

# **APPRENTICESHIP REPORT**

**PT. Telkom Indonesia, Tbk Wilayah Telekomunikasi  
(Witel) Riau**

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

## APPRENTICESHIP REPORT

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

Written as one of the conditions for completing Job Training


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## TABLE OF CONTENTS

<b>JOB TRAINING REPORT COMPANY .....</b>	<b>ii</b>
<b>ACKNOWLEDGEMENT.....</b>	<b>iii</b>
<b>TABLE OF CONTENTS.....</b>	<b>v</b>
<b>LIST OF TABLE .....</b>	<b>vii</b>
<b>LIST OF APPENDICES .....</b>	<b>viii</b>
<b>CHAPTER I INTRODUCTION.....</b>	<b>1</b>
1.1 Background of the.....	2
1.2 Purpose of the Apprienticeship.....	2
1.3 Significances for the Apprenticeship Apprenticeship ..	3
1.3.1 Significances for the Study .....	3
1.3.2 Significances for State Polytechnic of Bengkalis.....	4
1.3.3 Significances for the Company.....	5
<b>CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....</b>	<b>6</b>
2.1 Company History.....	6
2.2 Vision and Mission .....	8
2.2.1 Vision of the Company .....	8
2.2.2 Mission of the Company.....	8
2.3 Kind Of Bussines .....	8
2.4 Organizational Structure .....	9
2.5 The Working Process .....	11
2.6 Document Used For Activity .....	13
<b>CHAPTER III SCOPE OF THE APPRENTICESHIP .....</b>	<b>18</b>
3.1 Job Description .....	18
3.2 System and Procedure .....	19
3.3 Place of Apprenticeship .....	20
3.4 Kind and Description of Activities .....	32

<b>CHAPTER IV CONCLUSION AND SUGGESTION .....</b>	<b>38</b>
4.1 Conclusion .....	38
4.2 Suggestion .....	38
<b>REFERENCES.....</b>	<b>40</b>
<b>APPENDICES .....</b>	<b>41</b>

## LIST OF TABLES

Table 2.5	PT Telkom Pekanbaru Work Process .....	11
Table 3.1	Daily Activities from February 10 to February 14,2025 .....	21
Table 3.2	Daily Activities from February 17 to February 21,2025 .....	22
Table 3.3	Daily Activities from February 24 to February 28,2025 .....	22
Table 3.4	Daily Activities from March 03 to March 07,2025 .....	23
Table 3.5	Daily Activities from March 10 to March 14,2025 .....	23
Table 3.6	Daily Activities from March 17 to March 21,2025 .....	24
Table 3.7	Daily Activities from March 24 to March 28,2025 .....	25
Table 3.8	Daily Activities from March 31 to April 04,2025 .....	26
Table 3.9	Daily Activities from April 07 to April 11,2025 .....	26
Table 3.10	Daily Activities from April 14 to April 18,2025 .....	27
Table 3.11	Daily Activities from April 21 to April 25,2025 .....	27
Table 3.12	Daily Activities from April 28 to May 02,2025 .....	28
Table 3.13	Daily Activities from May 05 to May 09,2025.....	29
Table 3.14	Daily Activities from May 12 to May 16,2025.....	29
Table 3.15	Daily Activities from May 19 to May 23,2025.....	30
Table 3.16	Daily Activities from May 26 to May 30,2025.....	31
Table 3.17	Daily Activities from June 02 to June 06,2025.....	31
Table 3.18	Daily Activities from June 09 to June 13,2025.....	32

## LIST OF FIGURES

Figure 2.1	PT. Telkom Witel Riau.....	6
Figure 2.2	Organizational Structure Of the SSGS Division of PT. Telkom Witel Riau .....	9
Figure 2.3	BBM Connect ID Input Recap .....	13
Figure 2.4	BBM Connect Manual Recap.....	13
Figure 2.5	Recap Spedometer BBM Connect .....	14
Figure 2.6	Calling Customer .....	15
Figure 2.7	Financial Document Archive .....	15
Figure 2.8	Document My Brains.....	16
Figure 2.9	Profiles MSMEs .....	17
Figure 3.1	Recap of BBM Connect.....	33
Figure 3.2	Attending Bussiness Licensing Legality Training for MSMEs...	33
Figure 3.3	Field Visit Conducted by the PT Telkom Team.....	34
Figure 3.4	Training on Making Patin Fish Floss.....	34
Figure 3.5	Conducting Customer Calling Activities.....	35
Figure 3.6	Homemade Sardine Processing Training.....	35
Figure 3.7	Optimizing Customer Data Management Through My Brains ...	36
Figure 3.8	Arsip Audit .....	36
Figure 3.9	Steps of Printing .....	37
Figure 3.10	Steps of Scan Document.....	37



## **LIST OF APPENDICES**

Appendix 1 : Apprenticeship Letter .....	41
Appendix 2 : Apprenticeship Assessment Sheet.....	42
Appendix 3 : Apprenticeship Certificate .....	43
Appendix 4 : Daily Activities .....	48
Appendix 5 : Documentation during the internship .....	66

# **CHAPTER I**

## **INTRODUCTION**

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

Facing the ongoing era of globalization has forced some people to think and work hard to make ends meet. Competition for jobs is now very fierce due to the large number of applicants and the limited number of jobs available, especially for students, with universities producing thousands of graduates every year.

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

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

Bengkalis State Polytechnic has 8 (eight) departments, including the Department of Naval Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, English Language, Computer Science, and Maritime Studies. Bengkalis State Polytechnic offers 15 study programs, including 8 (eight) D-III programs: Naval Engineering,

Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, Computer Science, Nautical Science, and Maritime Transportation Management. Bengkalis State Polytechnic also offers 6 (six) D-IV programs, including: Mechanical Engineering in Production and Maintenance, Electrical Engineering, International Business Administration, Public Financial Accounting, and Software Engineering. The Business Administration Department is one of the departments at Bengkalis State Polytechnic. The Business Administration Department has three study programs, one of which is a D-III program, namely D-III Business Administration. In 2016, two D-IV programs were added, namely D-IV International Business Administration and Public Sector Accounting.

The Business Administration Study Program is one of the study programs available at the Bengkalis State Polytechnic, focusing on the fields of secretarial work and office administration. In accordance with the curriculum of the Business Administration Study Program at the Bengkalis State Polytechnic, every student who is about to complete their studies must carry out an internship as stipulated in a special regulation issued by the Director of the Bengkalis State Polytechnic.

This internship is conducted after students have completed at least four semesters and graduated. The internship is one of the activities conducted annually and is mandatory for all students at Bengkalis State Polytechnic. The purpose of this activity is to apply the theories learned in the classroom to the workplace, such as secretarial studies, which include office management, correspondence handling, communication, and archiving procedures. The internship was carried out at PT Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support for 4 (four) months from February 10, 2025 to June 10, 2025.

## **1.2 Purpose of the Apprenticeship**

The purpose of an internship is to provide students or interns with real-world work experience so that they can apply the knowledge and skills they have acquired during their studies in the actual workplace. Through internships,

students are expected to improve their practical understanding of the field they are studying, develop professional skills, expand their professional network, and prepare themselves mentally and technically for the workplace after graduation. In general, the objectives of the internship are as follows:

1. To learn about the job specifications at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan, Shared Service & General Support unit.
2. To learn about the expected targets of the job at PT Telekomunikasi Indonesia. Tbk. Witel Riau Daratan, Shared Service & General Support unit.
3. To identify the data required at PT. Telekomunikasi Indonesia Tbk. Witel Riau Daratan unit Shared Service & General Support.
4. To identify the hardware and software used at PT. Telekomunikasi Indonesia Tbk. Witel Riau Daratan unit Shared Service & General Support.
5. To identify the equipment and supplies used at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support .
6. To identify the obstacles and solutions to the obstacles encountered in performing work during the Internship at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support .

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

On the apprenticeship is one of the activities for every State Polytechnic of Bengkalis student in completing their assignments. To achieve the expected results, it is necessary to find out the benefits of holding the on the apprenticeship. The benefits of on the apprenticeship are as follows:

#### **1.3.1 Significances for the Study**

Internship programs provide students with an opportunity to apply the knowledge they have learned in the classroom while gaining a deeper understanding of the dynamics and demands of the real world of work. Through internship programs, students can understand real-world work processes, build

professional skills, and develop skills relevant to their field of study. The benefits of internships for students include the following:

1. **Gaining Work Experience** Students can directly experience the atmosphere and responsibilities of a professional work environment.
2. **Improving Skills** During the internship, students have the opportunity to hone both soft skills and hard skills required in the industry.
3. **Applying Learned Knowledge** Students can apply the theories learned during lectures to real-world work practices.
4. **Building Professional Relationships and Networks** Internships provide opportunities to build connections with professionals in fields aligned with students' interests and competencies.
5. **Preparing for the Workplace** Internship experience can serve as a valuable asset when applying for jobs after graduation.

#### 1.3.2 Significances for State Polytechnic of Bengkalis

Internships undertaken by students are very important for Bengkalis State Polytechnic as a vocational education institution. Through this program, the campus can evaluate the extent to which the curriculum and learning processes implemented are able to meet the real needs of industry. Internship results are one indicator of the relevance of lecture material to practical experience in the field. The benefits of the apprenticeship for State Polytechnic of Bengkalis are as follows:

1. **Strengthening the cooperation between Bengkalis State Polytechnic and PT Telkom Witel Pekanbaru** opens up broader opportunities for cooperation between the campus and the business and industrial world.
2. **Enhancing Institutional Reputation:** Good performance during internships can reflect the quality of campus education in the eyes of industry partners.
3. **Expanding the Campus Industry Partner Network:** The campus can build new networks with companies where students intern for long-term cooperation.

### 1.3.3 Significances for the Company

Internships provide significant benefits for companies as a form of contribution to the development of competent human resources. By accepting interns, companies gain additional manpower that can assist with operations and specific projects. In addition, internships provide a means of identifying potential employees through direct observation of students' performance, discipline, and adaptability. The presence of interns also brings new perspectives, academic insights, and fresh ideas that can drive innovation in the workplace. Furthermore, the company's active involvement in the internship program enhances the institution's image as an educational partner that cares about the development of future professionals. The benefits of the Apprenticeship for the Company are.

1. **Enhanced Company Image** The company's involvement in the internship program demonstrates its commitment to education and human resource development, which can enhance the company's social image.
2. **Good Relations with Educational Institutions** Establishing cooperation with the Bengkalis State Polytechnic opens up opportunities for future collaboration in research, training, and recruitment.
3. **Contribution to the World of Education** By accepting interns, companies play an active role in producing a generation of professionals who are ready to work.

## **CHAPTER II**

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

#### **2.1 Company History**

PT Telekomunikasi Indonesia (Persero) Tbk, commonly known as Telkom Indonesia, is a state-owned enterprise (SOE) engaged in information and communication services and telecommunications networks in Indonesia. Telkom has been present in the Pekanbaru area since the early days of telecommunications development on the island of Sumatra.

PT. Telkom Indonesia (Persero) is a company established in 1965 in Jakarta. Telkom Indonesia is a leading state-owned company with distribution throughout Indonesia. PT Telkom Indonesia Tbk. Witel Riau has its headquarters at Graha Merah Putih Pekanbaru, located at Jl. Jenderal Sudirman No.199, Sumahilang, Pekanbaru City District, Pekanbaru City, Riau 28111.

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



**Figure 2.1 PT. Telkom Witel Riau**  
*Source: Data Document, 2025*

PT Telkom Pekanbaru, better known as PT Telkom Indonesia Witel Riau Daratan, is one of the regional operational units of PT Telkom Indonesia (Persero) Tbk, a state-owned enterprise (SOE) engaged in the provision of telecommunications and information technology services. Telkom's presence in Pekanbaru plays a vital role in providing communication and internet services to the community and business sector in the Riau mainland region, particularly the city of Pekanbaru and surrounding districts/cities. Telkom Pekanbaru serves as the hub for managing various products and services offered by the Telkom Group, including IndiHome (home internet, interactive TV, and landline phone services), Astinet (corporate data access), VPN IP, Metro Ethernet, as well as cloud and data center services. These services are tailored for individual customers, SMEs, corporations, government entities, and educational institutions.

In the context of digitalization, Telkom Pekanbaru plays a significant role in driving digital transformation in Riau Province. This is achieved through the provision of a wide and reliable fiber-optic network, as well as strategic collaborations with various institutions such as hospitals, schools, universities, government offices, and industry players. They are also actively involved in developing the local digital ecosystem through programs such as digital SME training, providing digital education platforms, and collaborating with local technology communities and startups. In addition to focusing on services and technology, Telkom Pekanbaru also fulfills its corporate social responsibility (CSR) through various social, educational, and community empowerment programs. For example, they allocate partnership funds to support the development of small businesses and cooperatives, and conduct digital training for the younger generation through programs like the Digital Talent Scholarship and DigiCamp.

In terms of infrastructure, Telkom Pekanbaru has a solid technical network supported by professional staff across various divisions, including marketing, customer service, network maintenance, and field technicians. Its operational headquarters is located on Jalan Jenderal Sudirman, which also serves as the customer service center (Plasa Telkom) for the Pekanbaru region. With the support



of cutting-edge technology, a wide network, and a commitment to excellent service, Telkom Pekanbaru continues to strive to be at the forefront of supporting connectivity, business efficiency, and digital growth in the Riau mainland region. Telkom's presence is not merely as a communication service provider but also as a strategic partner in building a more advanced and inclusive digital society in Indonesia.

## **2.2 Vision and Mission**

Every company has its own vision and mission to achieve its goals and drive the implementation of its programs. This also applies to PT. Telkom. The following are the vision and mission statements of PT. Telkom:

### **2.2.1 Vision of the Company**

Becoming the leading digital telco for advancing society.

### **2.2.2 Missions of the Company**

- a. Accelerating the development of sustainable, economical, and accessible infrastructure and smart digital platforms for the entire community.
- b. Developing leading digital talent that helps promote digital capabilities and the level of digital adoption of the nation.
- c. Orchestrating the digital ecosystem to deliver the best customer digital experience.

## **2.3 Kind of Business**

PT Telkom Pekanbaru, a subsidiary of PT Telkom Indonesia (Persero) Tbk, operates various businesses in the fields of telecommunications and information technology. The main focus of this unit is to provide digital communication services to the public, government agencies, and businesses in the Riau mainland region, particularly the city of Pekanbaru. The types of businesses it operates include high-speed internet services through IndiHome based on fiber optic networks, fixed line telephone services, and interactive TV services. Additionally, PT Telkom Pekanbaru offers solutions for corporate and

institutional needs, such as data network services (VPN IP, Metro Ethernet), cloud computing, and smart city solutions to support the digitalization of both public and private sectors.

In the infrastructure sector, Telkom Pekanbaru is responsible for the construction and maintenance of telecommunications networks, including fiber optic networks, network equipment, and communication towers. Through subsidiaries such as Telkom Akses and Mitratel, the company ensures the smooth operation and regular expansion of its networks. Furthermore, PT Telkom Pekanbaru provides information and communication technology (ICT)-based services such as data centers, IoT services, cybersecurity systems, and digital platforms that help SMEs, the education sector, and healthcare services to undergo digital transformation.

2.4 Organizational Structure

The organizational structure below illustrates the job hierarchy and chain of responsibility within the Shared Service & General Support (SSGS) division.

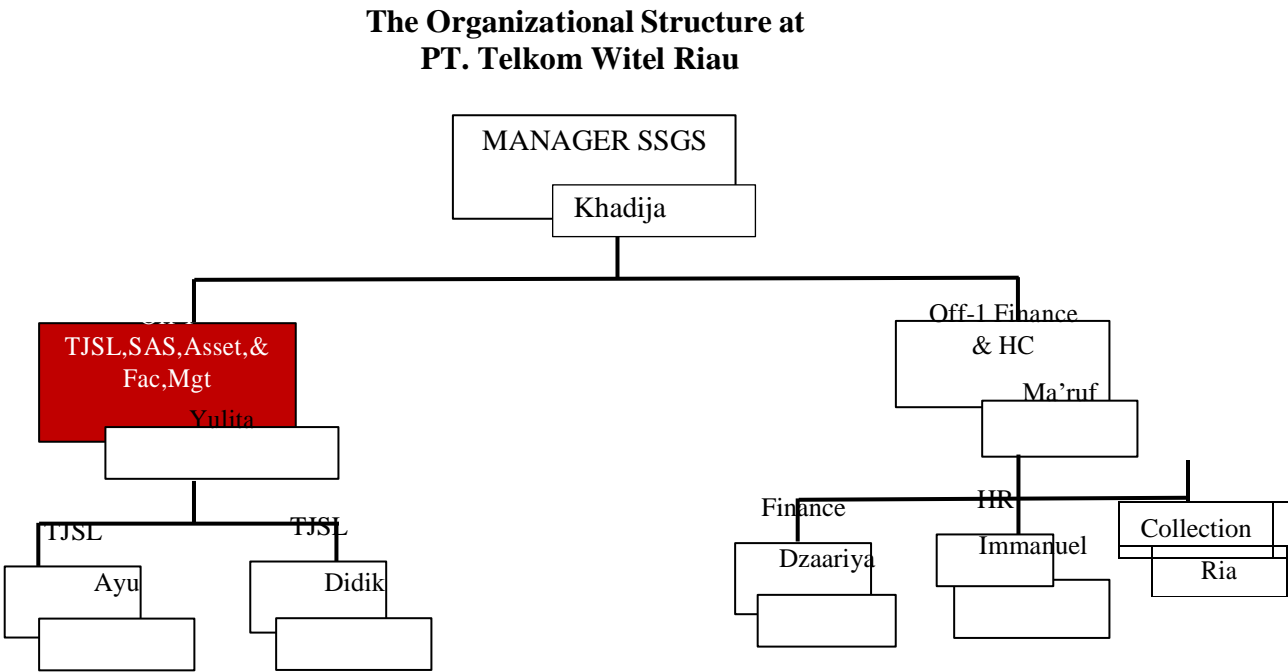


Figure 2.2 Organizational structure of the SSGS division of PT. Telkom Witel Riau  
Source: Processed Data, 2025

1.     SSGS Manager – Ms. Khadijah  
As Shared Service & General Support (SSGS) Manager, she is responsible for overseeing and managing all of the company's operational support functions, including finance, human resources, asset management, facilities, corporate social responsibility (CSR), and other general administrative activities. She leads coordination between teams and ensures efficiency and compliance with company policies.
2.     Officer 1 TJSL, SAS, Asset & Facility Management – Ms. Yulita  
Ms. Yulita coordinates CSR activities such as social assistance, training, and environmental conservation. She also manages internal administration, inventory, and supervision of company assets, as well as ensuring office facilities such as fuel payments for employees who travel outside the city or within the city.
3.     Officer 1 Finance & HC – Mr. Ma'ruf  
Mr. Ma'ruf is responsible for financial management such as budgeting, bookkeeping, reporting, and payments. In the field of human resources, he handles recruitment, salaries, training, and ensures that financial and human resources policies are implemented in accordance with standards.
4.     TJSL – Ms. Ayu and Mr. Didik  
Ms. Ayu and Mr. Didik implement CSR programs in the field, monitor and evaluate the company's social activities, prepare periodic reports, and collaborate with partners such as schools and communities.
5.     Finance – Ms. Dzaarriya  
Ms. Dzaarriya records daily financial transactions, prepares monthly/annual reports, verifies finances, prepares audit documents, and collaborates in budget and payment arrangements.
6.     HR – Mr. Immanuel  
Mr. Immanuel manages employee administration, recruitment processes, training, labor relations, and welfare, as well as supporting performance evaluations and employee development.

7. Collection – Ms. Ria

Ms. Ria collects customer payments, communicates regarding invoices, prepares accounts receivable reports, coordinates in case of delays, and maintains relationships with customers.

This structure illustrates how operational support functions are managed in an integrated manner between finance, human resources, facilities, and social responsibility in supporting the company's key performance, as is commonly practiced in PT Telkom units.

## **2.5 The Working Process**

PT Telkom Pekanbaru is one of the regional operational units of PT Telkom Indonesia (Persero) Tbk that operates in the field of telecommunications and information technology services for the Riau mainland region. The work processes carried out by Telkom Pekanbaru encompass various integrated activities across customer service, technical, financial, human resources, and corporate social responsibility units. Its primary objective is to provide optimal digital telecommunications services that meet the needs of customers, whether individuals, corporations, or government agencies.

Generally, PT Telkom Pekanbaru's operational processes begin with analyzing customer needs and service requests, which are conducted through customer service at Telkom Plaza or digital channels. Following this, requests are forwarded to the technical department for further action, such as network installation, device setup, or service repairs. The technical team coordinates with the network planning and operations department to ensure that fiber-optic networks and telecommunications systems operate smoothly and meet quality standards.

**Tabel 2.5 PT Telkom Pekanbaru Work Process**

No	Work Process Stages	Explanation
1	Service Request	Customers submit service requests such as installation, malfunctions, or inquiries through Plasa Telkom, call centers, or digital applications.
2	Verification and Recording	Customer service verifies customer data and records requests in the Telkom system.
3	Distribution of Requests to Related Units	Incoming requests are distributed to the relevant units according to the type of request.
4	Follow-up by Technician	The technical unit installs new services, repairs networks, or conducts field checks.
5	Financial Management	The Finance Unit handles payments, billing, financial reporting, and activity budgeting.
6	Human Resource Management	The Human Capital (HC) unit manages personnel administration, attendance, recruitment, and training.
7	Implementation of TJSL Program	The TJSL unit runs social responsibility programs such as MSME training, educational assistance, and other social activities.
8	Documentation and Reporting	Each unit compiles reports on its activities and work results on a regular basis.
9	Evaluation by SSGS Manager	The SSGS manager monitors, evaluates performance, and coordinates between units.
10	Reporting to the Regional Office	The results of the report and evaluation are submitted to the Regional Division Office for strategic decision-making.

*Source: Processed Data, 2025*

Based on the workflow table above, it can be concluded that PT Telkom Pekanbaru's workflow is structured and integrated between units. The process begins with a service request from a customer, which is then verified by customer service and distributed to the appropriate unit, such as technicians, finance, human resources, or TJSL. Each unit performs its tasks according to its function, followed by documentation and reporting. All activities are evaluated by the SSGS Manager, and the results are reported to the regional office. This process demonstrates that clear coordination and task allocation are crucial for supporting optimal customer service and smooth company operations.

## 2.6 Document Used for Activity

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

### 1. BBM Connect ID Input Recap

DETAIL PEMAKAIAN BBM NON MANAGE SERVICES (NMS)						
REGIONAL	A1					
AREA	AREA RIKEP					
WITEL	RIAU					
PERIODE	19-05-2025 s.d. 23-05-2025					
ID Input	Timestamp	Nopol	Jenis	Liter	Harga	Total
4493DDBF	19/05/2025 12:00:00 AM	BM1793AB	PERTALITE	30,00	10.000	200.000
0EF339E0	21/05/2025 12:00:00 AM	BM1793AB	PERTALITE	30,00	10.000	300.000
81A263A8	19/05/2025 12:00:00 AM	BM1207AB	PERTAMAX 92	23,166	12.950	300.000
80C4CABA	23/05/2025 12:00:00 AM	BM1207AB	PERTAMAX 92	23,166	12.950	300.000
TOTAL						1.100.000
Dibuat Oleh, Off 1 TJSL.SAS.Asset & Fac.Mgt						
Mengetahui, MGR SS & GS WITEL RIAU						
Yulita NIK. 710072						
Khadijah NIK. 720032						

Figure 2.3 BBM Connect ID Input Recap

Source: Data Document, 2025

Figure 2.3 Summary of Input BBM Connect ID is a digital record of fuel consumption by company operational vehicles, particularly conversion vehicles used for field work or out-of-town business trips. This system records important information such as vehicle identity, travel location, time of use, and the amount of fuel used, to ensure more accurate and transparent monitoring of operational budget efficiency and usage.

### 2. BBM Connect Manual Recap

REKAP PEMBELIAN BBM DAN KBM DINAS SSGS WITEL RIAU PERIODE : 19-05-2025 s.d. 23-05-2025					
NO	TANGGAL	UNIT	MOBIL	KM	NOMINAL
1	19/05/2025	SSGS	BM1793AB	28,556	200.000
2	21/05/2025	SSGS	BM1793AB	28,745	300.000
3	19/05/2025	SSGS	BM1207AB	29,997	300.000
4	23/05/2025	SSGS	BM1207AB	30,236	300.000
TOTAL					1.100.000
Mengetahui, MGR SS & GS WITEL RIAU					
Dibuat Oleh, Off TJSL.SAS.Asset & Fac.Mgt					
Khadijah NIK. 720032					
Yulita NIK. 710072					

Figure 2.4 BBM Connect Manual Recap

Source: Data Document, 2025

Manual BBM Connect reporting at PT Telkom is a conventional process of recording the use of official vehicles, where fuel consumption is calculated based on the final kilometer reading of the vehicle after it has been used for official purposes. This report records information such as the final kilometer reading of the vehicle, the destination of the trip, the time of use, the name of the user, and the amount of fuel used. The purpose of recording the final KM is to determine how far the vehicle has been used during the trip, so that it can help control the efficiency of fuel consumption and vehicle operations, both for activities within and outside the city.

### 3. Recap Spedometer BBM Connect



**Figure 2.5 . Recap Spedometer BBM Connect**

*Source: Data Document, 2025*

The BBM Connect speedometer is an important part of the official mileage recording process at PT Telkom, where the final kilometer reading of a vehicle is recorded based on the information written on the fuel receipt at the gas station. When an official vehicle refuels, the attendant records the final kilometer reading (final km) of the vehicle, which is then automatically printed at the bottom of the gas station receipt. This receipt is then photographed or attached as supporting evidence when entering data into the BBM Connect application. The odometer data from the receipt is used to ensure the accuracy of vehicle usage, monitor daily mileage, and serve as the basis for transparent and verified fuel reimbursement and accountability for operational vehicles.

#### 4. Calling Customers



**Figure 2.6 . Calling Customers**

*Source: Data Document, 2025*

Calling Customers adalah kegiatan rutin setiap bulan mulai tanggal 20 ke atas untuk menghubungi pelanggan IndiHome dan IndiBiz melalui telepon. Tujuannya adalah mengingatkan pelanggan agar segera melakukan pembayaran tagihan bulanan serta menyampaikan informasi jika masih terdapat tunggakan. Kegiatan ini juga memastikan pelanggan mengetahui nominal yang harus dibayar dan batas waktu pembayaran agar layanan tidak terputus. Ini merupakan bentuk layanan proaktif perusahaan dalam menjaga hubungan baik dan kelancaran administrasi pembayaran.

#### 5. Financial Document Archive



**Figure 2.7 . Financial Document Archive**

*Source: Data Document, 2025*



Archiving financial documents is a monthly routine activity, in which we store and document all financial files that have been approved by the head office. These archives are part of PT Telkom's financial administration management, which aims to maintain order, facilitate data retrieval when needed, and serve as a form of accountability for every financial transaction that has been approved.

6. Invoice recap on the Billing & Revenue Assurance website Information System (MyBRAINS)



**Figure 2.8 . Document My BRAINS**  
*Source: Data Document, 2025*

MyBRAINS is a system used to check the bills and arrears of companies that use IndiHome and IndiBiz services. During the internship, this system was used to monitor the payment status of corporate customers, ensure there were no delays, and serve as a reference in the billing process. The data displayed includes complete information such as invoice amounts, due dates, and payment history, making it easier for the team to follow up accurately and efficiently.

7. Profiles MSMEs



**Figure 2.9. Profiles MSMEs**  
*Source: Data Document, 2025*

Customer Identity and Business Data Collection Application The MSME Profile is an application for collecting and recording information on customers who own businesses, particularly MSMEs. This application includes data inputs such as ID card numbers, owner names, business types, business addresses, and other details. The aim is to provide training for MSMEs organized by PT Telkom in order to develop micro and medium-sized businesses, including Padi MSMEs, so that they are better prepared to compete in the digital era and support local economic growth through accurate data-based assistance and empowerment.

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

This internship program is conducted at PT. Telkom for a period of 4 (four) months, from February 10, 2025, to June 13, 2025. During the internship period, participants are assigned to the SSGS division. Primary responsibilities include managing BBM Connect transaction records, recording BBM Connect financial transactions, handling correspondence, conducting SME training and field visits, and providing daily operational support for the office. These tasks aim to enhance participants' skills in the following areas:

During the internship, there were numerous opportunities to perform tasks and gain new knowledge in the workplace, particularly in the field of administration. To provide clarity and facilitate reporting on the activities carried out, there are several weekly activity descriptions, ensuring that each task performed can be reported clearly.

The tasks completed over 15 (fifteen) weeks at PT. Telkom Pekanbaru in the SSGS department are as follows:

1. Collect fuel consumption data and verify data through the BBMConnect website.
2. Collect invoices on the Billing and Revenue Assurance Information System (MyBRAINS) website.
3. Participate in homemade sardine training with MSMEs in the city of Pekanbaru.
4. Participate in patin fish floss production training with MSMEs in the city of Pekanbaru.
5. Conducting document archive audits (Audit) .
6. Making customer calls regarding overdue Wi-Fi payments.
7. Participating in field visits.

8. Registering SME profiles through the Customer Identity and Business Data Collection Application.
9. Assist in creating certificates and inputting internship student grades

### **3.2 System and Procedure**

A procedure is a systematic sequence of steps or actions that must be followed to achieve a specific goal or complete a task. The procedures typically carried out at PT Telkom when performing practical work are as follows:

#### **1. Internship Location**

The internship will be conducted at a bank. The following is information about the company where the internship will be conducted:

Company Name	: PT. Telekomunikasi Indonesia (Telkom) Pekanbaru Headquarters
Address	: Jl. Jenderal Sudirman, Rintis, LimaPuluh, Pekanbaru City, Riau 28155.
Category	: State-Owned Enterprise (BUMN)
Region	: Pekanbaru

#### **2. Working Hours**

Working hours at PT. Telekomunikasi are five days (Monday-Friday) per week. PT. Telekomunikasi has regulations regarding working hours. The working hours at PT. Telekomunikasi Indonesia are:

Start of work	: 08:00 WIB
Lunch break	: 12:00 PM - 1:00 PM
Friday lunch break	: 12:00 PM - 2:00 PM
End of workday	: 5:00 PM

#### **3. Uniforms for Work Training**

The work uniform at PT. Telekomunikasi Indonesia is (batik, formal casual) for one week. PT. Telekomunikasi Indonesia has uniform requirements. The work uniform requirements at PT. Telekomunikasi Indonesia are:

Monday : Telkom uniform  
Tuesday : Neat casual uniform  
Wednesday : Neat casual uniform  
Thursday : Batik Uniform  
Friday : Smart Casual Uniform

4. Morning Briefing

PT. Telekomunikasi Indonesia (Telkom) Pekanbaru sings the Telkom song every day at 8:00 a.m., accompanied by morning roll call. At 10:00 a.m., all employees and guests at the Telkom Pekanbaru red and white building continue by singing the Indonesian national anthem.

5. Productive Friday

Every Friday, PT. Telekomunikasi Indonesia (Telkom) Pekanbaru organizes a healthy walk every Friday morning at 6:00 a.m. for all PT. Telkom employees. In the afternoon at 4:00 p.m., PT Telkom organizes ZUMBA.

### 3.3 Place of Apprenticeship

The internship program was conducted at the PT. Telekomunikasi Indonesia (Telkom) Pekanbaru Tbk office, located at Jl. Jenderal Sudirman, Rintis, LimaPuluh, Pekanbaru City, Riau 28155. The program covers the fields of administration, services, and operations over a period of 4 (four) months, from February 10, 2025, to June 13, 2025. The internship activities at PT. Telekomunikasi Indonesia (Telkom) Pekanbaru Headquarters are conducted Monday through Friday from 8:00 AM to 5:00 PM, with participants required to wear Batik, Formal, or Casual attire during the internship. The internship is guided and supervised by Mr. M'ahruf.

At PT Telekomunikasi Indonesia (Telkom) Pekanbaru Headquarters Tbk, Office Jl. Jenderal Sudirman, Rintis, LimaPuluh, Pekanbaru City, Riau 28155. The author is assigned to the Administration department.

**Table 3.1 Daily Activities from February 10 to February 14,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, February 10, 2025	Introduction to Mentors and Employees of PT TELKOM PEKANBARU	Shared Services & General Support
2	Tuesday, February 11, 2025	Recording Fuel Consumption Transparency,With transparent fuel consumption records, we create accountability in every fuel transaction, ensuring that there are no undetected irregularities or waste.	Shared Services & General Support
3	Wednesday, February 12, 2025	Preparing Financial Reports with Excel SETDA Excel SETDA facilitates the preparation of regional financial reports covering regional expenditure and revenue. With Excel, large amounts of financial data can be analyzed quickly, and reports can be presented in a neat and accessible format for relevant parties for auditing or periodic reporting purposes.	Shared Services & General Support
4	Thursday, February 13, 2025	The creation of a Billing and Revenue Assurance System manages and ensures that bills and revenues are recorded accurately, preventing revenue leakage within PT Telkom.	Shared Services & General Support
5	Friday, February 14, 2025	My activities today involved working on the BBM Connect document from PT TELKOM Batam to create a manual summary and speedometer used by PT TELKOM.	Shared Services & General Support

*Source:ProcessedData 2025*

Table 3.1 illustrates the first week of work experience activities in February. During this week, the author was assigned to the Administration department, which was tasked with assisting the Administration team in compiling BBM Connect and billing data.

**Table 3.2 Daily Activities from February 17 to February 21,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, February 17, 2025	My daily activities during my internship at PT TELKOM involved compiling BBM reports.	Shared Services & General Support
2	Tuesday, February 18, 2025	My daily activities at PT TELKOM involve going out into the field with TELKOM employees.	Shared Services & General Support
3	Wednesday, February 19, 2025	Today's daily activities: I participated in a field activity where there was a settlement from PT TELKOM customers.	Shared Services & General Support
4	Thursday, February 20, 2025	My daily activities today, where we held SME training at PT TELKOM.	Shared Services & General Support
5	Friday, February 21, 2025	Where are my activities in participating in field activities to collect customer installments for PT TELKOM	Shared Services & General Support

*Source:Processed Data, 2025*

During my internship at PT TELKOM, my daily activities included compiling BBM reports, participating in field activities with TELKOM employees, assisting in customer settlement processes, attending SME training sessions, and helping collect customer installment payments directly in the field.

**Table 3.3 Daily Activities from February 24 to February 28,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, February 24, 2025	My daily activities today included attending a celebration and computer handover ceremony for an orphanage, as well as a PADI SMEs PT TELKOM training session.	Shared Services & General Support
2	Tuesday, February 25, 2025	My daily activities involve office work, which includes compiling BBM connect data from manual records and speedometers.	Shared Services & General Support
3	Wednesday, February 26, 2025	My daily activities involve inputting BBM Connect data from the PT TELKOM Batam area.	Shared Services & General Support
4	Thursday, February 27,	As for today's activities, I participated in a PADI SMEs training program at PT TELKOM.	Shared Services & General Support

No.	Day/Date	Description of Activities	Unit
	2025		
5	Friday, February 28, 2025	My daily activities today included participating in PT TELKOM SME training.	Shared Services & General Support

Source: Processed Data, 2025

During my internship at PT TELKOM, my daily activities included compiling and inputting BBM Connect data from manual records and speedometers, especially from the PT TELKOM Batam area. I also participated in various events such as SME training sessions, PADI UMKM training programs, and a celebration and computer handover ceremony for an orphanage.

**Table 3.4 Daily Activities from March 03 to March 07,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, March 03, 2025	My daily activities include registering SMEs customers who join PT TELKOM.	Shared Services & General Support
2	Tuesday, March 04, 2025	As for my daily activities, I am participating in SMEs coaching training.	Shared Services & General Support
3	Wednesday, March 05, 2025	My daily activities include registering SMEs profiles.	Shared Services & General Support
4	Thursday, March 06, 2025	My daily activities today involve compiling BBM connect data at PT TELKOM Riau.	Shared Services & General Support
5	Friday, March 07, 2025	My daily activities today include making certificates for interns who have completed their internships at PT Telkom.	Shared Services & General Support

Source: Processed Data, 2025

During my internship at PT TELKOM, my daily activities included registering SME customers and their profiles, participating in SME coaching and training sessions, compiling BBM Connect data at PT TELKOM Riau, and preparing certificates for interns who had completed their internships.

**Table 3.5 Daily Activities from , March 10 to March 14,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, March 10, 2025	My daily activities today involve compiling a list of customers who use the Telkom network.	Shared Services & General Support
2	Tuesday, March 11, 2025	My daily activities involve checking the documents of customers who use the INDIHOME network.	Shared Services & General Support



No.	Day/Date	Description of Activities	Unit
3	Wednesday, March 12, 2025	My daily activities today are compiling office documents.	Shared Services & General Support
4	Thursday, March 13, 2025	My daily activities today include compiling BBM Connect data used by the company.	Shared Services & General Support
5	Friday, March 14, 2025	My daily activities involve entering customer numbers into MDIID.	Shared Services & General Support

*Source: Processed Data, 2025*

My daily activities involve collecting and checking customer documents for Telkom network users, including INDIHOME services. In addition, I also compile office documents, recap BBM Connect data used by the company, and enter customer numbers into the MDIID system. All of these activities are aimed at supporting smooth administration and customer service in the work environment.

**Table 3.6 Daily Activities from , March 17 to March 21,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, March 17, 2025	My activity today was to create a list of customer bills in Excel format.	Shared Services & General Support
2	Tuesday, March 18, 2025	My daily activities today involved performing tasks assigned by PT Telkom employees in the SSGS room, namely creating invoices for customers who have not paid their monthly installments.	Shared Services & General Support
3	Wednesday, March 19, 2025	My daily activities today include creating invoices and tax invoices for PT TELKOM customers.	Shared Services & General Support
4	Thursday, March 20, 2025	My daily activities today include going out into the field with PT TELKOM employees to collect monthly installments from customers.	Shared Services & General Support
5	Friday, March 21, 2025	My activities today include inputting BBM connect at PT TELKOM WITEL RIAU DARATAN.	Shared Services & General Support

*Source: Processed Data, 2025*

My activities today from March 17 to March 21 at PT TELKOM WITEL Riau Daratan included creating customer billing lists in Excel format, generating invoices and tax invoices for customers who have not paid their monthly installments, and entering BBM Connect data. Additionally, I carried out tasks assigned by staff in the SSGS room and accompanied PT TELKOM employees in field activities to collect payments directly from customers. All these activities aim to support the smooth operation of administrative processes and customer service within the company.

**Table 3.7 Daily Activities from , March 24 to March 28,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, March 24, 2025	My daily activities today included attending a celebration and computer handover ceremony for an orphanage, as well as a PADI UMKM PT TELKOM training session.	Shared Services & General Support
2	Tuesday, March 25, 2025	As for my daily activities today, I summarized BBM Connect PT TELKOM.	Shared Services & General Support
3	Wednesday, March 26, 2025	My daily activities at PT TELKOM WITEL RIAU DARATAN involve compiling BBM Connect data from Batam and Dumai.	Shared Services & General Support
4	Thursday, March 27, 2025	My daily activities at PT TELKOM involve going out into the field to collect payments from PT TELKOM WITEL RIAU DARATAN customers.	Shared Services & General Support
5	Friday, March 28, 2025	On March 28, 2025, PT TELKOM will be closed for a national holiday.	Shared Services & General Support

*Source: Processed Data, 2025*

My activities today at PT TELKOM WITEL Riau Daratan included attending a celebration and handover ceremony for computers for an orphanage, as well as participating in PADI UMKM training organized by PT TELKOM. In addition, I also summarized and compiled BBM Connect data, particularly from the Batam and Dumai areas. I participated in field activities to collect payments from PT TELKOM customers. As an update, on March 28, 2025, PT TELKOM will be closed in observance of a national holiday.

**Table 3.8 Daily Activities from , March 31 to April 04,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, March 31, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
2	Tuesday, April 01, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
3	Wednesday, ,April 02, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
4	Thursday, ,April 03, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
5	Friday, ,April 04,2025	On March 31, 2025, PT Telkom will be closed for the Eid al-Fitr holiday.	Shared Services & General Support

Source: Processed Data, 2025

On March 31, 2025, PT Telkom will close its operations in observance of the Eid al-Fitr holiday. This closure is in honor of this important religious holiday and normal operations will resume on the following business day.

**Table 3.9 Daily Activities from , April 07 to April 11,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, April 07, 2025	ON 07-04-2025 PT TELKOM NATIONAL HOLIDAY	Shared Services & General Support
2	Tuesday, April 08, 2025	My daily activities today include working on the BBM Connect recap.	Shared Services & General Support
3	Wednesday, ,April 09, 2025	My activities today included working on BMM Connect, uploading speedometers, and compiling manual records.	Shared Services & General Support
4	Thursday, ,April 10, 2025	My activities today include going to the field to collect customer installments for PT TELKOM.	Shared Services & General Support
5	Friday, ,April 11,2025	My activity today was to go to the field to meet PT TELKOM customers to receive their monthly installments.	Shared Services & General Support

Source: Processed Data, 2025

My activities today at PT TELKOM included summarizing BBM Connect data, uploading speedometer data, and compiling manual records. In addition, I was also involved in field activities to collect monthly installments directly from

customers. For additional information, on April 7, 2025, PT TELKOM will not be operating due to a national holiday.

**Table 3.10 Daily Activities from , April 14 to April 18,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, April 14, 2025	My activities today at PT TELKOM were to go out into the field to invite SMEs to join the PT TELKOM SME Padi program.	Shared Services & General Support
2	Tuesday, April 15, 2025	My activities today at PT TELKOM were working on BMM Connect PT TELKOM.	Shared Services & General Support
3	Wednesday, ,April 16, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
4	Thursday, ,April 17, 2025	My activity this morning was to go to the field for PT TELKOM SME training.	Shared Services & General Support
5	Friday, ,April 18,2025	PT TELKOM NATIONAL HOLIDAY	Shared Services & General Support

*Source: Processed Data, 2025*

My activities today at PT TELKOM included collecting data and summarizing BBM Connect, as well as participating in MSME training organized by PT TELKOM. In addition, I also went out into the field to encourage MSME players to join PT TELKOM's PADI MSME program. On certain days, PT TELKOM designates national holidays, so all operational activities are temporarily suspended.

**Table 3.11 Daily Activities from , April 21 to April 25,2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, April 21, 2025	My activity this morning was working on the BMM Connect PT TELKOM recap.	Shared Services & General Support
2	Tuesday, April 22, 2025	My activities today at PT TELKOM were to go out into the field to meet with SMEs in Pekanbaru.	Shared Services & General Support
3	Wednesday, ,April 23, 2025	My activities today at PT TELKOM were to manually compile BMM connect and speedometer data.	Shared Services & General Support
4	Thursday, ,April 24, 2025	My activities at PT TELKOM include going out into the field to meet with SMEs in	Shared Services & General

No.	Day/Date	Description of Activities	Unit
		Pekanbaru.	Support
5	Friday, April 25, 2025	My activities today at PT TELKOM were to recap BMM Connect.	Shared Services & General Support

Source: Processed Data, 2025

Kegiatan saya hari ini di PT TELKOM mencakup rekapitulasi data BBM Connect serta pengumpulan data speedometer secara manual. Selain itu, saya juga melakukan kegiatan lapangan dengan mengunjungi para pelaku UMKM di wilayah Pekanbaru untuk mendukung program dan pendataan yang berkaitan dengan layanan PT TELKOM. Seluruh aktivitas ini bertujuan untuk menunjang kelancaran operasional dan pengembangan program UMKM yang sedang dijalankan.

**Table 3.12 Daily Activities from , April 28 to May 02, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, April 28, 2025	My activities today at PT TELKOM were working on BMM Connect, which was assigned by the PT TELKOM Batam unit.	Shared Services & General Support
2	Tuesday, April 29, 2025	My activities today at PT TELKOM were to recap BMM Connect.	Shared Services & General Support
3	Wednesday, April 30, 2025	My activities today at PT TELKOM were to accompany the manager of PT TELKOM to survey the PT TELKOM building that will be renovated.	Shared Services & General Support
4	Thursday, May 01, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
5	Friday, May 02, 2025	My activities today at PT TELKOM were to continue the BMM Connect recap from the Batam unit.	Shared Services & General Support

Source: Processed Data, 2025

My activities from April 28 to May 2, 2025, at PT TELKOM included working on and compiling BBM Connect data from the PT TELKOM Batam unit. Additionally, I had the opportunity to accompany the PT TELKOM manager in conducting a survey of the building scheduled for renovation. All these activities

are part of my contribution to supporting the smooth operation of administrative processes and facility development planning within the company.

**Table 3.13 Daily Activities from , May 05 to May 09, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, May 05, 2025	My activities today at PT TELKOM were working on the BMM Connect summary from the SSGS Witel Riau unit.	Shared Services & General Support
2	Tuesday, May 06, 2025	My activities today at PT TELKOM were working on BBM Connect, which involves recording speedometer readings.	Shared Services & General Support
3	Wednesday, May 07, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
4	Thursday, May 08, 2025	My activities today at PT TELKOM were working on the BBM Connect recap, which contains the speedometer.	Shared Services & General Support
5	Friday, May 09, 2025	My activities today at PT TELKOM were working on the BMM Connect recap and creating a speedometer.	Shared Services & General Support

*Source: Processed Data, 2025*

My activities today at PT TELKOM focused on compiling BBM Connect data from the SSGS Witel Riau unit. In this process, I also recorded and compiled speedometer readings as part of the important information contained in BBM Connect. In addition, I manually compiled the overall summary and ensured that all processed data complied with the established standards. This activity aims to support the smooth management of internal company data in an accurate and structured manner.

**Table 3.14 Daily Activities from , May 12 to May 16, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, May 12, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
2	Tuesday, May 13, 2025	As for my activities today at PT TELKOM, I worked on the BMM Connect recap.	Shared Services & General Support
3	Wednesday, May 14, 2025	My activities today at PT TELKOM were working on BBM Connect speedometer.	Shared Services & General Support
4	Thursday, May	My activities today at PT Telkom were	Shared Services

No.	Day/Date	Description of Activities	Unit
	15, 2025	working on BBM Connect.	& General Support
5	Friday, May 16, 2025	My activities today at PT TELKOM were participating in a training session on making shredded meat organized by PT TELKOM for MSMEs.	Shared Services & General Support

Source: Processed Data, 2025

My activities today at PT TELKOM focused on compiling BBM Connect data, including recording speedometer data as part of the report. In addition, I also participated in abon-making training organized by PT TELKOM as a form of support for the capacity development of MSME players. All of these activities aim to improve technical skills while contributing to the administrative process and assistance for the MSME empowerment program run by the company.

**Table 3.15 Daily Activities from , May 19 to May 23, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, May 19, 2025	My activities today at PT Telkom were to recap BBM Connect.	Shared Services & General Support
2	Tuesday, May 20, 2025	My activities today at PT TELKOM were attending field training on sardine processing at PT TELKOM's MSME.	Shared Services & General Support
3	Wednesday, May 21, 2025	As for my activities today at PT TELKOM, I worked on compiling BBM Connect.	Shared Services & General Support
4	Thursday, May 22, 2025	As for my activities today at PT TELKOM, I worked on compiling BBM Connect.	Shared Services & General Support
5	Friday, May 23, 2025	As for my activities today at PT TELKOM, I worked on BBM Connect, which involves recording BBM speedometers.	Shared Services & General Support

Source: Processed Data, 2025

My daily activities from May 19 to May 23 at PT TELKOM included compiling and summarizing BBM Connect data, including recording speedometer data as part of the information required for the report. In addition to these administrative activities, I also participated in field training on the sardine processing process organized by PT TELKOM for MSME players. All of these

activities aim to improve my understanding of internal company data management while supporting the MSME empowerment program run by PT TELKOM.

**Table 3.16 Daily Activities from , May 26 to May 30, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, May 26, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
2	Tuesday, May 27, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
3	Wednesday, May 28, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
4	Thursday, May 29, 2025	The Ascension of Jesus Christ (Ascension Day of Jesus Christ) as a national holiday.	Shared Services & General Support
5	Friday, May 30, 2025	May 30, 2025 public holiday	Shared Services & General Support

*Source: Processed Data, 2025*

My daily activities at PT TELKOM focus on the recapitulation and processing of BBM Connect data as part of routine administrative tasks. This work is carried out meticulously to ensure that all data is recorded accurately and in accordance with the company's needs. On May 29, 2025, PT TELKOM will be closed in observance of Ascension Day, which is a national holiday, followed by a collective leave on May 30, 2025, resulting in a temporary suspension of company operations for two consecutive days.

**Table 3.17 Daily Activities from , June 02 to June 06, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, June 02, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
2	Tuesday, June 03, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
3	Wednesday, June 04, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
4	Thursday, June 05, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
5	Friday, June 06, 2025	National holiday	Shared Services & General Support

*Source: Processed Data, 2025*



My daily activities at PT TELKOM focus on processing and summarizing BBM Connect data, which is part of routine administrative activities to support the smooth operation of the company. This process involves recording and processing data carefully and systematically so that the results meet the needs of the relevant units. In addition, on certain days there are national holidays which cause office operations to be temporarily suspended in accordance with applicable regulations.

**Table 3.18 Daily Activities from , June 09 to June 13, 2025**

No.	Day/Date	Description of Activities	Unit
1	Monday, June 09, 2025	National holiday	Shared Services & General Support
2	Tuesday, June 10, 2025	My activities today at PT TELKOM included working on the BBM Connect recap.	Shared Services & General Support
3	Wednesday, June 11, 2025	My activities today at PT TELKOM were working on manual BBM Connect reports.	Shared Services & General Support
4	Thursday, June 12, 2025	My activities today at PT TELKOM were working on the manual recap of BBM Connect.	Shared Services & General Support
5	Friday, June 13, 2025	My activities today at PT TELKOM were saying goodbye to my colleagues because we are ready for our internship.	Shared Services & General Support

*Source: Processed Data, 2025*

My activities today at PT TELKOM included manually compiling BBM Connect summary reports, which was done carefully to ensure the accuracy of the data required by the company. In addition to completing these administrative tasks, I also said goodbye to my colleagues as our internship was coming to an end and was ready to be completed.

### **3.4 Kind and Description of the Activity**

The internship was conducted at PT. Telekomunikasi Indonesia (Telkom) Pekanbaru. The internship was conducted by the author for five days a week. The activities carried out by the author at PT. Telekomunikasi Indonesia (Telkom) Pekanbaru are as follows:

1. Recap of BBM Connect



**Figure 3.1 Recap of BBM Connect**  
*Source: Processed Data 2025*

The photo above shows me compiling BBM Connect data for the company at the office where I am interning. This activity is part of my daily administrative duties, using Microsoft Word to create reports containing system displays, monitoring results, and other important information. This activity trains me in data processing and systematic report writing in accordance with the company's needs.

2. Attending Business Licensing Legality Training for MSMEs in Pekanbaru City



**Figure 3.2 Attending Business Licensing Legality Training for MSMEs**  
*Source: Processed Data 2025*

The photo above was taken during the Business Legality Training event with the theme Licensing for MSMEs in Pekanbaru City on February 18,

2025. This event was organized by Telkom Indonesia and the local government. I participated in this training as part of my internship experience, while also gaining insight into the importance of legality in running an MSME business.

3. Field Visit Conducted by the PT Telkom Team



**Figure 3.3 Field Visit Conducted by the PT Telkom Team**

*Source: Processed Data 2025*

Field visit with the PT Telkom team to Kampar City, Kampar Regency, Riau on February 26, 2025. This visit was conducted to collect data and directly assess the conditions of MSME customers in the field. This activity also provided me with the experience of interacting directly with customers and understanding the work processes of the Telkom team outside the office.

4. Training on Making Patin Fish Floss



**Figure 3.4 Training on Making Patin Fish Floss**

*Source: Processed Data 2025*

Training on the production of catfish fiber was held in the city of Pekanbaru and attended by the fisheries department and small business owners. This training is part of a community empowerment program organized by PT

Telkom Indonesia in collaboration with the fisheries department's small and medium enterprises (UMKM) to support the improvement of skills and the local economy through the processing of catfish products into abon. This initiative not only provides new knowledge but also opens up business opportunities for the local community.

5. Conducting customer calling activities



**Figure 3.5 conducting customer calling activities**

*Source: Processed Data 2025*

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

6. Homemade Sardine Processing Training



**Figure 3.6 Homemade Sardine Processing Training**

*Source: Processed Data 2025*

A training program on homemade sardine processing was held in Pekanbaru City on May 28, 2025. This initiative is part of a community empowerment program organized by Telkom Indonesia and state-owned enterprises to enhance residents' skills, particularly in processing sardines into homemade

products that can be sold in the market. The training provides practical knowledge and opens new business opportunities for the community, especially for housewives and small and medium-sized business owners who wish to expand their culinary businesses.

6. Optimizing Customer Data Management Through MyBRAINS



**Figure 3.7 Optimizing Customer Data Management Through MyBRAINS**  
*Source: Processed Data 2025*

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

7. Conducting Audit Archives



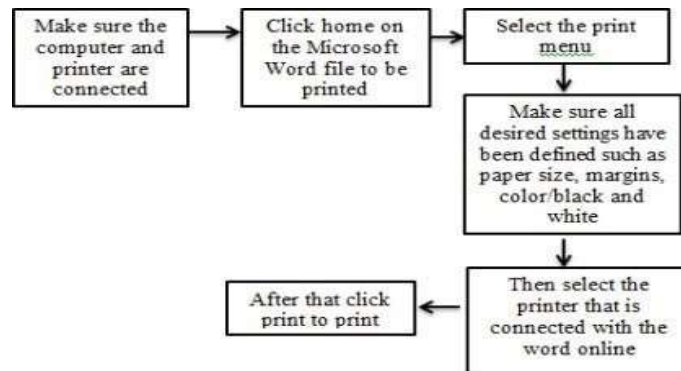
**Figure 3.8 Arsip Audit**  
*Source: Data 2025*

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



## 9. Printing Documents

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

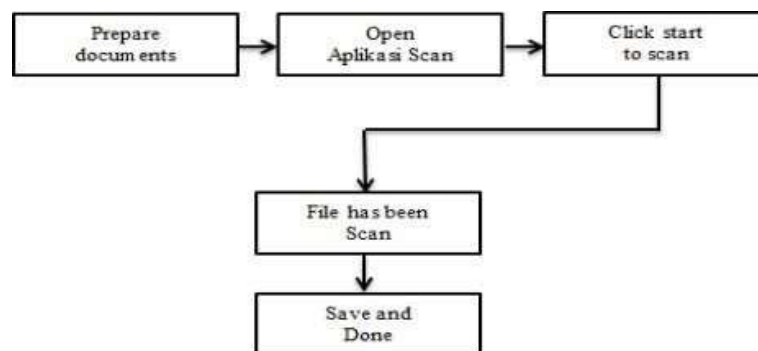


**Figure 3.9 Steps of Printing Documents**

*Source : Production PT Telkom Pekanbaru*

## 10. Scan Documents

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



**Figure 3.10 Steps of Scan Documents**

*Source : Production PT Telkom*

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **4.1 Conclusion**

1. The internship conducted at PT. Telkom Indonesia (Persero) Tbk Pekanbaru provided hands-on experience in the workplace, particularly in the fields of administration and customer service. Over the 4-month internship, the author gained new knowledge not previously acquired in the classroom, such as how to compile BBM Connect data, manage customer information through the MyBRAINs system, and communicate directly with customers for billing purposes.
2. During the internship, the author was assigned to the SSGS division and participated in a wide range of activities, from manual to digital data compilation, participating in SME training, fieldwork, and contributing to the preparation of administrative reports. All these activities broadened the author's horizons and helped develop a disciplined work ethic, sense of responsibility, and ability to collaborate in a team.
3. Through participation in SME training and social activities organized by Telkom, the author also realized that the company is not solely profit-oriented but also makes significant contributions to community development. This opened a new perspective that the workplace is not just about technical work but also about how companies play a role in building a better ecosystem through community empowerment.

#### **4.2 Suggestion**

1. For PT. Telkom Indonesia (Persero) Tbk Pekanbaru it is hoped that in the future, the company will continue to provide internship opportunities for students from various fields of study, not limited to engineering or administration alone. Additionally, it would be

beneficial if interns were provided with a structured training schedule or internal workshops from the start of the internship, enabling them to better understand the scope of their work and perform their tasks more effectively.

2. For students about to undertake an internship  
it is strongly recommended to be proactive in all activities and not just wait for instructions. It is important to have a high level of curiosity, be able to adapt to the work environment, and not hesitate to ask questions to mentors or employees. This way, the internship experience will be more meaningful and can serve as valuable preparation for entering the real working world after graduation.
3. For educational institutions  
it is hoped that they can establish more collaborations with state-owned or private companies willing to accommodate interns. Additionally, campuses should equip their students with pre-internship training or soft skills such as communication, time management, and report writing to help them feel more prepared and confident when entering the workforce.



## **REFERENCES**

- PT Telkom Indonesia. (2025). Profil Perusahaan PT Telkom Indonesia Witel Riau. Pekanbaru: PT Telkom Indonesia Witel Riau
- Admin polbeng. (2017) Sejarah Politeknik Negeri Bengkalis, (<http://kemahasiswaan.polbeng.ac.id/konten/20160921165631.htm>).(online). Diakses pada 21 Mei 2025.

## APPENDICES

### Appendix 1. Internship Application Letter

		KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN TEKNOLOGI <b>POLITEKNIK NEGERI BENGKALIS</b> Jalan Bathin Alam, Sangai Alam, Bengkalis, Riau 28711 Telepon: (+62766) 24566, Fax: (+62766) 800 1000 Laman: <a href="http://www.polbeng.ac.id">http://www.polbeng.ac.id</a> , E-mail: <a href="mailto:polbeng@polbeng.ac.id">polbeng@polbeng.ac.id</a>												
Nomor	: 662/PL/11/TU/2024	Bengkalis, 19 Desember 2024												
Hal	: Permohonan Kerja Praktek (KP)													
<p>Yth. Pimpinan PT. Telkom Indonesia Witel Riau di Pekanbaru</p> <p>Dengan hormat,</p> <p>Sehubungan akan dilaksanakannya Kerja Praktek untuk mahasiswa Politeknik Negeri Bengkalis yang bertujuan untuk meningkatkan pengetahuan dan keterampilan mahasiswa melalui keterlibatan secara langsung dalam berbagai kegiatan di Perusahaan, maka kami mengharapkan kesediaan dan kerjasamanya untuk dapat menerima mahasiswa kami guna melaksanakan Kerja Praktek di PT Telkom Indonesia Witel Riau yang Bapak/Ibu pimpin. Pelaksanaan Kerja Praktek mahasiswa Politeknik Negeri Bengkalis akan dimulai pada 03 februari s/d 30 Juni 2025, adapun nama mahasiswa sebagai berikut:</p> <table border="1"><thead><tr><th>No</th><th>Nama</th><th>NIM</th><th>Prodi</th></tr></thead><tbody><tr><td>1</td><td>Elsha Erylle Tambunan</td><td>5404211417</td><td>D-IV Administrasi Bisnis Internasional</td></tr><tr><td>2</td><td>Gerbina Punggilito Muatir</td><td>5404211418</td><td>D-IV Administrasi Bisnis Internasional</td></tr></tbody></table> <p>Kami sangat mengharapkan informasi lebih lanjut dari Bapak/Ibu melalui bukaan surat atau menghubungi contact person dalam waktu dekat.</p> <p>Demikian permohonan ini disampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.</p> <div style="text-align: right;"> As. Direktur, Wakil Direktur III <b>M. Alkadri Perdana, S.T., M.Sc.</b> NIP. 158903142015041001</div> <p>Contact person: M. Alkadri Perdana, B.IT., M.Sc (0812 7648 4321)</p>			No	Nama	NIM	Prodi	1	Elsha Erylle Tambunan	5404211417	D-IV Administrasi Bisnis Internasional	2	Gerbina Punggilito Muatir	5404211418	D-IV Administrasi Bisnis Internasional
No	Nama	NIM	Prodi											
1	Elsha Erylle Tambunan	5404211417	D-IV Administrasi Bisnis Internasional											
2	Gerbina Punggilito Muatir	5404211418	D-IV Administrasi Bisnis Internasional											
















## Appendix 2 : Apprenticeship Certificate



### Appendix 3 : Apprenticeship Attendance Sheet

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

Nama : Gembira Panggilito Munthe  
Nim : 5404211418

Hari/Tanggal	Kegiatan	Tanda Tangan
Senin, 10 Feb 2025		
Selasa, 11 Feb 2025		
Rabu, 12 Feb 2025		
Kamis, 13 Feb 2025		
Jumat, 14 Feb 2025		
Senin, 17 Feb 2025		
Selasa, 18 Feb 2025		
Rabu, 19 Feb 2025		
Kamis, 20 Feb 2025		
Jumat, 21 Feb 2025		
Senin, 24 Feb 2025		
Selasa, 25 Feb 2025		
Rabu, 26 Feb 2025		
Kamis, 27 Feb 2025		
Jumat, 28 Feb 2025		

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

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

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

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

Senin, 31 March 2025		<i>dup</i>
Selasa, 1 April 2025	Cuty	<i>dup</i>
Rabu, 2 April 2025		<i>dup</i>
Kamis, 3 April 2025		<i>dup</i>
Jumat, 4 April 2025		<i>dup</i>

Senin, 7 April 2025		<i>dup</i>
Selasa, 8 April 2025		<i>dup</i>
Rabu, 9 April 2025		<i>dup</i>
Kamis, 10 April 2025		<i>dup</i>
Jumat, 11 April 2025		<i>dup</i>

Senin, 14 April 2025		<i>dup</i>
Selasa, 15 April 2025		<i>dup</i>
Rabu, 16 April 2025		<i>dup</i>
Kamis, 17 April 2025		<i>dup</i>
Jumat, 18 April 2025	Cuty	<i>dup</i>

Senin, 21 April 2025		<i>dup</i>
Selasa, 22 April 2025		<i>dup</i>
Rabu, 23 April 2025		<i>dup</i>
Kamis, 24 April 2025		<i>dup</i>
Jumat, 25 April 2025		<i>dup</i>

Senin, 28 April 2025		<i>dup</i>
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Selasa, 29 April 2025		<i>dup</i>
Rabu, 30 April 2025		<i>dup</i>
Kamis, 1 May 2025		<i>dup</i>
Jumat, 2 May 2025		<i>dup</i>

Senin, 5 May 2025		<i>dup</i>
Selasa, 6 May 2025		<i>dup</i>
Rabu, 7 May 2025		<i>dup</i>
Kamis, 8 May 2025		<i>dup</i>
Jumat, 9 May 2025		<i>dup</i>

Senin, 12 May 2025	Cuty	<i>dup</i>
Selasa, 13 May 2025	Cuty	<i>dup</i>
Rabu, 14 May 2025		<i>dup</i>
Kamis, 15 May 2025		<i>dup</i>
Jumat, 16 May 2025		<i>dup</i>

Senin, 19 May 2025		<i>dup</i>
Selasa, 20 May 2025		<i>dup</i>
Rabu, 21 May 2025		<i>dup</i>
Kamis, 22 May 2025		<i>dup</i>
Jumat, 23 May 2025		<i>dup</i>

Senin, 26 May 2025		<i>dup</i>
Selasa, 27 May 2025		<i>dup</i>

Rabu, 28 May 2025		<i>Sur</i>
Kamis, 29 May 2025	Cuty	<i>Sur</i>
Jumat, 30 May 2025	Cuty	<i>Sur</i>

Senin, 2 June 2025		<i>Sur</i>
Selasa, 3 June 2025		<i>Sur</i>
Rabu, 4 June 2025		<i>Sur</i>
Kamis, 5 June 2025		<i>Sur</i>
Jumat, 6 June 2025	Cuty	<i>Sur</i>

Senin, 9 June 2025	Cuty	<i>Sur</i>
Selasa, 10 June 2025		<i>Sur</i>
Rabu, 11 June 2025		<i>Sur</i>
Kamis, 12 June 2025		<i>Sur</i>
Jumat, 13 June 2025		<i>Sur</i>

Pekanbaru, Juni 2025  
Pembimbing Kerja Praktek

*Ma'rif Saragih*

Ma'rif Saragih  
NIK: 950031



**Appendix 4 : Daily Activities****DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day: Monday- February

Date : 10 -14 February 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, February 10, 2025	Introduction to Mentors and Employees of PT TELKOM PEKANBARU	Shared Services & General Support
2	Tuesday, February 11, 2025	Recording Fuel Consumption Transparency, With transparent fuel consumption records, we create accountability in every fuel transaction, ensuring that there are no undetected irregularities or waste.	Shared Services & General Support
3	Wednesday, February 12, 2025	Preparing Financial Reports with Excel SETDA Excel SETDA facilitates the preparation of regional financial reports covering regional expenditure and revenue.	Shared Services & General Support
4	Thursday, February 13, 2025	The creation of a Billing and Revenue Assurance System manages and ensures that bills and revenues are recorded accurately, preventing revenue leakage within PT Telkom.	Shared Services & General Support
5	Friday, February 14, 2025	My activities today involved working on the BBM Connect document from PT TELKOM Batam to create a manual summary and speedometer used by PT TELKOM.	Shared Services & General Support


No	Activities	Decriotion
1		Learning how to create a BBMconnect summary

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- February

Date : 17 -21 February 2025

No.	Day/Date	Description of Activities	Assignor
1	Monday, February 17, 2025	My daily activities during my internship at PT TELKOM involved compiling BBM reports.	Shared Services & General Support
2	Tuesday, February 18, 2025	My daily activities at PT TELKOM involve going out into the field with TELKOM employees.	Shared Services & General Support
3	Wednesday, February 19, 2025	Today's daily activities: I participated in a field activity where there was a settlement from PT TELKOM customers.	Shared Services & General Support
4	Thursday, February 20, 2025	My daily activities today, where we held SME training at PT TELKOM.	Shared Services & General Support
5	Friday, February 21, 2025	Where are my activities in participating in field activities to collect customer installments for PT TELKOM	Shared Services & General Support

No	Activities	Decriotion
1		Still in the process of learning data input and BBMConect recap

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- February

Date : 24 -28 February 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, February 24, 2025	My daily activities today included attending a celebration and computer handover ceremony for an orphanage, as well as a PADI SMEs PT TELKOM training session.	Shared Services & General Support
2	Tuesday, February 25, 2025	My daily activities involve office work, which includes compiling BBM connect data from manual records and speedometers.	Shared Services & General Support
3	Wednesday, February 26, 2025	My daily activities involve inputting BBM Connect data from the PT TELKOM Batam area.	Shared Services & General Support
4	Thursday, February 27, 2025	As for today's activities, I participated in a PADI SMEs training program at PT TELKOM.	Shared Services & General Support
5	Friday, February 28, 2025	My daily activities today included participating in PT TELKOM SME training.	Shared Services & General Support

No	Activities	Decriotion
1		Continue the creation of fuel data recapitulation

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March

Date : 03 -07 March 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, March 03, 2025	My daily activities include registering SMEs customers who join PT TELKOM.	Shared Services & General Support
2	Tuesday, March 04, 2025	As for my daily activities, I am participating in SMEs coaching training.	Shared Services & General Support
3	Wednesday, March 05, 2025	My daily activities include registering SMEs profiles.	Shared Services & General Support
4	Thursday, March 06, 2025	My daily activities today involve compiling BBM connect data at PT TELKOM Riau.	Shared Services & General Support
5	Friday, March 07, 2025	My daily activities today include making certificates for interns who have completed their internships at PT Telkom.	Shared Services & General Support



No	Activities	Decriotion
1		Training on Making Patin Fish Floss
		involve compiling BBM connect data at PT TELKOM Riau.

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March

Date : 10 -14 March 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, March 10, 2025	My daily activities today involve compiling a list of customers who use the Telkom network.	Shared Services & General Support
2	Tuesday, March 11, 2025	My daily activities involve checking the documents of customers who use the INDIHOME network.	Shared Services & General Support
3	Wednesday, March 12, 2025	My daily activities today are compiling office documents.	Shared Services & General Support
4	Thursday, March 13, 2025	My daily activities today include compiling BBM Connect data used by the company.	Shared Services & General Support
5	Friday, March 14, 2025	My daily activities involve entering customer numbers into MDIID.	Shared Services & General Support

No	Activities	Decriotion
1		Involve entering customer numbers into MDIID.
		Continue the creation of fuel data recapitulation

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March

Date : 17 – 21 March 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, March 17, 2025	My activity today was to create a list of customer bills in Excel format.	Shared Services & General Support
2	Tuesday, March 18, 2025	My daily activities today involved performing tasks assigned by PT Telkom employees in the SSGS room, namely creating invoices for customers who have not paid their monthly installments.	Shared Services & General Support
3	Wednesday, March 19, 2025	My daily activities today include creating invoices and tax invoices for PT TELKOM customers.	Shared Services & General Support
4	Thursday, March 20, 2025	My daily activities today include going out into the field with PT TELKOM employees to collect monthly installments from customers.	Shared Services & General Support
5	Friday, March 21, 2025	My activities today include inputting BBM connect at PT TELKOM WITEL RIAU DARATAN.	Shared Services & General Support


No	Activities	Decriotion
1		Performing fuel recap and validation through BBMConnect

## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March

Date : 24 -27 March 2025

No.	Day/Date	Description of Activities	Unit
1	Monday, March 24, 2025	My daily activities today included attending a celebration and computer handover ceremony for an orphanage, as well as a PADI UMKM PT TELKOM training session.	Shared Services & General Support
2	Tuesday, March 25, 2025	As for my daily activities today, I summarized BBM Connect PT TELKOM.	Shared Services & General Support
3	Wednesday, March 26, 2025	My daily activities at PT TELKOM WITEL RIAU DARATAN involve compiling BBM Connect data from Batam and Dumai.	Shared Services & General Support
4	Thursday, March 27, 2025	My daily activities at PT TELKOM involve going out into the field to collect payments from PT TELKOM WITEL RIAU DARATAN customers.	Shared Services & General Support
5	Friday, March 28, 2025	On March 28, 2025, PT TELKOM will be closed for a national holiday.	Shared Services & General Support

No	Activities	Decriotion
1		Performing manual recap and taking screenshots of the speedometer

### **DAILY ACTIVITIES OF THE JOB TRAINING**

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



<b>No.</b>	<b>Day/Date</b>	<b>Description of Activities</b>	<b>Unit</b>
1	Monday, March 31, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
2	Tuesday, April 01, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
3	Wednesday, ,April 02, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
4	Thursday, ,April 03, 2025	On March 31, 2025, PT Telkom will be closed for Eid al-Fitr.	Shared Services & General Support
5	Friday, ,April 04,2025	On March 31, 2025, PT Telkom will be closed for the Eid al-Fitr holiday.	Shared Services & General Support



## DAILY ACTIVITIES OF THE JOB TRAINING

Day: Monday- March  
Date : 07 -11 April 2025



No.	Day/Date	Description of Activities	Unit
1	Monday, April 07, 2025	ON 07-04-2025 PT TELKOM NATIONAL HOLIDAY	Shared Services & General Support
2	Tuesday, April 08, 2025	My daily activities today include working on the BBM Connect recap.	Shared Services & General Support
3	Wednesday, April 09, 2025	My activities today included working on BMM Connect, uploading speedometers, and compiling manual records.	Shared Services & General Support
4	Thursday, April 10, 2025	My activities today include going to the field to collect customer installments for PT TELKOM.	Shared Services & General Support
5	Friday, April 11, 2025	My activity today was to go to the field to meet PT TELKOM customers to receive their monthly installments.	Shared Services & General Support

No	Activities	Decriotion
1		Creating a Recap of Fuel Receipts in Batam
		Creating a Recap of Fuel Receipts in Batam

## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, April 14, 2025	My activities today at PT TELKOM were to go out into the field to invite SMEs to join the PT TELKOM SME Padi program.	Shared Services & General Support
2	Tuesday, April 15, 2025	My activities today at PT TELKOM were working on BMM Connect PT TELKOM.	Shared Services & General Support
3	Wednesday, April 16, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
4	Thursday, April 17, 2025	My activity this morning was to go to the field for PT TELKOM SME training.	Shared Services & General Support
5	Friday, April 18, 2025	PT TELKOM NATIONAL HOLIDAY	Shared Services & General Support

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

## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, April 21, 2025	My activity this morning was working on the BMM Connect PT TELKOM recap.	Shared Services & General Support
2	Tuesday, April 22, 2025	My activities today at PT TELKOM were to go out into the field to meet with SMEs in Pekanbaru.	Shared Services & General Support
3	Wednesday, April 23, 2025	My activities today at PT TELKOM were to manually compile BMM connect and speedometer data.	Shared Services & General Support
4	Thursday, April 24, 2025	My activities at PT TELKOM include going out into the field to meet with SMEs in Pekanbaru.	Shared Services & General Support
5	Friday, April 25, 2025	My activities today at PT TELKOM were to recap BMM Connect.	Shared Services & General Support

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

## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, April 28, 2025	My activities today at PT TELKOM were working on BMM Connect, which was assigned by the PT TELKOM Batam unit.	Shared Services & General Support
2	Tuesday, April 29, 2025	My activities today at PT TELKOM were to recap BMM Connect.	Shared Services & General Support
3	Wednesday, April 30, 2025	My activities today at PT TELKOM were to accompany the manager of PT TELKOM to survey the PT TELKOM building that will be renovated.	Shared Services & General Support
4	Thursday, May 01, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
5	Friday, May 02, 2025	My activities today at PT TELKOM were to continue the BMM Connect recap from the Batam unit.	Shared Services & General Support

No	Activities	Decription
1		Continue entering the internship student's grades and print the internship certificate.
		Learning data input and recap BBMConect

## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, May 05, 2025	My activities today at PT TELKOM were working on the BMM Connect summary from the SSGS Witel Riau unit.	Shared Services & General Support
2	Tuesday, May 06, 2025	My activities today at PT TELKOM were working on BBM Connect, which involves recording speedometer readings.	Shared Services & General Support
3	Wednesday, May 07, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
4	Thursday, May 08, 2025	My activities today at PT TELKOM were working on the BBM Connect recap, which contains the speedometer.	Shared Services & General Support
5	Friday, May 09, 2025	My activities today at PT TELKOM were working on the BMM Connect recap and creating a speedometer.	Shared Services & General Support

No	Activities	Decriotion
1		Performing BBMConnect Recap, Manual Recap, and Speedometer Screenshot
		Recap of Batam Fuel Production via the BBMConnect Website

## DAILY ACTIVITIES OF THE JOB TRAINING

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

No.	Day/Date	Description of Activities	Unit
1	Monday, May 12, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
2	Tuesday, May 13, 2025	As for my activities today at PT TELKOM, I worked on the BMM Connect recap.	Shared Services & General Support
3	Wednesday, May 14, 2025	My activities today at PT TELKOM were working on BBM Connect speedometer.	Shared Services & General Support
4	Thursday, May 15, 2025	My activities today at PT Telkom were working on BBM Connect.	Shared Services & General Support
5	Friday, May 16, 2025	My activities today at PT TELKOM	Shared Services & General Support



No	Activities	Decriotion
1		Homemade sardine processing training activities
		Learning data input and recap BBMConect



## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, May 19, 2025	My activities today at PT Telkom were to recap BBM Connect.	Shared Services & General Support
2	Tuesday, May 20, 2025	My activities today at PT TELKOM were attending field training on sardine processing at PT TELKOM's MSME.	Shared Services & General Support
3	Wednesday, May 21, 2025	As for my activities today at PT TELKOM, I worked on compiling BBM Connect.	Shared Services & General Support
4	Thursday, May 22, 2025	As for my activities today at PT TELKOM, I worked on compiling BBM Connect.	Shared Services & General Support
5	Friday, May 23, 2025	As for my activities today at PT TELKOM, I worked on BBM Connect, which involves recording BBM speedometers.	Shared Services & General Support

No	Activities	Decriotion
1		Customer care, contacting and reminding customers who have passed their Wi-Fi payment due date
		Learning data input and recap BBMConect

## DAILY ACTIVITIES OF THE JOB TRAINING

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

No.	Day/Date	Description of Activities	Unit
1	Monday, May 26, 2025	My activities today at PT TELKOM were to recap BBM Connect.	Shared Services & General Support
2	Tuesday, May 27, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
3	Wednesday, May 28, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
4	Thursday, May 29, 2025	The Ascension of Jesus Christ (Ascension Day of Jesus Christ) as a national holiday.	Shared Services & General Support
5	Friday, May 30, 2025	May 30, 2025 public holiday	Shared Services & General Support

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



## DAILY ACTIVITIES OF THE JOB TRAINING

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



No.	Day/Date	Description of Activities	Unit
1	Monday, June 02, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
2	Tuesday, June 03, 2025	My activities today at PT TELKOM were working on BBM Connect.	Shared Services & General Support
3	Wednesday, June 04, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
4	Thursday, June 05, 2025	My activities today at PT TELKOM were working on the BBM Connect Recap.	Shared Services & General Support
5	Friday, June 06, 2025	National holiday	Shared Services & General Support

No	Activities	Decriotion
1		Archiving PT Telkom's financial documents every month for storage in filing cabinets.
		This activity involved me going out into the field to collect installments from PT Telkom customers.

## DAILY ACTIVITIES OF THE JOB TRAINING

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

No.	Day/Date	Description of Activities	Unit
1	Monday, June 09, 2025	National holiday	Shared Services & General Support
2	Tuesday, June 10, 2025	My activities today at PT TELKOM included working on the BBM Connect recap.	Shared Services & General Support
3	Wednesday, June 11, 2025	My activities today at PT TELKOM were working on manual BBM Connect reports.	Shared Services & General Support
4	Thursday, June 12, 2025	My activities today at PT TELKOM were working on the manual recap of BBM Connect.	Shared Services & General Support
5	Friday, June 13, 2025	My activities today at PT TELKOM were saying goodbye to my colleagues because we are ready for our internship.	Shared Services & General Support

No	Activities	Decriotion
1		Last day of preparing the fuel recap for the Shared Service and General Support Unit.
		Learning data input and recap BBMConect

## Appendix 5 : Documentation during the internship

