this, there is a red asterisk and the text "\* Menunjukkan pertanyaan yang wajib diisi". At the bottom, there is a text box for "Nama Pekerja \*" and a "Jawaban Anda" label. The browser's address bar shows the URL: "https://docs.google.com/forms/d/e/1FAIpQLQKDBMEuOyphVogtatazkyU\_rISQWLL5qyF\_NXK\_DmQ/viewform". The Windows taskbar is visible at the bottom of the screen.

**Figure 2.2 The Google Form for Qris**  
*Source: Documentation, 2025*

Figure 2.2 is a google form that must be filled in by workers. The google form is filled in to see the achievement of each worker's Qris usage target. oogle form must be filled in by each worker as part of the process of reporting and monitoring the achievement of QRIS (Quick Response Code Indonesian Standard) usage targets that have been set for each individual.

## 2. Document Cost of Office Supplies



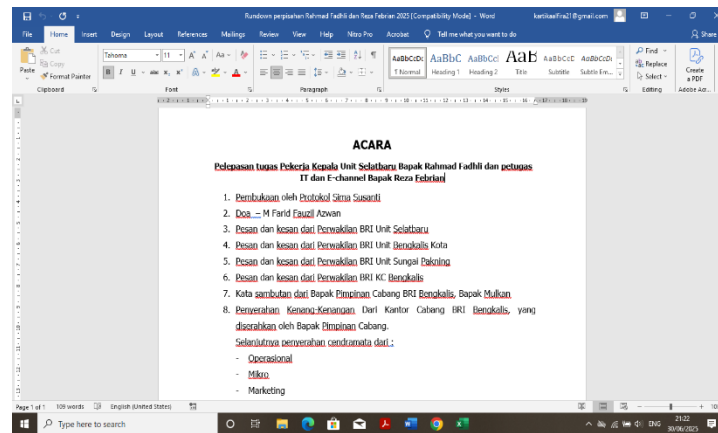
No	Mata Anggaran	WBS Penerima Anggaran	Unit Kerja Sumber Switching	WBS Penerima Anggaran	Unit Kerja Penerima Switching
1	Beban Keamanan				
2					
3					
4					
5					
6	Beban Pemakaian BBM & Gas				
7					
8					
9					
10					
11	Beban Pemeliharaan & Perbaikan AT Mesin Mesin				
12					
13					
14					
15					
16	Beban Percontakan				
17					
18					
19					

**Figure 2.3 Document Cost of Office Supplies**

*Source: Documentation, 2025*

Figure 2.3 is the company's expense cost data that must be updated and created every one month. Data regarding the company's expense costs needs to be updated and created regularly every one month. This process is carried out so that all expenses incurred in the monthly period can be recorded accurately and completely. Updating this expense data is very important to ensure the company's financial transparency, facilitate budget management analysis, and as a basis for making accurate and reliable financial reports.

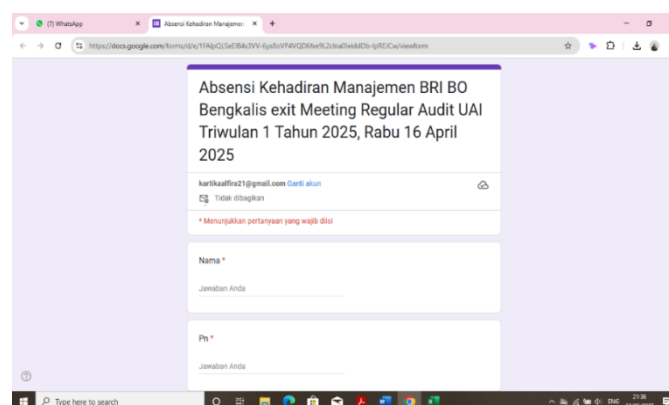
### 3. Event Rundown



**Figure 2.4 Event Rundown**  
*Source: Documentation, 2025*

Figure 2.4 is one of the event rundowns made for the off-duty event of the Selatbaru unit head worker and IT and E-Channel officers. An event rundown is a detailed schedule that contains the sequence of activities or sessions that will take place in a particular event or activity. This rundown serves as a guide for all committees and participants so that the event can run smoothly, organized, and on time.

### 4. The Google Form for Attendance



**Figure 2.5 The Google Form for Attendance**  
*Source: Documentation, 2025*

Figure 2.5 is one of the attendance attendance made for the BRI BO Bengkalis exit Meeting Regular Audit UAI Quarter 1 Year 2025. Attendance is an official

## 5. Folio Book



Source: Documentation, 2025

## 6. Document Letter

[illegible]



**Figure 2.7 Document Letter**

*Source: Documentation, 2025*

Figure 2.7 is one of the official documents prepared in administrative activities is a socialization invitation letter, which functions as an official notification and invitation to related parties to attend certain socialization activities. In addition to the invitation letter, there are also various other types of letters that are also made and used in supporting the smooth running of organizational or agency activities, such as meeting minutes that record the course of discussions and important decisions, cover letters that accompany documents or information sent to other parties, and internal letters used for official communication between sections within the organization.

## **CHAPTER 3**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

At PT. Bank Rakyat Indonesia (Persero) Tbk, The Author was placed in the Human Resource Development (HRD) section. In this HRD section The Author is given several powers and responsibilities to carry out the following assignment:

1. Create letters,
2. Design canva,
3. Editing work videos in capcut,
4. Helping to fill the Qris link,
5. Scanned the job application letter,
6. Creating a company event rundown,
7. Create an attendance Gform link,
8. Survey to BRI Unit,
9. Print,
10. Recording the register in the folio book manually,
11. Adding letter attachments,
12. Delivering the letter to agency,
13. Creating office expenses costs in Microsoft Excel.

#### **3.2 System and Procedure**

##### **3.2.1 System**

In carrying out HRD tasks, various systems are used to support work effectiveness and efficiency. In the process of creating official letters, the DIO system is used, which is an internal application or platform that facilitates the creation of digital letters. The procedure starts with logging into the DIO system, then searching for a suitable letter template, filling in the required data, and the system will generate a letter that is ready to be printed or sent electronically. For graphic design activities such as creating promotional or informational materials

using Canva, the system used is an online-based design platform that allows users to create designs visually and practically. For video editing work, CapCut is used, a mobile and desktop-based video editing application that provides full features for cutting, adding text, music, and effects.

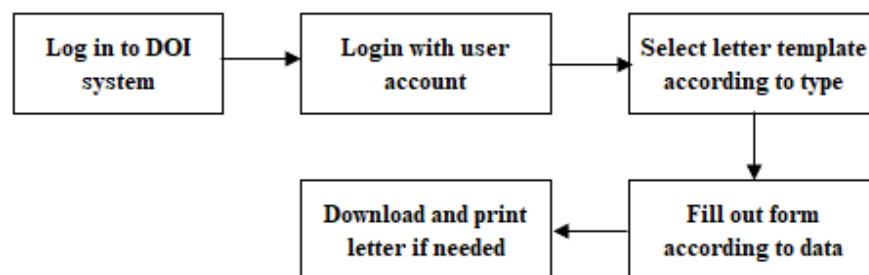
Payment form filling using QRIS utilizes an online form-based digital system (such as Google Form or digital payment application) to record transaction data quickly and accurately. The process of scanning job application letters is done using a physical scanner or a digital scanning application such as CamScanner, which converts physical documents into digital files.

### 3.2.2 Procedure

The following is the procedure for some of the activities carried out during the practical work

#### 1. Create Letters

To create a letter at PT Bank Rakyat Indonesia (Persero) Tbk is done through the DIO system. In the DIO system, there are various types of letters needed complete with letter numbers and others. The following is the procedure for creating a letter at PT Bank Rakyat Indonesia (Persero) Tbk.

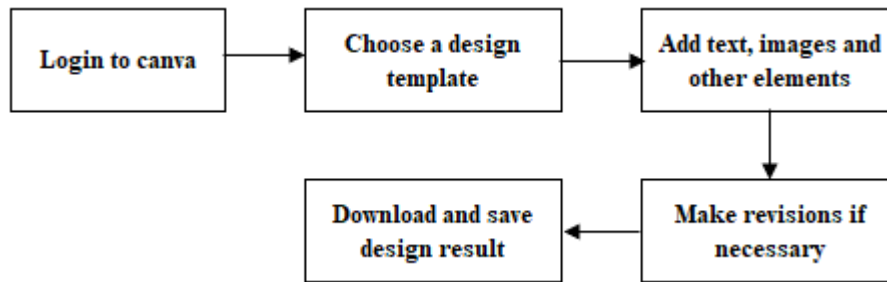


**Figure 3.1 Procedure for Create Letters**

*Source:Processed Data, 2025*

#### 2. Design Canva

Design canva is used to design some of the things needed. For example, designing PPBK brochures, certificates and others. The following is the procedure for designing using canva.

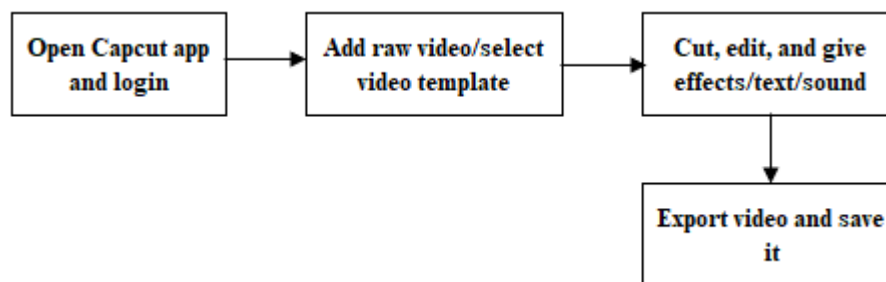


**Figure 3.2 Procedure for Design Canva**

*Source:Processed Data, 2025*

### 3. Editing Work Videos in Capcut

HRD is asked to make a video at the end of an event. Capcut application is required to edit the video. Here is the procedure for making a video in Capcut.

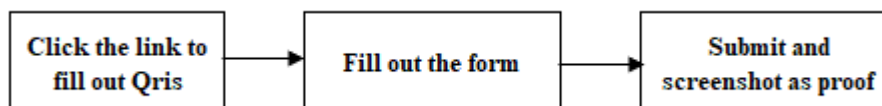


**Figure 3.3 Procedure for Editing Work Videos in Capcut**

*Source:Processed Data, 2025*

### 4. Fill the Qris Link

All workers who transact using Brimo Qris must fill in the Qris link. Each worker has a target of achieving the use of Brimo Qris, if the target is achieved then the worker can move up a grade or position. The following is the procedure for filling in the Qris link.

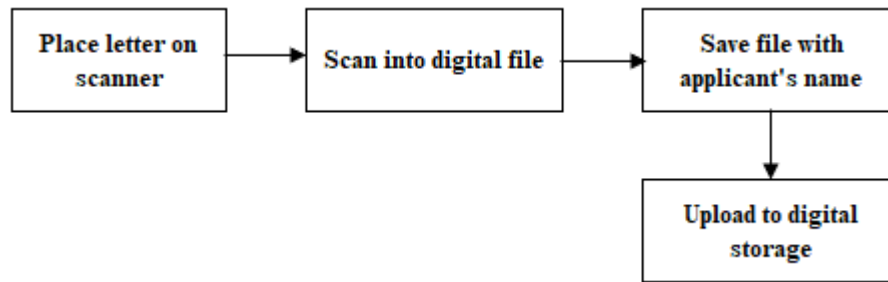


**Figure 3.4 Procedure for Fill the Qris Link**

*Source:Processed Data, 2025*

### 5. Scanned the Job Application Letter

Every job application that goes to PT Bank Rakyat Indonesia (Persero) Tbk must be scanned to be kept as an archive. The following is the procedure for scanning job applications.

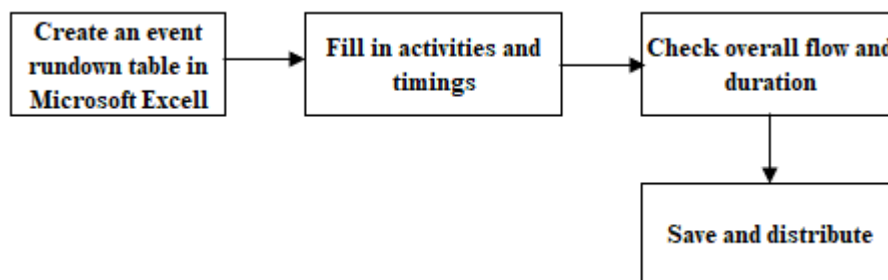


**Figure 3.5 Procedure for Scanned the Job Application Letter**

*Source:Processed Data, 2025*

#### 6. Creating a Company Event Rundown

Every time there is an event, for example an event in the framework of the national awakening day, HRD is asked to make a rundown of the event. The following is the procedure for making an event rundown.

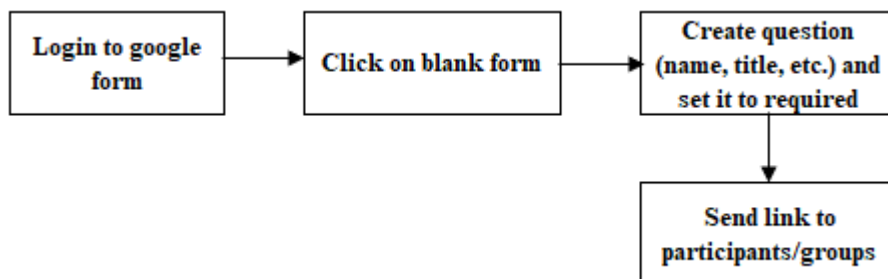


**Figure 3.6 Procedure for Creating a Company Event Rundown**

*Source:Processed Data, 2025*

#### 7. Creat an Attendance Gform link

Every time there is an event, for example an event in the framework of the national awakening day, HRD is asked to make a rundown of the event. The following is the procedure for making an event rundown.

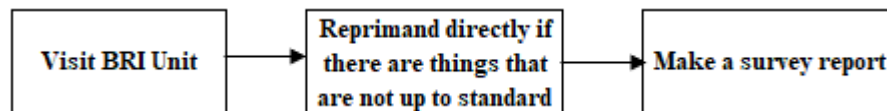


**Figure 3.7 Procedure for Creat an Attendance Gform link**

*Source:Processed Data, 2025*

#### 8. Survey to BRI Unit

Branch office HRD will conduct a survey to BRI units to control activities at BRI units. The survey is conducted by HRD. The following is the survey procedure to BRI Unit.

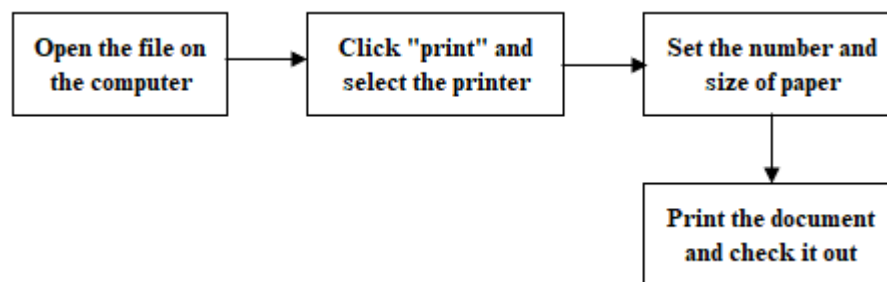


**Figure 3.8 Procedure for Survey to BRI Unit**

*Source:Processed Data, 2025*

#### 9. Print File

There are some documents that must be printed after they have been created. Here is the procedure for printing a document.

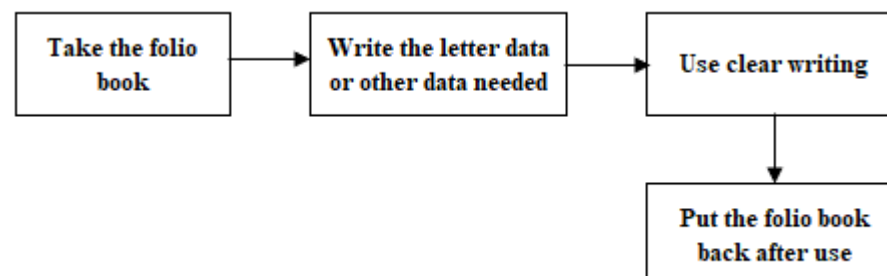


**Figure 3.9 Procedure for Print File**

*Source:Processed Data, 2025*

#### 10. Recording the Register in the Folio Book

All documents or goods sent to the office, operational expenses and others must be recorded in the folio book. The following is the procedure for recording the register to the folio book.

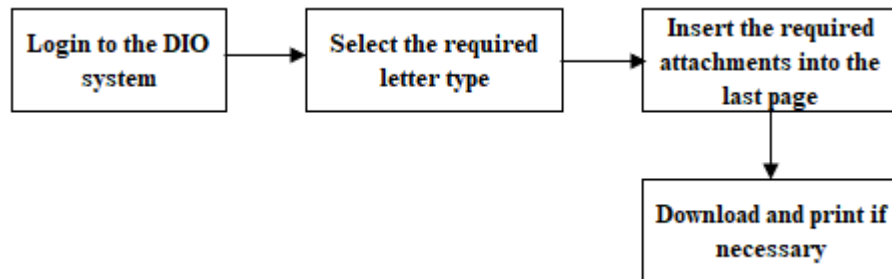


**Figure 3.10 Procedure for Recording the Register in the Folio Book**

*Source:Processed Data, 2025*

#### 11. Adding Letter Attachment

Some letters require attachments, such as attaching photos, previous letters, certificates and other attachments that match the letter request. The following is the procedure for adding attachments to a letter.

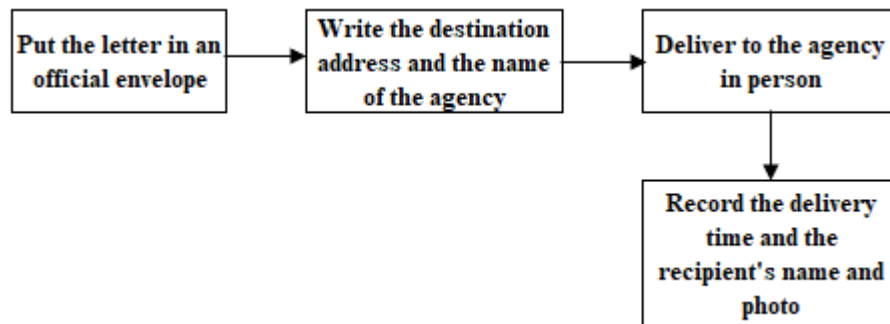


**Figure 3.11 Procedure for Adding Letter Attachment**

*Source:Processed Data, 2025*

#### 12. Delivering the Letter to Agency

Some letters sent to agencies around the branch office must be delivered in person. The following is the mail delivery procedure.



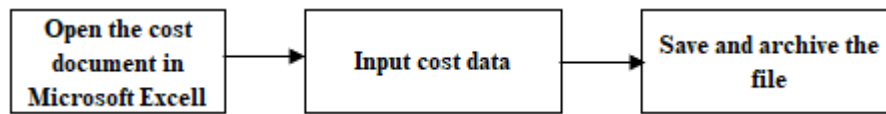
**Figure 3.12 Procedure for Delivering the Letter to Agency**

*Source:Processed Data, 2025*

#### 13. Creating Office Expenses Costs

HRD must make monthly office expenses, such as office stationery expenses, fuel and gas expenses and other expenses. The following is the procedure for making office expenses.





**Figure 3.13 Procedure for Creating Office Expense Costs**  
*Source:Processed Data, 2025*

### 3.3 Place of Apprenticeship

The internship was carried out at PT. Bank Rakyat Indonesia (Persero) Tbk, located at Jl. Jendral Sudirman No. 18 Bengkalis - Riau. With the provision of work starting at 08.00 to 17.00 WIB for Monday-Friday. The internship activity lasts for approximately 4 (four) months, namely, starting from February 03, 2025 to June 06, 2025.

### 3.4 Type and Job Description

The following are the types and descriptions of activities during the internship. Started from February 03, 2025 to June 06, 2025.

**Table 3.1 Daily Activities of February 03, 2025 to February 07, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / February 03, 2025	1. Learn how to make a letter using a letter template from the company 2. Make an offer letter	Julaiha	HRD room on the 1st floor
2.	Tuesday / February 04, 2025	1. Making a warning letter 2. Making a banner designed in the Canva application 3. Making documentation photos of activities into videos	Julaiha	HRD room on the 1st floor
3.	Wednesday / February 05, 2025	1. Making a letter for the budget for office needs 2. Making a comparative shophouse letter	Julaiha	HRD room on the 1st floor
4.	Thursday / February 06, 2025	1. Create banners and Ramadan blessing coupons 2025 designed in Canva 2. Fix letters 3. Recap security guard absences 4. Edit BRI building photos into PDF	Julaiha	HRD room on the 1st floor

5.	Friday / February 07, 2025	<ol style="list-style-type: none"> <li>1. Make a photo of the receipt paper evidence into a pdf file</li> <li>2. Survey to the packing unit</li> </ol>	Julaiha	<ol style="list-style-type: none"> <li>1. HRD room on the 1st floor</li> <li>2. BRI Sungai Pakning unit desk room</li> </ol>
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Source: Processed Data 2025

Table 3.1 is the Author's practical activities in the first week. This week the Author is still in the process of job introduction and studying several activities that will be carried out for 4 months in the HRD division. The Author works on making letters in the company's letter template and designing banners in the Canva application and inserting photos of office activities in Word.

**Table 3.2 Daily Activities of February 10, 2025 to February 14, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / February 10, 2025	<ol style="list-style-type: none"> <li>1. Helping supervisor mother make a list of employee leave in excel</li> <li>2. Aqiqah visit for BRI employee children and baby visit</li> <li>3. Making a list of names of those who work at BRI in excel.</li> </ol>	Julaiha	HRD room on the 1st floor
2.	Tuesday / February 11, 2025	<ol style="list-style-type: none"> <li>1. Editing photos into collages</li> <li>2. Scanning proof of income tax deductions article 21 for permanent employees or pensioners</li> <li>3. Assisting supervisors in making letters</li> <li>4. Printing notification letters</li> </ol>	Julaiha	HRD room on the 1st floor
3.	Wednesday / February 12, 2025	<ol style="list-style-type: none"> <li>1. Arrange the receipt paper evidence in order</li> <li>2. Editing the damaged ATM photo and making it a PDF file in Word</li> </ol>	Julaiha	HRD room on the 1st floor
4.	Thursday / February 13, 2025	<ol style="list-style-type: none"> <li>1. Helping to fill out the e-learning exam form for the supervisor's mother</li> <li>2. Making photos of painting activities, photos before painting and photos after</li> </ol>	Julaiha	HRD room on the 1st floor

		painting at 5 ATMs into PDF files in Word		
5.	Friday / February 14, 2025	<ol style="list-style-type: none"> <li>1. Creating a report on targets achieved by BO Bengkalis support team workers in Excel</li> <li>2. Continuing to create photos before and after painting work at 5 ATM into PDF files</li> </ol>	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.2 The second week of February the author. This week the author was given the task of making a letter, inputting a list of workers' names, inserting photos of office activities into word and making a pdf file document, and scanning office documents.

**Table 3.3 Daily Activities of February 17, 2025 to February 21, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / February 17, 2025	<ol style="list-style-type: none"> <li>1. Join the supervisor and branch leader to carry out a survey activity on the construction of a prayer room</li> <li>2. Make words for the construction of a prayer room &amp; Tahfidz House to be covered in the news media</li> <li>3. Scan job application documents</li> <li>4. Print job application documents</li> </ol>	Julaiha	<ol style="list-style-type: none"> <li>1. On Patimura-Damon Street</li> <li>2. HRD room on the 1st floor</li> </ol>
2.	Tuesday / February 18, 2025	<ol style="list-style-type: none"> <li>1. Editing the photos of the survey documentation of the construction of the prayer room into several collages</li> <li>2. Printing the photos of the survey documentation of the construction of the prayer room</li> <li>3. Making the photos of the survey documentation of the construction of the prayer room into a PDF file in Word</li> <li>4. Surveying the condition of the 5 BRI ATMs located at the Bengkalis Polytechnic,</li> </ol>	Julaiha	HRD room on the 1st floor

		Stain, Traffic Police, RSUD and the Regent's Office with the Supervisor and Secretary 5. Joining the Supervisor in Visiting the Aqiqah event 6. Making a target report in Excel		
3.	Wednesday / February 19, 2025	1. Printing the Minutes 2. Editing the documentation photos of the materials for building a prayer room 3. Making a RAB for painting an ATM in Excel 4. Editing and printing photos of repairs to the office's official car	Julaiha	HRD room on the 1st floor
4.	Thursday / February 20, 2025	1. Printing minutes of meeting 2. Scanning minutes of meeting 3. Creating a letter of offer of cooperation 4. Creating a summary of target reports in Excel	Julaiha	HRD room on the 1st floor
5.	Friday / February 21, 2025	1. Arranging words to be covered in the news media 2. Registering bookkeeping 3. Scanning letters 4. Packing hampers before fasting to be distributed to all workers	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.3 is a description of the author's third week in February. In this week, the author is given the same tasks as the second week, namely making letters, scanning documents, printing and entering photos of office activities in word.

**Table 3.4 Daily Activities of February 24, 2025 to February 28, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / February 24, 2025	Scan letters and make them into PDF files to attach when creating letters.	Julaiha	HRD room on the 1st floor
2.	Tuesday / February 25, 2025	Scanning letters	Julaiha	HRD room on the 1st floor
3.	Wednesday / February 26, 2025	1. Making a letter of cooperation 2. Printing a letter of cooperation	Julaiha	HRD room on the 1st floor

		3. Writing a bookkeeping register 4. Editing and printing photos		
4.	Thursday / February 27, 2025	1. Photocopy of letter 2. Editing video from Capcut with Ramadhan nuance for office activities	Julaiha	HRD room on the 1st floor
5.	Friday / February 28, 2025	1. Editing photos 2. Scanning letters 3. Helping the supervisor write letters 4. Reading the holy verses of the Koran at a meal together to welcome the holy month of Ramadan	Julaiha	1. HRD room on the 1st floor 2. on the back porch of the parking lot

*Source: Processed Data 2025*

Table 3.4 is the 4th week of February, namely My days start with administrative work such as scanning important letters. Every letter I scan will be converted into a PDF file, then attached as a supporting document when making an official letter. I also fill in the bookkeeping register manually—writing incoming and outgoing letters carefully so that the archives remain neatly organized. My activities are not only limited to formal office tasks. When the month of Ramadan arrives, I am involved in creative activities. One of them is editing Ramadan-themed videos using the CapCut application, and I am often asked to help my boss write official letters. From there, I learned how to compose sentences that are formal, polite, and in accordance with the agency's format. The most memorable moment was when I was given the opportunity to read the holy verses of the Qur'an at a joint meal welcoming the arrival of the month of Ramadan—an experience that strengthens the bonds of togetherness in the workplace.

**Table 3.5 Daily Activities of March 03, 2025 to March 07, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / March 03, 2025	1. Create a letter 2. Insert photos of proof of filling the BRI ATM electricity token into word and make it a pdf file 3. Create a cost budget in excel	Julaiha	HRD room on the 1st floor

2.	Tuesday / March 04, 2025	1. Create a budget in Excel 2. Scan letters 3. Create letters	Julaiha	HRD room on the 1st floor
3.	Wednesday / March 05, 2025	Absent due to illness	Julaiha	HRD room on the 1st floor
4.	Thursday / March 06, 2025	1. Make a photo into a pdf file 2. Scan a letter 3. Check security guard data 4. Make a letter	Julaiha	HRD room on the 1st floor
5.	Friday / March 07, 2025	1. Making a letter 2. Making office activity photos into pdf	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.5 First week of March, this week the Author started the work by doing routine activities, namely entering photos of proof of filling electricity tokens for BRI ATMs at the beginning of each month, and also making a budget for costs for office needs.

**Table 3.6 Daily Activities of March 10, 2025 to March 14, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / March 10, 2025	1. Packing Eid hampers to be distributed to workers 2. Scanning documents and converting them into PDFs	Julaiha	HRD room on the 1st floor
2.	Tuesday / March 11, 2025	1. Changing file names in several documents 2. Printing letters 3. Making letters	Julaiha	HRD room on the 1st floor
3.	Wednesday / March 12, 2025	1. Editing photos and making them into PDF files 2. Editing brochures in the Canva application for morning briefing activities	Julaiha	HRD room on the 1st floor
4.	Thursday / March 13, 2025	1. Editing photos and making them into PDF files 2. Scanning letters 3. Learning to create gform links for attendance with IT staff 4. Making banners on Canva 5. Printing data 6. Making letters	Julaiha	HRD room on the 1st floor
5.	Friday / March 14, 2025	1. Making a letter 2. Printing a letter 3. Attending socialization and breaking the fast together with the workers	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.6 2nd Week of March, this week the author was given a job that had never been done before, namely creating a link from a Google form for the purposes of employee meeting attendance which was taught by IT staff.

**Table 3.7 Daily Activities of March 17, 2025 to March 21, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / March 17, 2025	1. Making a banner on Canva for routine activities on Friday 2. Printing letters 3. Surveying ATM BRI RSUD, ATM BRI Kantor Bupati, ATM BRI Satlantas, ATM BRI Stain 4. Editing ATM photos into PDF files 5. Looking for words to include in news media	Julaiha	1. HRD room on the 1st floor 2. locations in several ATM Units
2.	Tuesday / March 18, 2025	1. Inputting data on office expenses 2. Editing photos and printing	Julaiha	HRD room on the 1st floor
3.	Wednesday / March 19, 2025	1. Editing employee names data in Excel 2. Editing photos of socialization events in Word and making them into PDF files 3. Making minutes of the event 4. Printing news media 5. Making cover letters and editing them into zip	Julaiha	HRD room on the 1st floor
4.	Thursday / March 20, 2025	1. Scanning letters 2. Packing Eid hampers 3. Depositing money to the teller for office needs 4. Editing the routine Friday event rundown in Excel 5. Printing letters 6. Surveying catering places to order food for the breaking of the fast event for BRI workers with the supervisor and secretary	Julaiha	1. HRD room on the 1st floor 2. teller desk 3. catering order location
5.	Friday / March 21, 2025	1. Editing a video of workers attending a Ramadan sermon 2. Designing stickers to be attached to lunch boxes on Canva 3. Printing letters 4. Scanning letters	Julaiha	HRD room on the 1st floor

*Source: Processed Data 2025*

Table 3.7 Week 3 of March, this week the author conducted a survey of several BRI ATMs and looked for appropriate words to be included in the news media and carried out the process of editing stickers and videos using the Canva and Capcut applications.

**Table 3.8 Daily Activities of March 24, 2025 to March 28, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / March 24, 2025	1. Create a letter of offer of cooperation 2. Print the letter of offer 3. Insert photos and make them into PDF files and print the photos 4. Enter office expenses in Excel	Julaiha	HRD room on the 1st floor
2.	Tuesday / March 25, 2025	1. Editing data for office needs 2. Printing employee name data 3. Inputting repaired ATM photos into files and printing them	Julaiha	HRD room on the 1st floor
3.	Wednesday / March 26, 2025	1. Make 5 minutes of the meeting 2. Print the minutes documentation 3. Scan the minutes documentation	Julaiha	HRD room on the 1st floor
4.	Thursday / March 27, 2025	1. Making a report letter 2. Making a rental statement letter for the Sungai Pakning Unit shophouse 3. Making a budget switching for office needs in Excel 4. Photocopying the agreement letter 5. Scanning the agreement letter 6. Making photos into PDF files	Julaiha	HRD room on the 1st floor
5.	Friday / March 28, 2025 - Monday / March 31, 2025	<b>DAY OFF EID HOLIDAYS</b>		

Source: Processed Data 2025



Table 3.8 The 4th week of March, this week the author carried out activities like the previous weeks, namely making letters for office needs, scanning letters and also printing various letters.

**Table 3.9 Daily Activities of April 01, 2025 to April 04, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Tuesday / April 01, 2025 - Friday / April 04, 2025	<b>DAY OFF EID HOLIDAYS</b>		

Source: Processed Data 2025

Table 3.9, in the first week of April there is joint leave due to Eid al-Fitr.

**Table 3.10 Daily Activities of April 07, 2025 to April 11, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / April 07, 2025	<b>DAY OFF EID HOLIDAYS</b>		
2.	Tuesday / April 08, 2025	1. Making letters 2. Editing photos of office activities and making them into PDFs 3. Printing edited photos	Julaiha	HRD room on the 1st floor
3.	Wednesday / April 09, 2025	1. Editing photos for office purposes 2. Printing photos for office purposes 3. Visiting and socializing with supervisors at workers' homes	Julaiha	1. HRD room on the 1st floor 2. Worker's house location
4.	Thursday / April 10, 2025	1. Create a gform link for workers' attendance 2. Create a report letter 3. Scan the report letter 4. Participate in socialization activities with Basarnas, Worker assignment introduction activities from BRI BO Bengkalis to BRI Selat Panjang Branch and Halal Bihalal activities.	Julaiha	1. HRD room on the 1st floor 2. BRI bank terrace room
5.	Friday / April 11, 2025	1. Scan and rename letter files 2. Deposit money to the teller 3. Create spreadsheets from gform	Julaiha	1. HRD room on the 1st floor 2. at the teller's desk

Source: Processed Data 2025

Table 3.10 for the second week of April, this week the Author carried out general activities that had been carried out previously.

**Table 3.11 Daily Activities of April 14, 2025 to April 18, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / April 14, 2025	1. Create a meeting attendance link in gform 2. Create a letter	Julaiha	HRD room on the 1st floor
2.	Tuesday / April 15, 2025	1. Participated in conducting a survey to the BRI Unit Bengkalis City with the supervisor and assistant operational manager 2. Participated in welcoming guests from BRI Assurance from Batam with the supervisor and the head of the BRI Bengkalis branch 3. Made a letter	Julaiha	1. At the BRI Unit Bengkalis City office 2. Cafe fanelco 3. HRD room on the 1 <sup>st</sup> floor
3.	Wednesday / April 16, 2025	1. Create a gform attendance link for employee attendance 2. Create a letter	Julaiha	1. IT room 2. HRD room on the 1st floor
4.	Thursday / April 17, 2025	1. Making a letter 2. Adjusting the invoice for office expenses 3. Changing the budget according to office needs with the supervisor 4. Editing office activity documentation photos into PDF files 5. Scanning invoices	Julaiha	HRD room on the 1st floor
5.	Friday / April 18, 2025	<b>DAY OFF</b> <b>WAISAK DAY COMMEMORATION</b>		

Source: Processed Data 2025

Table 3.11 3rd week of April, this week the author did the work, namely participating in conducting a survey at the BRI Bengkalis City Unit and welcoming guests who came from Batam City with the branch manager and supervisor.

**Table 3.12 Daily Activities of April 21, 2025 to April 25, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / April 21, 2025	Printing Documents for Office Needs	Julaiha	HRD room on the 1st floor
2.	Tuesday / April 22, 2025	1. Printing letters 2. Making letters 3. Editing photos into PDF files	Julaiha	HRD room on the 1st floor
3.	Wednesday / April 23, 2025	1. Helping the supervisor fill out the google form link for the BRI worker competition 2. Editing office photos and printing them	Julaiha	HRD room on the 1st floor
4.	Thursday / April 24, 2025	Attach the Over Booking paper and Receipt paper to the HVS paper for printing	Julaiha	Secretary room
5.	Friday / April 25, 2025	1. Sticking the receipt paper on HVS paper to be printed 2. Making a letter 3. Printing a sticker design for the wall of the supervisor's room	Julaiha	1. Secretary room 2. HRD room on the 1 <sup>st</sup> floor

Source: Processed Data 2025

Table 3.12 This week the author did a lot of work like in previous weeks, namely making letters, printing letters, scanning letters and also helping the secretary prepare overbooked paper for printing.

**Table 3.13 Daily Activities of April 28, 2025 to April 30, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / April 28, 2025	1. Create a budget for office needs with the supervisor 2. Print stickers for the walls of the supervisor's room	Julaiha	HRD room on the 1st floor
2.	Tuesday / April 29, 2025	1. Making a letter 2. Making a continuation of the budget costs from the 28th with the supervisor 3. Scanning photos of office activity documentation	Julaiha	HRD room on the 1st floor

3.	Wednesday / April 30, 2025	1. Edit the name of the letter file 2. Edit the photo into a PDF 3. Create a letter 4. Follow the supervisor's survey at the BRI Unit Office in Bengkalis City	Julaiha	1. HRD room on the 1st floor 2. Bengkalis city unit office location
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Source: Processed Data 2025

Table 3.13 This week the author carried out general activities that had been carried out previously.

**Table 3.14 Daily Activities of May 01, 2025 to May 02, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Thursday / May 01, 2025	<b>DAY OFF</b> <b>INTERNATIONAL WORKER'S DAY</b>		
2.	Friday / May 02, 2025	1. Making a letter 2. Editing the budget costs with the supervisor 3. Editing the BRI ATM photo when filling the electricity token before and after filling it and making the photo into a pdf file to be attached when making the letter.	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.14 In the first week of May, the author did the same work as before, namely writing letters, editing the budget costs for office needs and editing photos of office activities.

**Table 3.15 Daily Activities of May 05, 2025 to May 09, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / May 05, 2025	1. Make a letter 2. Accompany Mr. CBM and Mrs. SPO to coordinate with the Sub-district Office and the Education Office for a socialization event with Bank Indonesia and the Indonesian Navy which will be held on Wednesday, May 7, 2025	Julaiha	1. HRD room on the 1st floor 2. location of education office and sub-district office
2.	Tuesday / May 06, 2025	1. To Baznas, deliver the invitation letter for socialization with the	Julaiha	1. baznas office

		supervisor and management 2. Make a speech for the opening of the socialization 3. Print the socialization letter for the sovereign rupiah expedition event 4. Scan the socialization letter for the sovereign rupiah expedition event		2. HRD room on the 1st floor
3.	Wednesday / May 07, 2025	Implementation of socialization activities with Bank Indonesia and visits to the KRI ship	Julaiha	HRD room on the 1st floor
4.	Thursday / May 08, 2025	1. go to the regent's office to make the building fee payment that has been confirmed by the supervisor 2. Help the supervisor count the money and deposit the money to the teller	Julaiha	HRD room on the 1st floor
5.	Friday / May 09, 2025	1. Create a letter 2. Edit the BRI ATM photo in Word and make it a PDF file	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.15 In the first week of May, the author carried out coordination activities and delivered invitation letters for socialization to the education office and Baznas and helped the supervisor pay the building usage fee for the May 7 event, namely a socialization event with Bank Indonesia and conducted a visit to the KRI ship.

**Table 3.16 Daily Activities of May 12, 2025 to May 16, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / May 12, 2025	<b>DAY OFF VESAK DAY</b>		
2.	Tuesday / May 13, 2025			
3.	Wednesday / May 14, 2025	Helping the supervisor rewrite the meeting minutes	Julaiha	HRD room on the 1st floor
4.	Thursday / May 15, 2025	1. Helping the supervisor do the e-learning exam 2. Attaching the receipt paper to the HVS to be printed	Julaiha	HRD room on the 1st floor

		3. Making a letter of instruction and coaching for workers 4. Printing a letter of instruction and coaching for workers		
5.	Friday / May 16, 2025	1. Scan the letter 2. Help the supervisor count the money 3. Print the letter 4. Prepare checking account document data files	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.16 In the second week of May, the author did the same work as the previous weeks.

**Table 3.17 Daily Activities of May 19, 2025 to May 23, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / May 19, 2025	1. Scanning letters 2. Adding data attachments to letters 3. Helping the supervisor write letters 4. Making a budget for office expenses with the supervisor 5. Printing photos of office activity documentation 6. Writing office expenses on receipts	Julaiha	3. HRD room on the 1st floor 4. location of education office and sub-district office
2.	Tuesday / May 20, 2025	1. Uploading photos of office activities on the drive 2. Editing videos of workers' activities using the CapCut application 3. Adding letter attachments 4. Tidying up disposition paper	Julaiha	3. baznas office 4. HRD room on the 1st floor
3.	Wednesday / May 21, 2025	1. Making a worker instruction letter 2. Scanning the IWABRI activity letter 3. Printing the instruction letter 4. Inserting the letter into the mail envelope 5. Recording the register for opening	Julaiha	HRD room on the 1st floor

4.	Thursday / May 22, 2025	<ol style="list-style-type: none"> <li>1. Create a certificate designed in Canva</li> <li>2. Edit a video of the release of workers edited using the Capcut application</li> <li>3. Edit photos of office needs for the best worker category</li> <li>4. Help the secretary prepare overbooked paper for printing</li> </ol>	Julaiha	HRD room on the 1st floor
5.	Friday / May 23, 2025	<ol style="list-style-type: none"> <li>1. Attaching overbooking paper and receipts on HVS paper to be printed</li> <li>2. Helping POK mothers deposit money to the teller</li> <li>3. Editing worker release videos on the Capcut application</li> </ol>	Julaiha	HRD room on the 1st floor
6.	Saturday / May 24, 2025	helping the secretary prepare the IWABRI mothers' birthday event	Julaiha	BRI terrace room

Source: Processed Data 2025

Table 3.17 In the third week of May, the author did the work of making letters, scanning letters, editing worker videos for office needs and also doing work like the previous week.

**Table 3.18 Daily Activities of May 26, 2025 to May 31, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / May 26, 2025	<ol style="list-style-type: none"> <li>1. Helping the supervisor to make a letter</li> <li>2. Editing activities for the Pancasila birthday event</li> <li>3. Creating a link for the absence of workers' activities in Gform</li> <li>4. Merging files into one</li> </ol>	Julaiha	5. HRD room on the 1st floor 6. location of education office and sub-district office
2.	Tuesday / May 27, 2025	<ol style="list-style-type: none"> <li>1. Create an Open Recruitment layer in the design in Canva</li> <li>2. Help the supervisor edit the employee release rundown</li> <li>3. Scan the receipt document</li> <li>4. Edit the employee release video in the Capcut application</li> </ol>	Julaiha	5. baznas office 6. HRD room on the 1st floor
3.	Wednesday / May 28, 2025	Assisting the supervisor in editing the budget for office needs	Julaiha	HRD room on the 1st floor

4.	Thursday / May 29, 2025	<b>DAY OFF ASCENSION DAY OF JESUS CHRIST</b>		
5.	Friday / May 30, 2025			
6.	Saturday / May 31, 2025	1. Help the supervisor handle the employee farewell event 2. Help the supervisor upload photos of employee farewell activities on the drive	Julaiha	HRD room on the 1st floor

Source: Processed Data 2025

Table 3.18 In the fourth week of May, the author did a lot of work like the previous week and also helped the supervisor and secretary prepare office activities outside of working hours.

**Table 3.19 Daily Activities of June 01, 2025 to June 06, 2025**

No.	Day / Date	Description of Activities	Task Assignor	Place
1.	Monday / June 02, 2025	1. Scanning Job Application Documents 2. Making a letter 3. Inserting photos into Word and making it a PDF file document	Julaiha	HRD room on the 1st floor
2.	Tuesday / June 03, 2025	1. Making letters 2. Helping the supervisor check the security guard's attendance 3. Helping the supervisor make a budget for office needs 4. Editing photos and making PDF files in Word	Julaiha	HRD room on the 1st floor
3.	Wednesday / June 04, 2025	<b>ABSENT DUE TO ILLNESS</b>		
4.	Thursday / June 05, 2025	1. Helping the supervisor fill in the qris transaction link 2. Helping the supervisor make letters 3. Editing photos and making them into pdf files	Julaiha	HRD room on the 1st floor
5.	Friday / June 06, 2025	<b>DAY OFF EID AL-FITR MUBARAK</b>		

Source: Processed Data 2025



Table 3.19 In the first week of June, the author did the same work as before, namely scanning letters, making letters, and helping the supervisor make a budget for office expenses, inserting photos and making them into files.

### **3.5 Work Activities**

The following are the work activities during the internship:

1. Create letters

This task involves drafting official letters intended for internal and external company purposes. Letters must be written in a format that complies with administrative standards and use standardized language that is polite and professional. The type of letter created can be an invitation, notification, request, or introduction letter. Thoroughness is needed so that the content of the letter is clear and does not cause misunderstanding.

2. Design canva

Use the Canva platform to create graphic designs that support promotional activities or company documentation. Designs can be in the form of brochures, posters, or stickers. Creativity and sensitivity to aesthetics are needed to make the design attractive and fit for purpose. The design should also follow the company's visual identity such as colors, logo, and delivery style.

3. Editing work videos in capcut

Process videos of company activities such as documentation of events, visits, or internal activities using the CapCut application. The editing process includes cutting, rearranging, adding transitions, background music, and text. The goal is to make the video more informative, interesting, and suitable for display on social media or activity reports. The resulting video should reflect the company's professional image.

4. Helping to fill the Qris link

This task is related to filling in data into the Gform link provided by the company. QRIS is used to facilitate cashless transactions, especially in activities involving payments.

5. Scanned the job application letter

Scanning the physically received job application letters so that they can be stored in digital form. Scanned files are usually used as archives and facilitate the selection process or applicant data collection. Digital documents are also easier to find and share with those who need them. This process must be done carefully so that the results are clear and not cut.

6. Creating a company event rundown

Compile a detailed schedule of activities in an event, from opening to closing. The rundown serves as a guide for the committee, participants, and other parties involved so that the event goes according to plan. Each segment should be organized with a realistic duration and clear division of responsibilities. A good rundown will help avoid chaos during implementation.

7. Create an attendance Gform link

Create a Google Form to record attendance at meetings, trainings, or other company events. The GForm link is distributed to participants so that attendance data can be collected automatically and neatly. The form can also be customized with the required information such as name, position, work unit, and time of attendance. The recap results can be accessed directly through Google Sheets for documentation purposes.

8. Survey to BRI Unit

Make a direct visit to the BRI unit to check. Good communication with BRI is needed so that the information obtained is accurate and complete.

9. Print

Print various company documents such as letters or reports as needed. This process must be done by paying attention to the format, paper size, and number of copies. Neatness and print quality are important so that documents are ready to be used or sent to other agencies. The use of printers must also be efficient and not wasteful of printing materials.

10. Recording the register in the folio book manually

Writing important data such as company operational expenses into a register book manually. This recording aims to maintain the company's physical

archives and facilitate document tracking. Although simple, recording must be done neatly, chronologically and consistently. The register book becomes valid administrative evidence if needed at any time.

11. Adding letter attachments

Inserting supporting documents such as reports, photos, or other documents in a formal letter. These attachments strengthen the content of the letter and provide additional information for the recipient. Attachments must be arranged in the right order and included correctly in the body of the letter. The completeness of the attachment also affects the assessment of the content of the letter by the recipient.

12. Delivering the letter to agency

Deliver official company letters to the destination agency directly. The delivery process must be in accordance with the specified address and time. Letters sent can be in the form of requests, notifications, or cooperation.

13. Creating office expenses costs in Microsoft Excel

Create a simple financial report that records all office expenses such as stationery, consumption, transportation, and other operations. The use of Microsoft Excel makes it easy to calculate and create tables or graphs. This report serves to monitor the budget and as a financial evaluation material. Accuracy is needed to avoid calculation or input errors.

### **3.6 Obstacles and Solutions During the Apprenticeship**

#### **3.6.1 Obstacles**

Some of the obstacles faced during practical work at PT Bank Rakyat Indonesia (Persero) Tbk are as follows:

1. Lack of initial experience in using the DIO system and editing applications (Canva & CapCut)

At the beginning of the work practice period, the author experienced difficulties in operating the DIO system and editing applications such as Canva and CapCut because he had never used them before. This made the author take longer to understand the workflow and functions of each feature in the application.

Insecurity and fear of making mistakes were also obstacles when completing initial tasks related to design and data management. Limited facilities in the form of the unavailability of a dedicated computer for interns is an obstacle in completing tasks that require digital work tools. Some tasks such as data entry, report preparation, and the use of internal software require access to a computer, so the absence of this facility has the potential to hamper productivity.

2. Technical errors in document organization and design

Technical errors such as incorrect document formatting, improper placement of design elements, or lack of accuracy in organizing information in documents have occurred during the assignment process. This is due to inexperience and unfamiliarity with the professional work standards applied in BRI's work environment.

3. Limited time to complete several tasks with short deadlines

Some of the tasks assigned have quite tight deadlines, so the author must be able to manage time and priorities well. At first, the author found it difficult to manage the workload because she was not used to working under time pressure, which had an impact on the quality of work and stress levels.

### 3.6.2 Solutions

Solutions to obstacles during practical work at PT Bank Rakyat Indonesia (Persero) Tbk are as follows:

1. To overcome the obstacles of using the DIO system and editing applications (Canva & CapCut), the author learned directly from the direction of supervisors and more experienced colleagues. Every time I received a new task, the author took notes on the steps taught and tried to re-practice them independently. With guidance provided patiently and consistently by the supervisor, the author slowly began to understand the flow of using the system and application.
2. To improve technical errors in document organization and design, the author began to be more thorough in checking the work before submitting it to superiors. The author also actively asks for feedback from colleagues to find out the shortcomings that must be corrected. Every input given becomes

material for self-evaluation so that similar mistakes are not repeated. In addition, the author conducts independent exercises by creating documents or simulation designs as a form of gradual development of technical skills.

3. To face the challenge of completing several tasks with short deadlines, the author began to divide the time for tasks based on the level of urgency and difficulty. The author also increased active communication with supervisors and colleagues to ask for clarification of tasks and advice on prioritizing work. Over time, the author became more accustomed to working quickly and precisely without sacrificing the quality of work.

## **CHAPTER 4**

### **CONCLUSION AND SUGGESTION**

#### **4.1 Conclusion**

The internship activities that have been carried out at PT Bank Rakyat Indonesia (Persero) Tbk, Bengkalis Branch Office, in the Human Resource Development (HRD) Division, starting from February 3, 2025 to June 6, 2025, have provided real work experience and an in-depth understanding of human resource administration systems and processes in a banking environment. In accordance with the objectives of field work practice activities, the following are conclusions:

1. The author is given responsibilities in various administrative work which includes: letter creation using DIO's internal system, designing promotional materials or event needs in Canva, editing videos of internal activities using CapCut, filling and managing Google Form links for QRIS and employee attendance, developing activity rundowns, print and archive physical and digital documents, assisting surveys to other BRI units, and compiling office expense reports using Microsoft Excel.

All of these activities have been carried out in a structured manner according to instructions from the supervisor, and helped the author develop practical skills in the field of business administration and human resources.

2. Through this work practice, the author understands that the administrative process at BRI is carried out in a modern and integrated manner through several systems and procedures such as: DIO system for the creation of official digital letters, canva as a graphic design tool to support internal visual communication, CapCut for editing video documentation of office activities, the use of Google Forms as a medium for collecting QRIS and attendance data, as well as, the process of archiving and recording documents in manual and computerized folio books.

Each activity has a clear workflow (SOP) and is directly supervised by the responsible supervisor.

3. Work practice is carried out at the Human Resource Development Division, PT. Bank Rakyat Indonesia (Persero) Tbk, which is located at Jendral Sudirman Street No. 18, Bengkalis - Riau. Working hours start at 08.00 WIB until 17.00 WIB from Monday to Friday. The total duration of internship is 4 months from February 03, 2025 to June 06, 2025.
4. During the work practice, the author carried out various tasks every week, starting from the introduction of work to the implementation of independent tasks. The activities carried out are very diverse, such as: assisting in the preparation and implementation of office activities (such as socialization with Bank Indonesia and the Navy), handling activity documentation (photos and videos), conducting surveys to work units, manage employee data, attendance, warrants, and office expense reports, prepare official documents such as cooperation letters, instruction letters, and certificates.
5. During work practice, the author faced several obstacles, including: Lack of initial experience in using the DIO system and editing applications (Canva & CapCut), technical errors in document organization and design, limited time to complete several tasks with short deadlines.

However, these obstacles can be overcome by: Learning directly from the direction and guidance of supervisors, doing independent practice outside working hours, increasing active communication with coworkers and other BRI staff.

## **4.2 Suggestion**

After doing practical work at PT Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis, there are several suggestions, namely:

1. Organize a Short Training on Systems and Applications Used at the Internship Site

Agencies or companies should provide short training or guidance modules on the use of internal systems such as DIO, as well as supporting applications such as Canva and CapCut for interns. This will help reduce confusion and speed up the adaptation process at the beginning of the work period.

2. Dedicate Time for Regular Evaluation and Feedback

In order for interns to correct technical errors and improve the quality of work, regular evaluation sessions from supervisors or mentors are recommended. Through constructive feedback, participants can learn faster and avoid the same mistakes in the future.

3. Encourage Collaboration and Active Communication between Staff and Interns

An open work environment that supports two-way communication is very important for interns. Therefore, it is recommended that companies create a work atmosphere that encourages interns to not hesitate to ask questions, discuss, and coordinate with other staff, especially when facing work pressure.

4. Provide Insights on Time Management and Work Prioritization

Interns need to be given guidance on how to manage time and prioritize, especially when facing tight deadlines. This can be conveyed through a brief briefing or mentoring at the beginning of the assignment, so that participants are not overwhelmed and able to complete the work effectively.



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# APPENDICES

## Appendix 1: Apprenticeship Acceptance Letter



**PT Bank Rakyat Indonesia (Persero) Tbk.**  
KANTOR CABANG BENGKALIS  
Jalan Jendral Sudirman No. 18 Bengkulu  
Telepon : 0755-219551, 219552/57  
Faksimile : 0755-224555  
Website : http://www.bri.co.id

Model 01

SEGERA

Nomor : B.14.e-BO-XVII/SDM/01/2025

Lampiran : -

Perihal : Tanggapan Permohonan Kerja Praktek Mahasiswa Politeknik Negeri Bengkulu

20 Januari 2025

Kepada Yth.  
**Direktur Politeknik Negeri Bengkulu**  
Di Tempat

1. Surat Politeknik Negeri Bengkulu No. 6635/PL31/TU/2024 Tanggal 16 Desember 2024

2. Surat Politeknik Negeri Bengkulu No. 6636/PL31/TU/2024 tanggal 17 Desember 2024

Dengan Hormat,

Menunjuk surat tersebut diatas perihal Permohonan Pelaksanaan Kerja Praktek untuk mahasiswa Politeknik Negeri Bengkulu Tahun 2024, yang mana untuk hal penerimaan mahasiswa yang akan melaksanakan Kerja Praktek diakhir tahun 2024 kami alihkan pelaksanaannya di tahun 2025 dikarenakan Kegiatan Tutup Buku Akhir Tahun 2024, maka dengan ini kami sampaikan bahwa PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkulu bersedia menerima mahasiswa Politeknik Negeri Bengkulu sebanyak 4 (empat) orang dengan data mahasiswa sebagai berikut :

No	Nama Mahasiswa	NIM	Prodi
1	Sinta Aura Cipta	5304211386	D4 Akuntansi Keuangan Publik
2	Nur Sri Rahayu	5494211395	D4 Administrasi Bisnis Internasional
3	Ulfa Ramadani	5404211391	D4 Administrasi Bisnis Internasional
4	Syahrul Azani	5304211348	D4 Akuntansi Keuangan Publik

Adapun Pelaksanaan Kerja Praktek akan dimulai terhitung tanggal 03 Februari 2025 sampai dengan tanggal 06 Juni 2025. Untuk kelancaran Pelaksanaan Kerja Praktek tersebut diatas, diharapkan kepada mahasiswa untuk dapat hadir pada **Jum'at, 31 Januari 2025 pukul 10.00 WIB bertempat di Kantor BRI Branch Office Bengkulu** guna menentukan penempatan uker Pelaksanaan Kerja Praktek dan inisiasi.

Demikian, atas perhatian Bapak kami sampaikan terima kasih.

PT Bank Rakyat Indonesia (Persero) Tbk.  
KANTOR CABANG BENGKALIS



**MULKAN**  
PEMIMPIN CABANG

Tindasan  
1. Arsip

Arsipkan Berkas (Memento) pada tanggal 17 Januari 2025

1

## Appendix 2: Letter of Participation in Internship



**PT. BANK RAKYAT INDONESIA (PERSERO) Tbk.**

**KANTOR CABANG BENGKALIS**

Jalan Jendral Sudirman No. 18 Bengkulu

Telepon : 0766-21087, 21088, 22107

Facsimile : 0766-22459

Website : <http://www.bri.co.id>

**SURAT KETERANGAN**

B. 1469 -KC-XVII/SDM/06/2025

Yang bertanda tangan di bawah ini menerangkan bahwa :

Nama : 1. Putri Miftahul Hidayah / 5404211379  
2. Nur Affni Hardianti / 5404211436 /  
3. Sinta Aura Cipta / 5304211386  
4. Nur Sri Rahayu / 5494211395  
5. Ulfa Ramadani / 5404211391  
6. Syahrul Azani / 5304211348

Bahwa nama nama mahasiswa **Politeknik Negeri Bengkulu** tersebut **Benar** telah melakukan Kerja Praktek pada perusahaan kami, PT. Bank Rakyat Indonesia ( Persero ), Tbk Cabang Bengkulu sejak tanggal 03 Febuari 2025 sampai dengan 10 Juni 2025.

Selama magang di perusahaan kami, yang bersangkutan telah menunjukkan ketekunan dan kesungguhan bekerja dengan baik.

Surat keterangan ini diberikan untuk dipergunakan sebagaimana mestinya.

Bengkalis, 26 Juni 2025



**Supervisor Penunjang Operasional**

### Appendix 3: Apprenticeship Certificate



## Appendix 4: List of Attendance

### LIST PRESENT OF THE JOB TRAINING PT. BANK RAKYAT INDONESIA CABANG BENGKALIS

Name : Ulfa Ramadani  
Student's Identity Number : 5404211391  
Sec/Dept : Human Resources Development

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1	Monday, February 3, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
2	Tuesday, February 4, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
3	Wednesday, February 5, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
4	Thursday, February 6, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
5	Friday, February 7, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
6	Monday, February 10, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
7	Tuesday, February 11, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
8	Wednesday, February 12, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
9	Thursday, February 13, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
10	Friday, February 14, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
11	Monday, February 17, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
12	Tuesday, February 18, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
13	Wednesday, February 19, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
14	Thursday, February 20, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
15	Friday, February 21, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
16	Monday, February 24, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
17	Tuesday, February 25, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
18	Wednesday, February 26, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
19	Thursday, February 27, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>
20	Friday, February 28, 2025	08:00	12:00	13:00	17:00	<i>Ulfa</i>

Bengkalis, February 28, 2025  
Operational Support Supervisor  
  
Jufaiha  
PN. 00112185



**LIST PRESENT OF THE JOB TRAINING**  
**PT. BANK RAKYAT INDONESIA CABANG BENGKALIS**

Name : Ulfa Ramadani  
Student's Identity Number : 5404211391  
Sec/Dept : Human Resources Development

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1	Monday, March 3, 2025	08:00	12:00	13:00	17:00	U
2	Tuesday, March 4, 2025	08:00	12:00	13:00	17:00	U
3	Wednesday, March 5, 2025	Absent - Sick				—
4	Thursday, March 6, 2025	08:00	12:00	13:00	17:00	U
5	Friday, March 7, 2025	08:00	12:00	13:00	17:00	U
6	Monday, March 10, 2025	08:00	12:00	13:00	17:00	U
7	Tuesday, March 11, 2025	08:00	12:00	13:00	17:00	U
8	Wednesday, March 12, 2025	08:00	12:00	13:00	17:00	U
9	Thursday, March 13, 2025	08:00	12:00	13:00	17:00	U
10	Friday, March 14, 2025	08:00	12:00	13:00	17:00	U
11	Monday, March 17, 2025	08:00	12:00	13:00	17:00	U
12	Tuesday, March 18, 2025	08:00	12:00	13:00	17:00	U
13	Wednesday, March 19, 2025	08:00	12:00	13:00	17:00	U
14	Thursday, March 20, 2025	08:00	12:00	13:00	17:00	U
15	Friday, March 21, 2025	08:00	12:00	13:00	17:00	U
16	Monday, March 24, 2025	08:00	12:00	13:00	17:00	U
17	Tuesday, March 25, 2025	08:00	12:00	13:00	17:00	U
18	Wednesday, March 26, 2025	08:00	12:00	13:00	17:00	U
19	Thursday, March 27, 2025	08:00	12:00	13:00	17:00	U
20	Friday, March 28, 2025	Eid al-Fitr holiday leave				—
21	Monday, March 31, 2025	Eid al-Fitr holiday leave				—

Bengkalis, March 31, 2025  
Operational Support Supervisor



PN. 00112185

**LIST PRESENT OF THE JOB TRAINING**  
**PT. BANK RAKYAT INDONESIA CABANG BENGKALIS**

Name : Ulfa Ramadani  
 Student's Identity Number : 5404211391  
 Sec/Dept : Human Resources Development

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1	Tuesday, April 1, 2025	Eid al-Fitr holiday leave				-
2	Wednesday, April 2, 2025	Eid al-Fitr holiday leave				-
3	Thursday, April 3, 2025	Eid al-Fitr holiday leave				-
4	Friday, April 4, 2025	Eid al-Fitr holiday leave				-
5	Monday, April 7, 2025	Eid al-Fitr holiday leave				-
6	Tuesday, April 8, 2025	08:00	12:00	13:00	17:00	Ulfa
7	Wednesday, April 9, 2025	08:00	12:00	13:00	17:00	Ulfa
8	Thursday, April 10, 2025	08:00	12:00	13:00	17:00	Ulfa
9	Friday, April 11, 2025	08:00	12:00	13:00	17:00	Ulfa
10	Monday, April 14, 2025	08:00	12:00	13:00	17:00	Ulfa
11	Tuesday, April 15, 2025	08:00	12:00	13:00	17:00	Ulfa
12	Wednesday, April 16, 2025	08:00	12:00	13:00	17:00	Ulfa
13	Thursday, April 17, 2025	08:00	12:00	13:00	17:00	Ulfa
14	Friday, April 18, 2025	Good Friday (Jesus Christ)				-
15	Monday, April 21, 2025	08:00	12:00	13:00	17:00	Ulfa
16	Tuesday, April 22, 2025	08:00	12:00	13:00	17:00	Ulfa
17	Wednesday, April 23, 2025	08:00	12:00	13:00	17:00	Ulfa
18	Thursday, April 24, 2025	08:00	12:00	13:00	17:00	Ulfa
19	Friday, April 25, 2025	08:00	12:00	13:00	17:00	Ulfa
20	Monday, April 28, 2025	08:00	12:00	13:00	17:00	Ulfa
21	Tuesday, April 29, 2025	08:00	12:00	13:00	17:00	Ulfa
22	Wednesday, April 30, 2025	08:00	12:00	13:00	17:00	

Bengkalis, April 30, 2025  
 Operational Support Supervisor



**LIST PRESENT OF THE JOB TRAINING**  
**PT. BANK RAKYAT INDONESIA CABANG BENGKALIS**

Name : Ulfa Ramadani  
Student's Identity Number : 5404211391  
Sec/Dept : Human Resources Development

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1	Thursday, May 1, 2025	08:00	12:00	13:00	17:00	U
2	Friday, May 2, 2025	08:00	12:00	13:00	17:00	U
3	Monday, May 5, 2025	08:00	12:00	13:00	17:00	U
4	Tuesday, May 6, 2025	08:00	12:00	13:00	17:00	U
5	Wednesday, May 7, 2025	08:00	12:00	13:00	17:00	U
6	Thursday, May 8, 2025	08:00	12:00	13:00	17:00	U
7	Friday, May 9, 2025	08:00	12:00	13:00	17:00	U
8	Monday, May 12, 2025	Public Holiday – Vesak Day				-
9	Tuesday, May 13, 2025	Public Holiday – Vesak Day				-
10	Wednesday, May 14, 2025	08:00	12:00	13:00	17:00	U
11	Thursday, May 15, 2025	08:00	12:00	13:00	17:00	U
12	Friday, May 16, 2025	08:00	12:00	13:00	17:00	U
13	Monday, May 19, 2025	08:00	12:00	13:00	17:00	U
14	Tuesday, May 20, 2025	08:00	12:00	13:00	17:00	U
15	Wednesday, May 21, 2025	08:00	12:00	13:00	17:00	U
16	Thursday, May 22, 2025	08:00	12:00	13:00	17:00	U
17	Friday, May 23, 2025	08:00	12:00	13:00	17:00	U
18	Saturday, May 24, 2025	Present - HUT IWABRI Event				-
19	Monday, May 26, 2025	08:00	12:00	13:00	17:00	U
20	Tuesday, May 27, 2025	08:00	12:00	13:00	17:00	U
21	Wednesday, May 28, 2025	08:00	12:00	13:00	17:00	U
22	Thursday, May 29, 2025	Ascension Day of Jesus Christ				-
23	Friday, May 30, 2025	Ascension Day of Jesus Christ				-
24	Saturday, May 31, 2025	Present - Employee Farewell Event				-

Bengkalis, May 31, 2025  
Operational Support Supervisor

  
**Julaiha**  
 PN. 00112185



**LIST PRESENT OF THE JOB TRAINING  
PT. BANK RAKYAT INDONESIA CABANG BENGKALIS**

Name : Ulfa Ramadani  
Student's Identity Number : 5404211391  
Sec/Dept : Human Resources Development

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1	Monday, June 2, 2025	08:00	12:00	13:00	17:00	le
2	Tuesday, June 3, 2025	08:00	12:00	13:00	17:00	le
3	Wednesday, June 4, 2025	Absent - Sick				-
4	Thursday, June 5, 2025	08:00	12:00	13:00	17:00	le
5	Friday, June 6, 2025	Eid al-Adha holiday leave				-

Bengkalis, June 06, 2025  
Operational Support Supervisor

  
Julaiha  
 PN. 00112185

## Appendix 5: Company Appraisal Sheet

**EVALUATION RESULTS FROM JOB TRAINING**  
**COMPANY APPRAISAL**  
**PT. BANK RAKYAT INDONESIA (Persero) Tbk KANTOR CABANG**  
**BENGKALIS**

Name : Ulfa Ramadani  
 Student's Identity No. : 5404211391  
 Study Program : International Business Administration  
 Educational institutions : State Polytechnic of Bengkalis

No.	Assessment Aspect	Percentage	Scores
1.	Disciplin	20%	48
2.	Responsibility	25%	97
3.	Adjustment/Adaptation	10%	36
4.	Work Result	30%	97
5.	Behavior in General	15%	90
	Total ( 1+2+3+4+5 )	100%	97,6

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

Notes :

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 .....  
 .....

Bengkalis, June 5, 2025



## Appendix 6: Photo of The Author During the Apprenticeship Period



**Figure 1. Delivery of Socialization Invitations to Agencies**

*Source: Documentation, 2025*



**Figure 2. Breaking the Fast with All Workers of PT Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis**

*Source: Documentation, 2025*





**Figure 3. Visit to KRI Ship**  
*Source: Documentation, 2025*



**Figure 4. Doing the Work**  
*Source: Documentation, 2025*



**Figure 5. A Gathering Event to Welcome Ramadan**  
*Source: Documentation, 2025*



**Figure 6. Photo with Mrs. Asmawati as Credit Operational Supervisor**  
*Source: Documentation, 2025*



**Figure 7. Photo with Mrs. Julaiha as Operational Support Supervisor and Ms. Nadira Humairah as Secretary**

*Source: Documentation, 2025*



**Figure 8. Photo with Insan Brillian Workers**

*Source: Documentation, 2025*






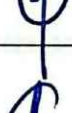



**Figure 9. Gifts from Support Team**  
*Source: Documentation, 2025*

## Appendix 7: Consultation Sheet

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

Name : Ulfa Ramadani  
Study Identity No : 5404211391  
Apprenticeship Place : PT. Bank Rakyat Indonesia  
Advisor : Nageeta Tara Rosa, SE., M.B.A

No	Date and Time	Revision	Advisor
1.	Friday 04 July 2025	1. Writing system 2. No source in chapter 1 and chapter 2	
2.	Monday 14 July 2025	1. Incorrect source input 2. NO shortening of words in the table	
3.	Wednesday 16 July 2025	1. Incorrect Insertion	
4.	Wednesday 30 July 2025	1. Writing system 2. Organization structure.	
5.	<del>Thursday</del> 19 August 2025	ACC!	

Bengkalis,

2025

Advisor



**Nageeta Tara Rosa, SE., M.B.A**  
**NIP. 199204272024062001**



## **WRITER BIOGRAPHY**

The following is the personal data of interns at PT. Bank Rakyat Indonesia  
(Persero) Tbk Branch Office Bengkalis

Name	: Ulfa Ramadani
Student Number	: 5404211391
Place and Date of Birth	: Sungai Alam, 15 November 2003
Study Program	: International Business Administration
Department	: Business Administration
Address	: Jl. Bathin Alam, Sungai Alam, Bengkalis
Phone Number	: 082283494081
Email	: <a href="mailto:ulfaramadhanibks298@gmail.com">ulfaramadhanibks298@gmail.com</a>