



PRESIDENT UNIVERSITY
INTERNSHIP REPORT FOR



PT. ASURANSI CIPUTRA INDONESIA

FEBRIENA RIZAYANTI
INTERNATIONAL RELATIONS

016201600035

SEPTEMBER 2019

Letter of Completion



SURAT REKOMENDASI

No. 013/Ref/HR/ACI/VIII/2019

Ditujukan kepada,

Febriena Rizayanti

Telah menjalankan program internship di PT. Asuransi Ciputra Indonesia dari 13 Mei 2019 sampai dengan 31 Agustus 2019 sebagai **Internship Product Development**.

Kami mengapresiasi kontribusi dan kerja keras Anda selama berada di PT Asuransi Ciputra Indonesia, dan berharap kesuksesan untuk Anda di masa depan.

Jakarta, 23 Agustus 2019

PT Asuransi Ciputra Indonesia

PT Asuransi Ciputra Indonesia


Listianawati Sugiyanto

Direktur

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Preface

This internship final report is submitted as one of required internship documents for the University. This report itself will summarize all of my experience as an intern at PT. Asuransi Ciputra Indonesia.

First of all, I would express praise and gratitude to Jesus Christ as His blessing and guidance has helped the author in finding and finishing this internship program together with this internship final report. Furthermore, I would thank Ms. Peni (Human Capital) for trusting me to work as an intern here, then Mrs. Yeni Indryawati (Assistant Manager for Product Development) who has supervised and mentored me patiently about creating products and insurance knowledge during the internship, Mrs. Meli (Marketing & Business Development Manager) who always teach me about business process of the company, and all of Business Development Division family at PT. Asuransi Ciputra Indonesia for their caring support, kindness and guidance during my internship program.

This Internship final report summarized all of my activities during the Internship at PT. Asuransi Ciputra Indonesia. This report is made to fulfill the requirements of completing Internship Program by President University Internship and Career Center (ICC).

Hopefully, the report can satisfy the completion of the Internship program held by ICC President University and be useful for the readers.

Bekasi, September 2019

Febriena Rizayanti

Chapter I – Introduction

Internship Program is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development, and to learn new skills. One of the profit of the internship is that student will get many connections to continue the career path after graduating from college.

The overall goal of internship is to provide the means for each student to mature both personally and professionally, as well as to further their appreciation and understanding of the professional experience in their chosen field of study. In other words, students can have the opportunity to understand, observe, and apply the application of certain knowledge or working theory philosophies learned through previous academic and other experiences, in an appropriate work and professional settings.

The students also can develop their abilities to achieve performance goals based on the responsibilities and duties; develop their ability to asses and direct achievement of specified performance goals; obtain a bird's eye view of how an institution is running and as a medium for the students to have direct interaction with and to learn from industry professionals; enrich their understanding about how an institution is forming the teamwork, making it effective, and united albeit the diversity, variety of social background, and culture; develop decision-making and problem-solving skills through the formulation, implementation and evaluation of alternative solutions to problems and approaches to issues;

The students also can gain an understanding of the overall institution/organizational structure and their management philosophy (or corporate culture) and clientele base, as well as their relative position to other local, national and /or global competition in the market place; identify and address personal strengths and weaknesses in light of demands and expectations of employment in the various roles and responsibilities assigned in a work setting; develop a network of industry professionals that can be used when seeking full-time employment, and also share their internship experience and special project with other President University interns, faculty and staff.

Chapter II – Company Profile

II.1. History

PT. Asuransi Ciputra Indonesia or Ciputra Life is a subsidiary of PT. Ciputra International and PT. Tunas Andalan Pratama. Ciputra Life has obtained a life insurance business license from OJK on December 16, 2016 and began providing insurance protection to customers on February 1, 2017.

Ciputra Life focuses on business development through collaboration with business partners within the Ciputra Group, Tunas Group and other business partners outside the Ciputra and Tunas Group, both from the financial services industry and outside the financial services industry.

Based on the spirit to build a better future for Indonesian families, Ciputra Life develops various innovative insurance products according to the needs of Indonesian families, and markets these products through various distribution channels so that they are easily accessible to all customers in Indonesia.

Supported by the Board of Commissioners and Board of Directors who are professional, experienced, and highly committed, Ciputra Life is ready to grow with millions of Indonesian families and welcome a bright future.

II.2. Vision and Mission

PT. Asuransi Ciputra Indonesia or Ciputra Life has a vision to "Build the future of Indonesian families through innovative protection".

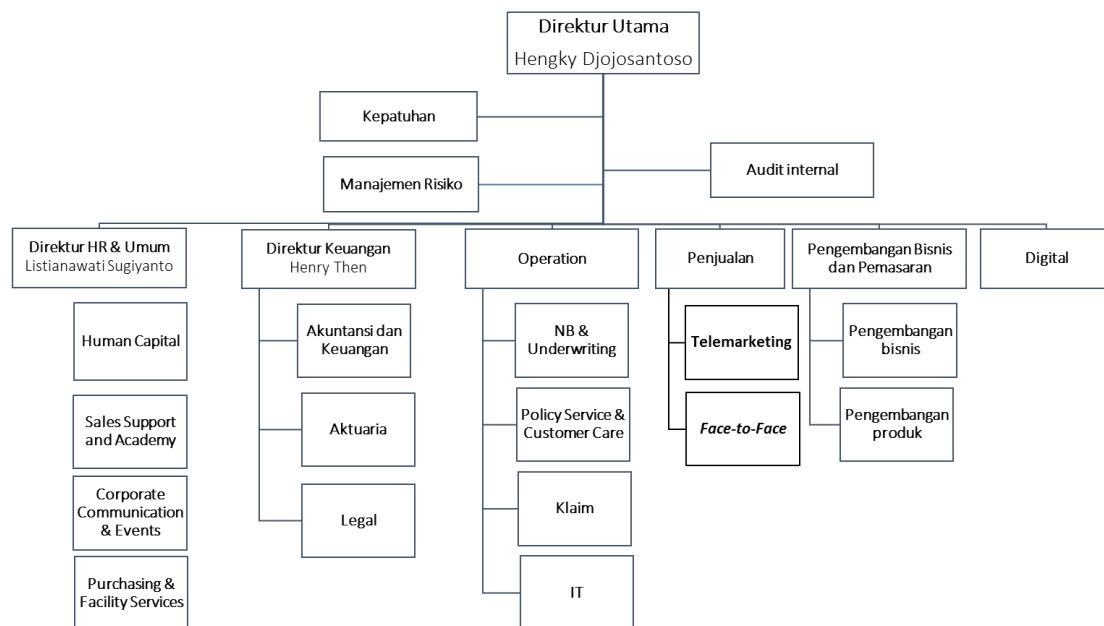
This vision is supported by the following missions :

- Building a strong, professional and ethical financial institution.
- Develop business through good cooperation with business partners, shareholders and stakeholders.
- Providing quality, innovative products and services and adding value to customers.
- Building a culture through internalizing corporate values to produce a professional team.

The motto or tagline of this company are Trust and Respect (Integrity), Superior and Reliable (professionalism), Best and Innovative Services (customer focus) and Collaboration and Contribution (team work).

II.3. Organization Chart

To achieve the existing vision and mission, of course a good organizational structure is needed within a company. Where there is a more organized division of tasks and responsibilities. The chart below is company structure at PT. Asuransi Ciputra Indonesia.



In the organizational structure the author is in the Business Development Department, placed in the Product Development Division. The author has tasks and responsibilities, namely, to assist in creating new products, document filing, market research, etc.

II.4. Products and Services

PT. Asuransi Ciputra Indonesia or Ciputra Life has some insurance products, namely: Citra Proteksi Jiwa, Citra Proteksi Kesehatan, Asuransi Citra Jaminan Pasti, Ciputra Proteksi Rencana Pasti and the other products that still on process and will be launched soon.

II.5. Review on the Organization Growth and Trend

Ciputra Life is still a new company. But, since Ciputra Life has been running for almost three years (2016-2019), we can see through the confidential data, the company totally had 36.670 clients from December 2017 until the end of December 2018. The company also established partnerships with Banks, Broker, Developer, and with the partners of Ciputra International Group also. This year, the company is more developing their products and still progressing in fulfilling the company target.

Chapter III – Internship Activities

III.1. Job Description

My internship program was held on May 13rd, 2019 - August 31st, 2019 at PT. Asuransi Ciputra Indonesia or Ciputra Life. My working hours was from Monday to Friday from 8.00 am to 5.00 pm. I was working as an Product Developer intern with Mrs. Yeni as my supervisor. Product Development here is a division that work to create an innovative insurance products based on the customer needs.

III.2. Activities

III.2.1. Market Research

So, as an product developer, I deal with the other competitor products to give me insight and inspiration in creating a new product, because basically I don't really understand about insurance product. On the first month, I learned to understand the insurance and its product that explained by my supervisor and from Google research. Then, I learned to make a product comparison between our products and the other insurance products such as Equity Life, AXA, AIA, Generali, and so on.

III.2.2. Making an Insurance Product

I assist my supervisor in creating a new product, named as Produk Receh that consists of Life Insurance, Personal Accident Insurance, and Hospital Cash Plan Insurance that each products have an insurance rider or additional benefits namely: disability insurance, daily cost of hospitalization, evacuation cost, and medical cost.

The process of creating Receh product was continued until the second month of my internship. On the second month, I learned how to filing the document of insurance products and make a product specification drafts. I learned to understand what is data policy and premium, then exercised to make it for the Receh products. I also have responsible to manage the list partner document every month. During my intern, I always use Microsoft Word, Microsoft Excel and Microsoft Power Point.

Honestly, I have not know before how to create a new products. But, fortunately, I have a supervisor that very patient always answered and explained for all my questions and she let me know about the steps or process in creating a new product until it submitted to the Financial Services Authority (OJK).

III.2.3. Designing a Content Brochure

On the third month, it means my last month in PT. Asuransi Ciputra Indonesia, I am still dealing with market research on Multi Level Marketing such as Tupperware, Oriflame, CAR, and so on, because the company want to launch a new insurance product that focus on investment saving, named as Saving Plan and how it works like Multi Level Marketing (MLM).

I learned how to make general provisions and special provisions for each products. Because the Saving Plan work is similar with MLM that has levels and bonus, so in this part, I also made the illustration for the bonus level if we got someone that buy or join Saving Plan. Since, the company also has developing its marketing through digital platform, so I have task to design the Saving Plan application menu like M-Banking application and content brochure of Saving Plan product before it proceeding to the Digital and Marketing Department.

Chapter IV – Evaluation

Majoring in IR, there are not so many fields of IR jobs, because IR is not specific. People think that IR should be in government, but there are so many people also that not really interest to work in government like me. I was looking for an internship as a business developer or human resources. Fortunately, I got in PT. Asuransi Ciputra Indonesia or Ciputra Life. A business developer itself have several field such as product developer, campaign management, and wholesales or marketing. I did not specify which kind of business developer I want to, though I prefer the product developer because I think I am better at it than the others and its good for me because in fact, I am not only learned about product but also I know the process of the marketing business especially for insurance.

PT. Asuransi Ciputra Indonesia offered two kinds of internship developer vacancies which are Business developer and Product developer. On the interview day, they did not tell me in detail in which field I will be placed because it will be determined based on the company's needs, but they allowed me to choose between Business developer or Product developer, so I chose Product Developer.

IV.1. Insurance Knowledge

At first, I didn't know much about insurance before. I just know premium which like a contribution that we have to pay every month and the data policy that consists of provisions, guaranteed benefits and exception. My supervisor introduced me all the insurance things. Fortunately, I can easily understand because I already have a little illustration about it. It is worthwhile to experience working as a product developer in this internship, I finally know what is inside insurance, how to develop it and many more. This experience gives me an opportunity to work in another company as Business developer later.

IV.2. Time Management

Besides the improvement of my hard skills, the internship also improves my soft skills, I learned to work on time which taught me also how to manage my time, learned to mingle to the working environment where we have to know what to do and not to do in order to obey all the company rules which taught me on how to have a good attitude in working environment and last, I learned to control myself when I have to work in the deadline or in rush time.

IV.3. Communication Skills

During my internship, I learned how to communicate with other divisions as a team. Even though, I am the youngest person in the team, but I have to work as professional and

maintain my behaviour. I learned how to talk with partner in the phone and how to negotiate or make a deal with partners.

Finally, this internship experience is very meaningful and affect my career ahead because the process of the internship itself was challenging from the beginning. From looked for internship vacancies, went on several interviews with a basic preparation, until I experienced the real work environment myself, all those experiences are very useful for my future career. However, even though the experiences are not as smooth as I expected, I also went through trials and errors, but I can learn from all those mistakes and prevent me on doing the same mistake in the future. Nonetheless through all this experiences, it makes me braver and more prepared to face future career later.

Chapter V – Recommendation

V.1. For Ciputra Life

For PT. Asuransi Ciputra Indonesia or known as Ciputra Life, I am very grateful can be a part of your company. Thank you very much for the experience, learning, and every moment that we had. From here, I can learn people's characters, how to treat them nicely and look at business potential also suggest me to start saving from now. I hope Ciputra Life can be more advanced, the employees can get welfare and can realize a good future for families in Indonesia according to the company slogan "Build A Better Future".

V.2. For ICC at President University

I personally feel so grateful that President University makes this Internship Program as a mandatory program for all President University students. This shows that President University is also concerns on prepare the students to be ready for real work life. My recommendation for the university is to socialize more about the correlation of internship semester and thesis semester, emphasize it more on how to manage internship time and thesis time because even though the university has stated the minimum period of internship is four months, but the minimum period stated by the company might be longer which will make the students have to do their thesis while still working as an intern and I hope the ICC can be a place for students to get the advices and answers when students are in confusion and need a way out.

Appendices

Internship Agreement Form



Form No	ICC/06/INT/ICF/2011
Revision	03
Form Title	Internship Agreement

D. Internship Placement

Department	: Business Development
Work Hours per day	: 8 Hour/Day
Internship Duration	: 16 Weeks
Starting Date	: 2019-05-13
Finishing Date	: 2019-08-31
Name of Immediate Supervisor	: Yenni Indryawati Subagyo
Supervisor Job Title	: Product Development Ass Manager
Supervisor office number	: 08111075516
Supervisor email address	: yeni.subagyo@ciputralife.com

E. Internship Entitlement

- Transportation Allowance

This form is the agreement made among the three parties, which are the institution, intern, and President University for the internship cooperation during the specified period. By signing this form, each party agrees on the terms and conditions which may affect the internship as stipulated by the institution and/or President University. Any information obtained as the result of the internship shall be regarded as confidential which can only be issue to the public upon the consent and acknowledgement from the respective institution and/or President University.

On-Site Supervisor  PT Asuransi Ciptura Indonesia	Intern 	Acknowledged by, 
Signed and duly stamped		Internship and Career Center
Name : Yenni Indryawati Subagyo	Name : Febriena Rizayanti	Name : Lina R
Date : 28 Agustus 2019	Date : 28 Agustus 2019	Date : 12 Sept 2019

Email Address

pen.tanaya@ciputralife.com

Internship Job Description



Form No	ICC/08/INT/DES/2011
Revision	01
Form Title	Internship Job Description

Student's Name	:	Febriena Rizayanti
Institution/Company	:	PT. Asuransi Ciputra Indonesia
Department	:	Business Development
Supervisor's Name	:	Yenni Indryawati Subagyo
Supervisor's Position/Job Title	:	Product Development Ass Manager
Working Hours	:	8 Hours

A. Summary of the Job

Please explain the overall purpose of your job during the internship period. This might include the main project that you do during the internship

During my internship period, I assist my supervisor in Product Development Division. The project is always about making a new insurance product, because I am in charge as product developer.

B. Description of Duties and Responsibilities

Please explain the responsibilities that you are expected to perform during the internship period

So, I assist my supervisor in designing the new products, giving critics and opinions on it and managed all the documents that will be submitted to Financial Services Authority(OJK). Besides that, I also did some research on Google and Instagram about the insurance product, sometimes I also asked my friends about the insurance and get to know how many my friends that already have insurance. During my work, I can adapt with the work environment, the people and the task itself. So, I can finished my task that given by supervisor just in a day, because my principle is if I can finish it today, why have to wait until tomorrow?

C. Required Knowledge and Skills

Please state the required technical knowledge, skills, and attitude, that you perceive isrequired to perform the duties successfully

Knowledge

Honestly, I don't have much knowledge about insurance. But, worked in Ciputra Life made my knowledge increased. The team here always gave me new insights about the insurance product and how important it its for me as young adult to have an insurance from now, because if we buy an insurance product at age 30, it will be more expensive. I am grateful to meet such a very nice people that gave me positive knowledge.

Skills

Before I don't know about the insurance premium, but now I know and I can count it by my self when I want to buy an insurance product. I can see, whether the insurance premium is cheap or expensive.

Attitude

During my internship period, I worked with most of the people who older than me and many of them already married. So, it made me more polite and I always ask for permission for anything. I am so grateful, the people are very nice and fun, there is no comparison between the interns and staffs. They treated me same and fair. It made me easily engage and unite with them.

Student Agreement of Responsibilities:

This job description has been explained to me clearly, and I understand and agree to the duties and responsibilities stated.

Agreed by,


(Febriena Ritayanti)

Signature and Name of Intern

Date: 28 Agustus 2019

Acknowledged by,



Signature and Name Duly Stamped

Date: 28 Agustus 2019.

Internship Monthly Report



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Febriena Rizayanti
Company's Name	: PT. Asuransi Ciputra Indonesia
Supervisor's Name and Title	: Yenni Indryawati Subagyo
Department	: Business Development
Working Hours	: 8 Hour/Day
Report Period	: 2019-05-13 - 2019-06-13

A. Describe your principal assignments, responsibilities, for the past One Month

During one month of internship, I responsible to work under my supervision in Business Development Department, especially I work in Product Development Division. Here, I'm assisting my supervisor in developing the insurance product.

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

In making a new insurance product, I have responsibilities to make some kind of Policy & Premium (Polis & Premi), Draft of Product Specification, Content Brochures and the other documents that will be submitted to the OJK (Otoritas Jasa Keuangan).

I learned so much about insurance here, because at the first day of my intern, I did not know much about insurance product. But thanks to my supervisor, now I know the steps to create a new product, I know about how to make Policy and all this things need an accuracy, because the documents we made will be submitted to the OJK at the end. Here also, I do research about the other insurance products and I made a comparison product to fill my brain with knowledge and its useful for developing our product itself. Thanks God, through this company I learned more to be an accurate, self motivated to get the job done and more understand about the insurance and my task.

C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them

Honestly, there is no such a big problem or challenge during my one month of internship, because I have a supervisor that will explain all of things to me if I don't understand, she is very patient and never angry. So, I can finish all my task faster and I love the working environment here because all people are very nice and friendly, I can easily mingle with them. But maybe, in the first day of intern, it was hard for me to get up in the early morning, because I have to come at 8 o'clock and it is different when I was studying at campus that never forced me to get up in the morning because I did not have morning class. But the next day until today, I always get up early and come at 8 a.m. and I am not lazy, because I love my job.

Submitted by

Name of intern

Date: 13 June 2019

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 13 June 2019



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Febriena Rizayanti
Company's Name	: PT. Asuransi Ciputra Indonesia
Supervisor's Name and Title	: Yenni Indryawati Subagyo
Department	: Business Development
Working Hours	: 8 Hour/Day
Report Period	: 2019-06-13 - 2019-07-13

A. Describe your principal assignments, responsibilities, for the past One Month

In the second month, I have responsible to manage the document of a new product that will be submitted to OJK such as product specification, product policy, brochure, flow e-buy, and so on. I also responsible to do a research about MLM and make comparison between Ciputra Life product and the competitor products.

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

During my second month, I learned new things how to count premium rate and percentage of value at the end of the year. I did not know before, now I understand how to count it.

C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them

So far so good. I dont have any problems, but work in insurance company is challenge my self to know and learn something that I dont know before.

Submitted by

Name of intern

Date: 13 July 2019

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 13 July 2019



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Febriena Rizayanti
Company's Name	: PT. Asuransi Ciputra Indonesia
Supervisor's Name and Title	: Yenni Indryawati Subagyo
Department	: Business Development
Working Hours	: 8 Hour/Day
Report Period	: 2019-07-13 - 2019-08-12

A. Describe your principal assignments, responsibilities, for the past One Month

In the third month, the company was planning to launch a new product called as Saving Plan. This product aims to give some benefits and protection for the client. Saving Plan is different with the other insurance products, because Saving Plan market procedure will adopts MLM (Multi Level Marketing) style. So here, I managed the document making such as policy data, content brochure, general and special provisions, product specification and so on.

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

I learned new things about MLM. I already heard about it but I don't have more knowledge about its marketing style. In the making of Saving Plan, I did research about companies who adopt MLM strategy such as Oriflame, CAR, Tupperware, etc. It gives me more knowledge and new insights.

Submitted by

Name of intern

Date: 12 August 2019

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 12 August 2019



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Febriena Rizayanti
Company's Name	: PT. Asuransi Ciputra Indonesia
Supervisor's Name and Title	: Yenni Indryawati Subagyo
Department	: Business Development
Working Hours	: 8 Hour/Day
Report Period	: 2019-08-12 - 2019-08-31

A. Describe your principal assignments, responsibilities, for the past One Month

After Saving Plan product, the company is planning to launch a new product again that called as Managed Care. This is a new health insurance that work together with Alodoc. In making a new product, I must do research about the competitor product such as Halodoc. Which one is the more beneficial and which one is not. Then, I also researched about the competitor managed care product from Mandiri Inhealth Managed Care. From there, we can make a new innovation that other competitors don't have. So, the company decided to work together with Alodoc for client's claim.

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

From this, I learned about Alodoc system and it increased my knowledge.

C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them

Work in insurance is always challenging, because I have to know so many new things that I don't know before. But, as time goes by, I can understand more on the variant of insurance product and can understand faster when my supervisor or somebody talking about it.

Submitted by

Name of intern

Date: 30 August 2019

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 30 August 2019

Performance Evaluation by Supervisor



Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

Internship and Career Center

Work Performance Appraisal and Development Plan

Please provide your candid evaluation of this student's performance or skill level in each of the following areas.

We encourage you to participate in a two-ways communication in discussing the student's performance and share your appraisal to the student for her or his professional development. Thank you.

PresUniv Student's Name : Febriena Rizayanti
 Name of Institution : PT. Asuransi Ciputra Indonesia
 On-Site Supervisor Name : Yenni Indryawati Subagyo
 On-Site Supervisor Title : Product Development Ass Manager
 Appraisal Period : May 13, 2019 to August 31, 2019


Rating Description

Rating	In Points	Definition
EX Exceptional (EX)-5	85-100 Points	Outstanding Performance. Quality excellence is delivered in continuous basis
AA Above Average (AA)-4	70-84.99 Points	Demonstrate work performance which exceeds the standard expectation and requirement of the job.
A Average/Satisfactory (A)-3	60-69.99 Points	Demonstrate work performance which meets the standard expectation and requirement of the job.
NI Needs Improvement (NI)-2	50-59.99 Points	Demonstrate poor work performance in most areas. Need intensive training before entering to the job.
P Poor/Unsatisfactory (P)-1	0-49.99 Points	Cannot demonstrate the expected work performance quality. Not ready for work.

1. Please put X in the appropriate column indicating your assessment to the work performance being assessed.

Work Performance	1	2	3	4	5
A. Business/Organization Competency					
1. Consistency in submitting the assignment within the expected period of time (meeting the deadline).					X
2. Ability to produce reliable work quality as being thorough with minimum error.				X	
3. Ability to work under minimum supervision.				X	
4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job.				X	
5. Ability to analyze/identify the main issues/problems.				X	

Page 1 of 5

Signed and stamped
 On-site supervisor: 
 PT Asuransi Ciputra Indonesia

Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

Work Performance	1	2	3	4	5
6.Ability to offer relevant solution/recommendation to the problems				X	
7.Level of discipline to maintain the agreed working hours					X
8. Level of awareness of organizational code of conduct and culture.					X
B. People Competency					
1. Ability to prioritize the team's goal rather than individual goal				X	
2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner.				X	
3 .Level of initiative to seek for information on team's needs, and act on it.				X	
4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).				X	
5. Ability to build rapport and cooperation with customer (both internal & external).				X	
6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy).					X
7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor.					X
C. Self-Management (Behavioral)					
1. Ability to behave in a respectful and consistent manner.					X
2. Ability to share feelings to let other colleagues understand the current state of mind.					X
3. Ability to manage confidential information.					X
4. Ability to treat other people with respect.					X
5. Ability to maintain constant performance and act rationally under a stressful situation.					X
6. Ability to adjust to the emerging changes in the workplace.					X
D. Technical Skill					
1. Ability to listen and follow the instruction.					
2. Ability to inform clear message and information in good spoken language.					
3. Ability to write clearly and concisely.					
4. Ability to respond to questions, feedback, and instructions in a clear and correct manner.					
5. Level of relevancy of the knowledge to the business needs.					
Please write down the necessary tool, knowledge, or skills needed to perform the job, and rate the subordinate's performance in meeting the technology requirement					
1. Tools / Technology/Machine (e.g. Ms. Words, Adobe Photoshop)	P	NI	A	AA	EX
1.1 Ms. Word				X	
1.2 Ms. Excel			X		
1.3 MS. Power Point				X	





Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

2. Knowledge	1	2	3	4	5
2.1. Insurance Product				X	
2.2.					
2.3.					

2. Based on the overall contribution of the employee, how would you rate the contribution of the employee to the business process?


Very Valuable Somewhat valuable Limited Value Not valuable/not ready to work in the institution

Please explain in what way the student has created impact to the organization or your work as on-site supervisor.

The students helped me a lot during her work.
 She makes me easier in doing the task.
 All documents that I can't handle before, she can handle it and helped me in organized the file and administrative document neatly.

3. Please use the following section to identify the primary strengths, areas to be improved, and future training plan which is recommended to enhance the employee's work performance.

Primary Strengths (Knowledge, Skills, Attitudes)	Areas to Be Improved (Knowledge, Skills, Attitudes)
<ul style="list-style-type: none"> - not really know about insurance product. - skill in writing/using microsoft before was in medium level. - her attitude never change. she always do the job/task on time. 	<ul style="list-style-type: none"> - now, you have to improve more about insurance product to add your knowledge. - now, you must improve your micro soft excel.

Signed and stamped
 On-site supervisor: 
 PT Asuransi Ciputra Indonesia



Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance
1. The student should study or take course on Microsoft Excel.
2.
3.
4.
5.

4. Please provide your feedback on the learning design/curriculum/seminars/training which President University must offer to improve the quality and competitiveness of the graduates in the workplace.

Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance
1. Perhaps a seminar or workshop on how the students must do in the
2. office or company area and adapt with the working environment.
3.
4.
5.

Assessed by,

PT Aggrandi Ciputra Indonesia

Signed and stamped
On-site supervisor name:
Yenni Indryawati Subagyo

Evaluation Date: 28 Agustus 2019

I, herewith, acknowledge that this performance review was conducted to evaluate my work performance during the specified period. My signatory in this review indicates that I have understood and approved the outcome of the appraisal. I understand that I will secure a copy of this appraisal, and agree that if after 15 working days I do not submit any objection to the appraisal result, I waive my right to demand any changes in the evaluation.

PresUniv Student:
Febriena Rizayanti

Performance Evaluation by Student



Form No	ICC/23/INT/STD/2014
Revision	00
Form Title	Student Final Internship Performance Evaluation Form

FINAL EVALUATION ON INTERNSHIP PROGRAM -ASSESSMENT BY STUDENT-

Name of Intern	: Febriena Rizayanti
ID Number	: 016201600035
Name of Company	: PT. Asuransi Ciputra Indonesia
Date	: May 13, 2019 - August 31, 2019

Please complete this evaluation upon completion of your internship program. This form is designed to help you reflect upon your internship experiences, and also to provide feedback to your employer. Feel free to use the back of this sheet or additional pages for any additional comments. The employer may use the comments provided as a testimonial for the company and its future internship programs.

A. Skill Development

On a scale of 1 to 3, please evaluate your performance in each of the following areas.

- 1 = No Improvement
- 2 = Some Improvement
- 3 = Great Improvement

Work Performance

A. Business/Organization Competency

- 3 1. Consistency in submitting the assignment within the expected period of time (meeting the deadline)
- 2 2. Ability to produce reliable work quality as being thorough with minimum error.
- 3 3. Ability to work under minimum supervision.
- 3 4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job.
- 2 5. Ability to analyze/identify the main issues/problems
- 3 6. Ability to offer relevant solution/recommendation to the problems
- 3 7. Level of discipline to maintain the agreed working hours
- 3 8. Level of awareness of organizational code of conduct and culture.

B. People Competency

- 3 1. Ability to prioritize the team's goal rather than individual goal

- **3** 2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner
- **3** 3. Level of initiative to seek for information on team's needs, and act on it
- **2** 4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).
- **2** 5. Ability to build rapport and cooperation with customer (both internal & external).
- **3** 6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy).
- **3** 7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor.

C. Self-Management

- **3** 1. Ability to behave in a respectful and consistent manner
- **3** 2. Ability to share feelings to let other colleagues understand the current state of mind
- **3** 3. Ability to manage confidential information.
- **3** 4. Ability to treat other people with respect
- **3** 5. Ability to maintain constant performance and act rationally under a stressful situation.
- **3** 6. Ability to adjust to the emerging changes in the workplace

D. Technical Skills

- **3** 1. Ability to listen and follow the instruction.
- **3** 2. Ability to inform clear message and information in good spoken language
- **3** 3. Ability to write clearly and concisely.
- **3** 4. Ability to respond to questions, feedback, and instructions in a clear and correct manner.
- **3** 5. Level of relevancy of the knowledge to the business needs.

E. Tools/Technology

- **3** 1. Microsoft Word
- **2** 2. Microsoft Excel
- **3** 3. Microsoft Power Point

F. Knowledge

- **3** 1. Insurance Products
- **2** 2.

3.

C. Comments

1. Based on the overall internship process, how valuable did the internship job description (including the training, induction, and project given to you) develop your personal and professional quality:

Very useful

2. Did you receive job offer from the internship institution:

Yes

What curriculum/courses/training which the university should deliver to improve the quality of the internship program and help student interns achieve maximum result from the internship program?

In my opinion, the university should have a workshop or just a small discussion in cafe or campus canteen and invite the students to come to listen and join the discussion and let the seniors tell the story about working in company is not dangerous as many students think.

What has been the effect of this internship on your career goals?

This internship gives me a precious experience as a worker in company that I never had before and I will always remember my company where I did the internship, because from there I can learn about marketing, business and people character to improve my attitude and knowledge.

Thank you for your participation in the internship program and your feedback through this evaluation form. This performance evaluation is adapted from Baltimore Collegetown, retrieved March 2014 from <http://www/baltimorecollegetown.org/internship/business-resources/>.

Submitted by,



Signed
Febriena Rizayanti

Evaluation date: 19 September 2019

Declaration of Originality



Declaration of Originality

I, the undersigned :

Name : Febriena Rizayanti
Study Program : International Relations
ID Number : 016201600035
Internship Company : PT. Asuransi Ciputra Indonesia
Internship Period : May 13, 2019 - August 31, 2019

Declare that the content and information asserted in the documents herein, which I submit for the purpose of completing the requirement of Internship Program:

Document Title	Type of Documents	Number of Copies
Internship Agreement Form	Original	1
Internship Job Description	Original	1
Internship Performance Evaluation by On-Site Supervisor	Original	1
Internship Evaluation by Students	Original	1
Internship Completion Letter	Copy	1

Arecomposed and originated only by the authorized personnel, as stated in the university policy as issued in Internshin Handbook. and hence. is original. reflecting the actual description of my internship fieldwork.

I, furthermore, affirm that all of the content, data, and figure presented in each document are published with the acknowledgement and approval of the official representative from which I did my internship.

I understand that it is legitimate for the university, through Internship and Career Center, to verify the truth of the documents if it is deemed necessary; and that the university reserves the right to impose disciplinary sanction upon me should I am proven to issue false claim in regards to this statement, to fabricate the information in the document, to empowernon-authorized personnel in completing the documents, and to use the work of other people in the documents herein.



Student name : Febriena Rizayanti

Date : 31 August 2019

Declaration of originality | This document has to be submitted along with the final internship documents, signed, and duly stamped.