JOB TRAINING REPORT

PT. BANK SYARIAH INDONESIA, TBK BRANCH OFFICE DURI HANGTUAH I

NOR NILAM SARI 5404211400



APPLIED BACHELOR DEGREE OF INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM BUSINESS ADMINISTRATION DEPARTMENT STATE POLYTECHNIC OF BENGKALIS 2025

JOB TRAINING REPORT

PT. BANK SYARIAH INDONESIA, TBK BRANCH OFFICE DURI HANGTUAH I

Written as one of the conditionfor completing Job Training

NOR NILAM SARI 5404211400

Bengkalis, August 01th 2025

Branch Manager PT Bank Syariah Indonesia, Tbk Branch Office Duri hangtuah 1 Coach/Lecturer of International Business Administration Study Program

KCb Dru Hausening

Ilham khalid

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

Approved by
Head of Study Program
International Business Administration

Wan Junita Ratiah, B.Sc., M. Ec. Dev NIP/408406142018032001

ACKNOWLEDGMENTS

Praise and thank the authors say for the presence of Allah SWT who has given His grace and gifts so that the author can finish writing this job training report. This job training report is prepared based on the implementation of job training that the author did at PT Bank Syariah Indonesia, Tbk Branch Office Duri Hangtuah I on January 20 to May 20 2025.

In the implementation of this job training the author seeks to gain knowledge, insight and skills regarding administration that has been obtained in collage and systems in the world of work as much as possible by utilizing the facilities provided by the company. The author also thanks all employees of PT Bank Syariah Indonesia Tbk Branch Office Duri Hangtuah I who are very kind, friendly and accept the writer to become one of its members.

In compiling this Apprenticeship report, the author realize that without the guidance from various parties this Apprenticeship report cannot be completed in a specific time, so the authors want to thank all the those who have been involved and assisted the author. Related parties include:

- 1. Mr. Johny Custer, ST., MT as the Director of State Polytechnic of Bengkalis.
- 2. Mr. Marhadi Sastra, S.T., M.Sc. as Deputy Director III of State Polytechnic of Bengkalis as well as a thesis advisor in the International Business Administration Study Program.
- 3. Ms. Supriati, S.St., M.Si as Chair of the Department of Business Administration.
- 4. Mrs. Wan Junita Raflah, B.Sc, M.Ec, Dev as the Head of the International Business Administration Study Program as well as the supervisor of this thesis.
- 5. Mr. Ilham Khalid as the Branch Manager of PT Bank Syariah Indonesia, Tbk Branch Office Duri Hangtuah 1.
- 6. Ms. Afni as the Branch Operational Services Manager of PT Bank Syariah Indonesia, Tbk Branch Office Duri Hangtuah 1.

- All employees of PT Bank Syariah Indonesia, Tbk Branch Office Duri Hangtuah 1.
- Especially for my beloved parents, Mr. Abu Hasan and Mrs. Amnah who
 have made many sacrifices, support, prayers, time, energy, and material to
 help and provide convenience during lectures in order to realize this goal.
- 9. For my dear brother Mohammad Adha, M. Iwaludin and my sister Nor Syafika, who have encouraged and trusted me from the beginning of the journey to the stage of the process of working on this final project, thank you very much for all the efforts and funds that have been given.
- All parties who have helped the writer the job training that the author cannot mention one by one.

With the limited time and ability, the authors realize that in writing this report there are still many shortcomings. Therefore, the authors highly expect all suggestions and constructive critics as lessons for the future, hopefully this report can be usefull for readers.

Bengkalis, August 01th, 2025

NOR NILAM SARI NIM 5404211400

TABLE OF CONTENTS

JOB	TRAINING REPORT COMPANYi	
ACK	NOWLEDGMENTSii	
TAB	LE OF CONTENTSv	
LIST	OF TABLESvii	
LIST	OF FIGURESviii	
LIST	OF APPENDICESxi	
СНА	PTER I INTRODUCTION1	
1.1	Background of Apprenticeship1	
1.2	Purposes of the Apprenticeship	
1.3	Significances of the Apprenticeship	
1.3	3.1 For the Student	
1.3	3.2 For the Company	
1.3	3.3 For the State Polytechnic of Bengkalis	
CHA	PTER II GENERAL DESCRIPTION OF THE COMPANY4	
2.1	Company History4	
2.2	Vision and Mission of PT Bank Syariah Indonesia5	
2.2.1 Vision of PT Bank Syariah Indonesia		
2.2.2 Mission of PT Bank Syariah Indonesia		
2.3	Kind of Business6	
2.4	Organization Structure	
2.5	Working Process	
2.6	Document Used for Activity15	
CHA	PTER III SCOPE OF THE APPRENTICESHIP25	
3.1	Job Description	
3.2	System and Procedure	
3.3	Place of Apprenticeship	
3.4	Kind and description of the activity29	
3.4	4.1 Service Department	
3.4	4.2 Marketing Department	

WRI	3		
REFERENCES			
4.2	Su	ggestions	54
4.1	Co	onclusions	53
СНА	PT	ER IV CONCLUSIONS AND SUGGESTIONS	53
3.5	5.2	Solutions	52
3.5	5.1	Obstacles	52
3.5	Ob	ostacles and Solution	52