



President University

Internship Report For:



KEMENTERIAN LUAR NEGERI
INDONESIA

And



CONSULATE GENERAL OF
THE REPUBLIC OF INDONESIA - SYDNEY

Elisabet Karema Najoan

International Relations

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Sertifikat

NOMOR : 038/PK/06/2017/63

DIREKTORAT PROTOKOL
DIREKTORAT JENDERAL PROTOKOL DAN KONSULER
KEMENTERIAN LUAR NEGERI
REPUBLIK INDONESIA

MENERANGKAN BAHWA

N a m a : *Elisabet Karema Najoan*
Tempat, Tanggal Lahir : Koyawas, 15 Desember 1996
Nomor Induk Mahasiswa : 016201400054
Perguruan Tinggi : President University
Fakultas : Humanities
Program Studi : Hubungan Internasional

Telah melaksanakan

<< **Praktek Kerja Lapangan/Magang** >> pada Direktorat Protokol, Ditjen Protokol dan Konsuler, Kementerian Luar Negeri RI selama 1 (satu) bulan terhitung mulai tanggal 15 Mei 2017 – 15 Juni 2017, dengan hasil memuaskan.

Jakarta, 15 Juni 2017
Pih. Direktur Protokol,



Chandra H. Gandasubrata
NIP. 19670320 199310 1 002



**THE CONSULATE GENERAL OF THE REPUBLIC OF INDONESIA
FOR NEW SOUTH WALES, QUEENSLAND & SOUTH AUSTRALIA
BASED IN SYDNEY**

Certificate of Appreciation

This is to certify that

Elisabet Karema Najoa

Has successfully completed the Internship Program at
the Consulate General of the Republic of Indonesia in
Sydney on 19 June - 17 November 2017.

17 November 2017

Date

A handwritten signature in blue ink, reading "Yayan G.H. Mulyana".

Dr. Yayan G.H. Mulyana
Consul General

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PREFACE

First of all I would like to send my highest gratitude to Jesus Christ for His blessing and love over me so that I could finish this internship program and giving my best and good performance in this internship period, He always guide to achieve better and allow me to experience all this internship activity. This report is based on internship program at Ministry of Foreign Affairs of the Republic of Indonesia and Consulate General of the Republic Indonesia Sydney and is a requirement to complete education program of Undergraduate in President University.

I would like to say Thank you to

1. Thank You my family, my Father and Sister who always support me no matter how hard it is and I could not get through this without them, to my late mother who never stops to love me even in her critical time, Mama you'll always live in my heart.
2. Thank you to my Internship mentor Isyana Arslan who have helped me and guide me along this ride.
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4. Novia and Adi, who not only my intern-mate but also my support system during my internship program.
5. Mr. Prof. Teuku Rezasyah, PhD as Dean Faculty of International Relations, Communication, and Law. For helping me to prepare this internship.
6. Mr. Simon Soekarno as Director of Protocol in Ministry of Foreign Affairs Indonesia
7. Mr. Dr. Yayan G.H. Mulyana as Consul General of Republic Indonesia in Sydney
8. Mr. Dicky D. Soerjanatamihardja Consul of Economic Affairs and Ibu Mira, pak Dicky's wife who taking care of me.
9. Mr. Novan Ivanhoe Saleh as Consul of Consular and Protocol affairs that helps me a lot and support me in every occasion.
10. Mr. Heru tjondro "Pak Dodi" Consul of Immigration and tante Ellen pak dodi's wife who not only teaches me but also support me during my internship program.
11. Mrs.Silvia Julia Malau Consul of Economic Affairs who helps me and guide me and trusted me in most of the situation during my internship program

12. Mrs. Muthia Amalia Consul of Consular and Protocol affairs, who not only helps me but also become my mentor and teach me lots of things and become my lunch mate in Sydney
13. Mrs. Zani Murnia Consul Information, Social and Culture
14. Mr. Hermanus Dimara Consul Information, Social and Culture
15. Mrs. Risa Kharisma as BPKRT KJRI Sydney
16. Mba Marie and Abang, Om Arya, Mas Satrio, Ibu Celia, Mami Feronita, Bang Charles, Ibu Devi, Mas Uma, Bu Elly, Bu Maria , Bang Adit, Bang Pran, Pak Sugeng, Cak Amang, mommy Yoen, Joanne My twin, pak Dudy, Arman, Susi, Oji, Pak Riza...love you all
17. My Internship mate in KJRI Sydney, those winter days become warm because of you guys
18. Kak Maria as my supervisor in Ministry of Foreign Affairs, in Protocol division.
19. My entire Internship mate in protocol division, Ministry of foreign Affairs Indonesia.
20. My University buddies I cannot mention one by one who I loved dearly most...

Jakarta, December 2017

Elisabet Karema Najohan



KEMENTERIAN LUAR NEGERI INDONESIA

Kementerian Luar Negeri Republik Indonesia

Ministry of Foreign Affairs the Republic of Indonesia

Chapter I

Introduction

I.1 Background

In the era of globalization, the working competition is very intense that making many individuals to have both degree and skills in order to enter the work place. In regards to this matter President University as one of the University in Indonesia offers the Internship program therefore the student will know and ready to face the work place when they graduate. In this internship program the students is allow to choose the companies or government institution that related to their study and passion.

Internship program is the way for the students to experience the real-time work. With this internship program the students will have the knowledge about how it is in working in the real working fields, facing problems that should be solve on time, and know how to solve the real-time problem in the working field. This internship program expected to give lesson and experience; therefore they could apply it in real life and getting more insight about the company or government institution and add more skills to be use in the future career.

The success of student internship program is achieved when all the aspects and actors that involve like, students, university, and the employers could all share responsibility to make the internship be a useful and rewarding experience for all. As for the student, this program could boost their confident and they could be more responsible when they become an intern. The internship aim for the students not only getting work experiences and as well as meeting new people and expanding their networking for their future endeavor.

Objective of the Internship program are:

- Preparing the students to be a professional in the future.
- Introducing the working field to the students before the real-time work.
- Having a better understanding on the non-academic concept in work place, internship program as well giving the knowledge about work ethic, better discipline, and professionalism.
- Building networking between the university and the working place.

Benefits for Students:

- Having a better insight and understanding about the problems in the real time work place.
- Applying the theory from classes to the work place.
- Knowing and understand the level of difficulty and problems.
- Develop the feeling of responsibility and self-evaluation for the future develops skills.

I.2 Statement of Internship Locations and Durations

I.2.1 Kementerian Luar Negeri Republik Indonesia

This internship was done from 15th Mei 2017 until 15th June 2017 in Protocol division.

Internship was located at:

Company Name : Ministry of Foreign Affairs the Republic of Indonesia

Company Address : JL. Pejambon, No.6, Jakarta, 10110

Website : www.kemlu.go.id

Phone : 021-3849339

I.2.2 Konsulat Jenderal Republik Indonesia Sydney

This internship was done from 18th June 2017 until 17th November 2017

Internship was located at:

Company Name : Konsulat Jenderal Republik Indonesia Sydney

Company Address : 236-238 Maroubra Rd, Maroubra, NSW 2035 Australia

Website : www.kemlu.go.id/kjrisydney

Phone : +61 2 83476881

CHAPTER II

COMPANY PROFILE

II.1. History of the Organization

1945-1950:

Ministry of Foreign Affairs or MFA main duties through diplomacy are:

1. Work on the sympathy and the support from the international society, to gather the solidarity of the people from all aspects and with vary of the effort and work to get the support and acknowledgment of Indonesia's independency.
2. Doing a negotiation and made the agreements:
 - Linggarjati Agreement- the acknowledgement of the Republic of Indonesia that covers Java and Madura islands.
 - 1948 Renville Agreement- the acknowledgment of the Republic of Indonesia that covers Java and Sumatera.
 - 1949 Round Table Agreement- Indonesia was in the form of Federal state> 1950 Indonesia's diplomacy succeed to restored the unity of Indonesia marked with the revoking the Round Table Conference.

The first 5 years of Indonesia independency was the years which decided the struggle to maintain the independency that was part of the history which determine the character and personality of Indonesia's foreign politics.

The spirit of struggling diplomacy in which making Indonesia possible to finally got the support from the international society in the United Nation in 1950.¹

1966-1998:

¹ "Kementerian Luar Negeri Indonesia - Perkembangan Kementerian Luar Negeri," Kementerian Luar Negeri Indonesia - Beranda, accessed December 12, 2017, <https://www.kemlu.go.id/id/tentang-kemlu/sejarah/Pages/Perkembangan-Kementerian-Luar-Negeri.aspx>.

The prominent duties of MFA are:

1. The acknowledgment of West Irian.
2. The acknowledgment of Indonesia as an archipelagic country from the struggle of the law of the sea- UNCLOS (United Nation Convention on Law of the Sea)
3. The development of ASEAN cooperation
4. Seeking the acknowledgment of the world towards Timor Timor.
5. Become the chairman of the Non-Aligned movement to struggle for the interest of the developing nations.
6. The Chairman of APEC and G-15
7. Improving the cooperation of development.

1998-Present:

The main duties of MFA are directed to:

1. Prevention of the potential of disintegration
2. Attempt to help the economic recovery
3. Attempt to improve the image of Indonesia
4. Improving the quality of services and the protection of Indonesia citizen.

II.2. Vision, Mission, and Objective

Vision: "Realization of the Diplomacy Prestige in order to strengthen the identity as a maritime country for the people benefit."²

Mission:

² "Kementerian Luar Negeri Indonesia - Misi Kementerian Luar Negeri," Kementerian Luar Negeri Indonesia - Beranda, accessed December 12, 2017, <https://www.kemlu.go.id/id/kebijakan/landasan-visi-misi-polugri/Pages/Misi-Kementerian-Luar-Negeri.aspx>.

1. Strengthen the role and leadership of Indonesia as a maritime country in international cooperation to advance national interest.
2. Establish the role of the Ministry of Foreign Affairs as the cornerstone of overseas relations implementers with the support and active role of all national stakeholders.
3. To realize the capacity of the Ministry of Foreign Affairs and the Republic of Indonesia's representative.

Objective of MFA

There are three objective strategic that been formed according to the identification of the potency and the possible problem that will be face in order to realize the vision and implementing the mission of Ministry of Foreign Affairs, which are:

1. Leadership and Indonesia's role in influential international cooperation

Leadership is the value of authority that becomes the consideration and belief of the international world to the position of Indonesia, so it has the value of influence on the policy in international forums. Leadership can be demonstrated through a role as an initiator, mediator and facilitator.

Roles is a participation that done actively.

International Cooperation is an activity or undertaken by the state concerning bilateral, regional and international aspects to achieve a common goal.

Influential is having an influence on policy makers on bilateral, regional and global issues.

This objective is measured through indicators accompanied by targets through 2019 through Indonesia's leadership performance in ASEAN and Indonesia's international role.

2. The optimal value of economic, financial and development benefits through foreign relations.

The value of economic benefits is the nominal amount of economic, financial, and development benefits generated by various trade and investment, investment and tourism cooperation between countries.

Optimal is best; highest; and most profitable.

Foreign Affairs is any activity concerning regional and international bilateral aspects undertaken by the Government at the central and regional levels, or its institutions, state institutions, business entities, organizations, non-governmental organizations or Indonesian citizens.

This objective is measured through indicators accompanied by targets through 2019 through the number of accreditation countries that achieve targets of increasing trade values with Indonesia, the value of foreign investment to Indonesia, and the number of foreign tourists to Indonesia, The optimal value of economic, financial and development benefits through foreign relations.

3. Strong organizational and human resources capacity of the Ministry of Foreign Affairs and RI Representatives are reliable, modern, and humanist

Organization and HR Capacity of Ministry of Foreign Affairs is the ability of Ministry of Foreign Affairs and Representative to create value where the ability is obtained from various types of resources owned by the Ministry of Foreign Affairs.

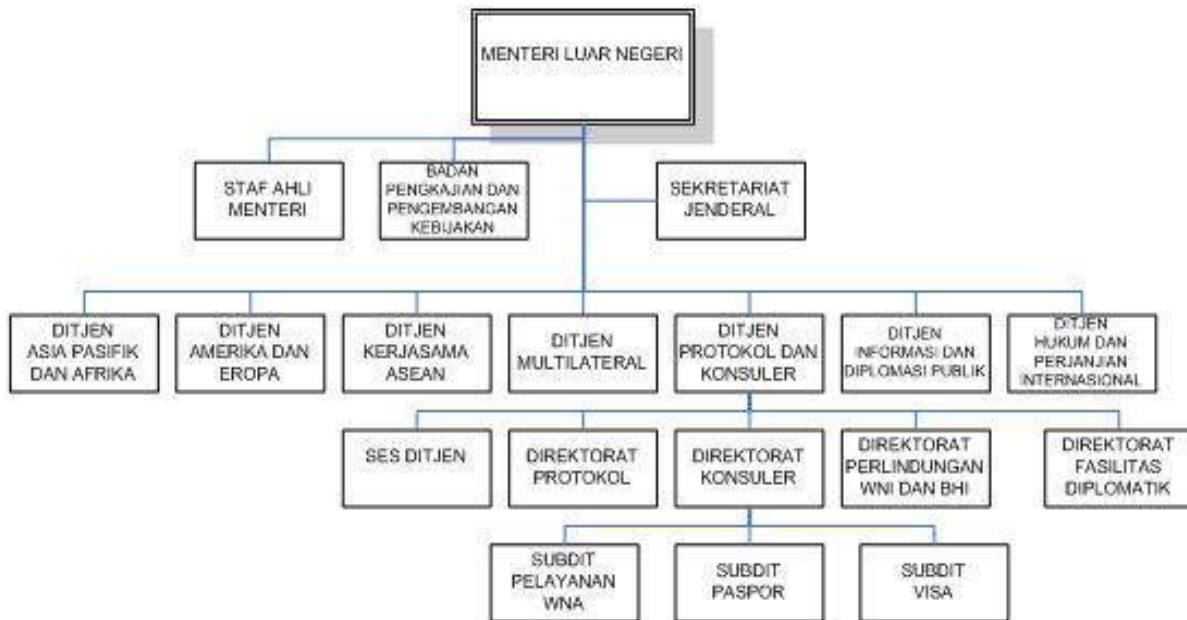
Reliable is (raw: reliably) trustworthy, to be a pedestal.

Modern is the attitude and way of thinking and how to act according to the demands of the times.

Humanist is based on the principle of humanity; devotee of the interests of fellow human beings.³

³ "Kementerian Luar Negeri Indonesia Tujuan Kementerian Luar Negeri," accessed December 12, 2017, <https://www.kemlu.go.id/id/kebijakan/landasan-visi-misi-polugri/Pages/Tujuan-Kementerian-Luar-Negeri.aspx>.

II.3 Organization Chart



II.4 Core activity of the Organization

During my internship in Ministry of Foreign Affairs I was placed in Directorate of Protocol therefore I would emphasize on the activity in the Directorate of protocol in Ministry of Foreign Affairs, which are:

- Preparation of policy formulation in the field of protocol covering diplomatic, foreign guest service, protocol, visit, international, sign of service, and ceremony of honorary conference of Republic of Indonesia;
- The implementation of policies in the field of protocol covering protocol services, diplomatic ceremonies, foreign guests, visits, international conferences, service marks and honorary sign of the Republic of Indonesia;
- Preparing the formulation of norms, standards, procedures and criteria in the field of protocol covering protocol services, diplomatic ceremonies, foreign guests, visits, international conferences, service marks and honorary sign of the Republic of Indonesia;

- Preparing the implementation of technical guidance and supervision in the field of protocol covering protocol services, diplomatic ceremonies, foreign guests, visits, international conferences, service marks and honorary sign of the Republic of Indonesia;
- Implementation of monitoring, evaluation and reporting in the field of protocol covering protocol services, diplomatic ceremonies, foreign guests, visits, international conferences, service marks and honorary sign of the Republic of Indonesia; and
- F. Implementation of administrative affairs of the Directorate.⁴

The Protocol Directorate consists of:

- a. Sub-Directorate of Protocol Service;
- b. Sub-Directorate of Diplomatic Ceremony and Honorary Service;
- c. Sub-Directorate of Foreign Guests;
- d. Sub-Directorate of Visit;
- e. Sub-directorate of International Conference;
- f. Sub Division of Administration; and
- g. Functional Position Group.

II.5. Review on the Organization Growth and Trends

The Ministry of Foreign affairs have the commitment of self-improvement that been started from 2001, when the MFA launch the “self-Improvement” it is to realize the good governance principal and improving the services to the people. Self-improvement is done through the formation of a highly disciplined work culture, through "discipline and safe 3" (discipline time, discipline administration, physical order, and secure personnel-information-work environment), so as to achieve competent and professional human resources to support organizational goals.

⁴ "Kementerian Luar Negeri Indonesia -," Kementerian Luar Negeri Indonesia - Beranda, accessed December 12, 2017, <https://www.kemlu.go.id/id/tentang-kemlu/struktur-kemlu/organization.aspx?kementerianid=8>.

The Commitment of Self-Improvement of the Ministry of Foreign Affairs has been strengthened by Presidential Regulation No. 05/2004 on the Acceleration of Corruption Eradication. This regulation strengthens the Ministry's efforts to fix and create transparent, capable and clean organizations and professions. The Policy of Self-Improvement focuses on three main aspects: first the restructuring of the Ministry's organization, second the restructuring of Indonesian Representatives abroad, and third revamping the diplomatic profession.

Design Bureaucratic Reform 2010-2025. The Bureaucracy Reform targets focus on three main areas:

- Achieve clean and corruption-free government, through the development or strengthening of a transparent, accountable and fair management system.
- Improving the quality of public services either through efforts to fight for national interests in international forum and protection for citizens and BHI at home and abroad.
- Improving the capacity and accountability of performance by ensuring the implementation of administrative system and governmental management is consistent by all work units, both at the Center and Indonesian Representatives overseas.⁵

⁵ "reformasi demokrasi kemlu," <https://www.kemlu.go.id/id/tentang-kemlu/reformasi-birokrasi-kemlu.aspx>, n.d.[.https://www.kemlu.go.id/id/tentang-kemlu/reformasi-birokrasi-kemlu.aspx](https://www.kemlu.go.id/id/tentang-kemlu/reformasi-birokrasi-kemlu.aspx).

CHAPTER III

INTERNSHIP ACTIVITY

III.1 Internship Activities background

During my internship in Ministry of Foreign Affairs Indonesia, I was applying to the Protocol division in the Protocol and Consular Affairs. The internship last for about five weeks, from 15th of May until 15th of June 2017. My working hours is from 7.30 am- 4.30 pm from Monday to Thursday, and 7.30 am- 5.00pm on Friday, however as a protocol team it was a 24/7 duties for directorate in order to manage the state visits and events that held.

As an Intern our main responsibilities was to help and assist the work of the protocol team to be done.

III.2 Internship Responsibilities

- In this division I was able to experience the visit to the Presidential palace which is the Merdeka Palace; it was the visit of President of Lithuania on 17th May 2017, in this state visit, me as an intern helped the sitting on the lunch event in the Merdeka Palace at the moment I was able to know how to manage the sitting arrangement of the head of the state visit.
- In the daily activity I was placed in the front desk, my main job is to receive letter and making the VIP room of Airport like Soekarno-Hatta International Airport and Halim perdana Kusuma International Airport for the Embassy and the state officials that will be landed in Indonesia.
- Other than that I my duties was to distribute the disposition letters to each division that related.
- I also in charge in the Lemahanas gala dinner in Borobudur hotel in regards to the embassy and the diplomatic corps invitation and I was assisting H.E. Maria Lumen B Isleta and others diplomatic corps.

- I was as well helping to handle the protocol for Gastro diplomacy event by directorate of Public diplomacy in Borobudur Hotel.
- My last duty in directorate of protocol was helping to handle the protocol for “Pejambon Ifthar 2017” the event was held in Nusantara Room, second floor in the main building, it was one of the big annual event that held during Ramadan, and since it was the invitation from the Minister H.E Mrs. Retno Marsudi. We were arranging the sitting and ushering the Diplomatic corps and Invitee that came.

CHAPTER IV

PERSONAL RESULTS/EVALUATION/POINTS LEARNED

In this internship program that last for about one month or five weeks, I got to learnt many things that I did not get from the class in university, and many others thing that I achieves during this internship period, whereas could be use in the future as my skills and competency.

I have realized the importance of internship since I became the part of Ministry of Foreign Affairs. During my internship period here, not only a precious moments but I also learned soft skills, I learned about some basic administrative skills required to support the daily tasks of my supervisor, in particular with regard to creating and updating a database. In this regard, I learned that it is important of being meticulous, while still trying to finish the task as soon as possible.

This internship program has helped me to know deeper about the working field and experienced the real works, in which is a really good program to be done. It helps me gain the knowledge and skills and attitude to be in working field especially in the protocol directorate whereas often time dealing with state visit, state officials events and many other event that were requiring our self to learn quick and come from our comfort zone, it helps me to dwells with the deadlines once I got into the working world.

In this internship experience I as well learnt on how to deal with the states officials and the diplomatic corps and expanding my networking in this field, whereas when we encountered with the guests and states officials we have to know how to react and what to do, in this opportunity I got the chance to learnt about it and expand my interpersonal skills and as well as my communication skills.

In this field we are required to be active and know more about the field experience which are very different from the classes, in which we most of the time studying only about the materials, however at this moments, we have to be active and initiate about what happening to our surrounding and be able to cope with chaos situation and making sure everything is under control, in regards to the duties in protocol directorate that required us to do so.

Hopefully this internship program would be beneficial for the future endeavor and as well helps us to be competitive in the working field.



**CONSULATE GENERAL OF
THE REPUBLIC OF INDONESIA - SYDNEY**

Konsulat Jenderal Republik Indonesia- Sydney

Consulate General of the Republic of Indonesia- Sydney

CHAPTER V

COMPANY PROFILE

V.1. History of the Organization

As the country representative in foreign country, Embassy and Consulate is has a difference. An embassy is the larger and is described as a permanent diplomatic mission that responsible for representing the home country abroad and handling major diplomatic issues, such as preserving the rights of citizens abroad, generally located in a country's capital city while Consulate is a smaller version of an embassy and is generally located in the larger tourist cities of a country but not the capital. There is Indonesia embassy in Australia that is located in Canberra.

Consulate General of the Republic Indonesia in Sydney or known as KJRI Sydney is the Indonesia government representative office located in Sydney that generally represent and fight for Indonesia national interest in Australia especially in their work territory. There are four main core divisions and affairs in KJRI Sydney such as Protocol and Consular affairs, immigration affairs, economic affairs and Information, Social and Culture affairs. In their function, KJRI Sydney is not actively involved in politics, but not only focus on Indonesia citizen in New South Wales, Queensland and South Australia, KJRI Sydney also has an active role in maintain and improve bilateral relations between Indonesia and Australia.

Besides KJRI Sydney, there are several Consulates General of the Republic Indonesia offices under the Ministry of Foreign Affairs that located in Australia such as Darwin, Victoria-Melbourne and Perth. However, the Consulate of the Republic of Sydney has the widest working area among other representatives of the Republic of Indonesia in Australia. KJRI Sydney has three states of Australia for their working areas, namely New South Wales, Queensland and South Australia, with a total area of approximately 3.4 million km² or nearly 45% of the total Australian continent (7,741,220 km²). The total population of the three states is 13.6 million, exceeding half (60%) of Australia's total population (23,704,639).⁶

⁶ accessed December 12, 2017, <https://www.kemlu.go.id/sydney/id/tentang-perwakilan/tentang-pelayanan-perwakilan.aspx>.

V.2 Vision, Mission, and Objective

Vision of KJRI Sydney:

“To manifest Consulate General of the Republic Indonesia in Sydney as an effective and effective consular post in advancing the interests of Nation, State and Indonesia government in New South Wales, Queensland and South Australia.”

Mission of KJRI Sydney:

- To increase the capacity of Representatives in providing immigration and consular services to Indonesian citizens in New South Wales, Queensland and South Australia
- To improve economy, trade and investment cooperation between Indonesia and Australia in New South Wales, Queensland and South Australia
- To strengthen social-culture cooperation and people-to-people contact in New South Wales, Queensland and South Australia

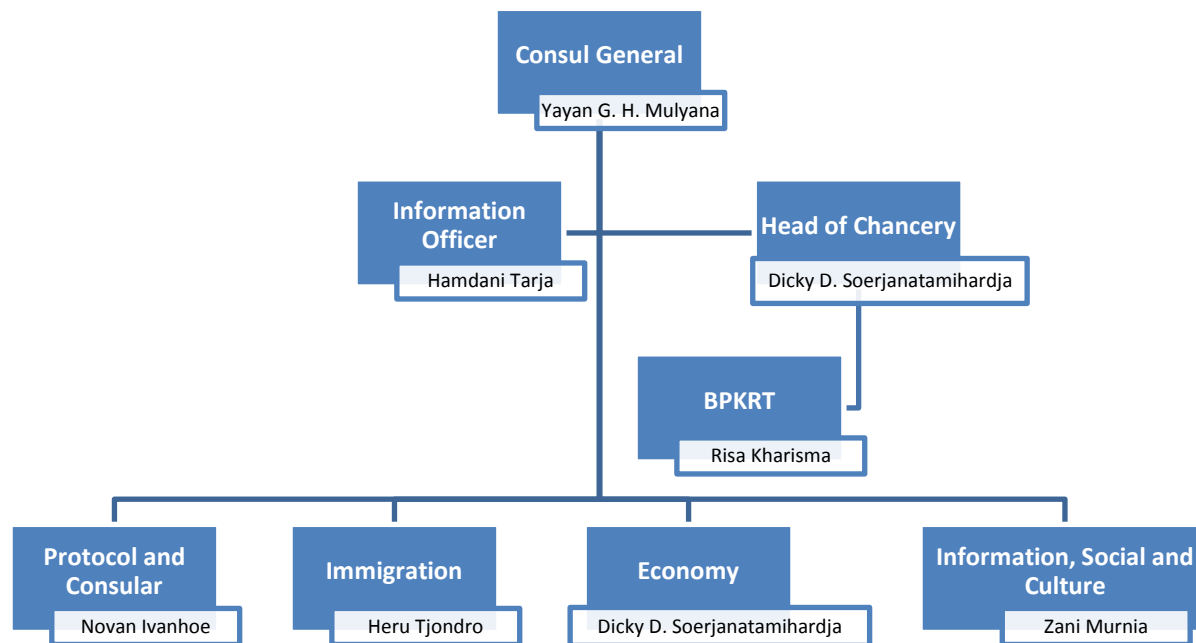
Objective Strategy of KJRI Sydney

1. Strengthening the role of KJRI Sydney in supporting the development of maritime axis infrastructure, bilateral cooperation and global issues
2. Improving the role of KJRI Sydney, in support of increasing Indonesia influence in New South Wales, Queensland, and South Australia
3. Improving the role of KJRI Sydney, in creating the value of Indonesia economic welfare and development.
4. Strengthening the role of KJRI Sydney in doing soft power diplomacy in New South Wales, Queensland and South Australia, such as the empowerment of diaspora
5. Increasing the service and protection for Indonesian Citizens and Legal Entities in New South Wales, Queensland and South Australia

6. Increasing the implementation of accountable performance and budget management⁷

V.3 Organization chart

Consulate General offices are led by Consul General. At the Consulate General of Republic Indonesia in Sydney, the Consul General in office is Dr. Yayan Ganda Hayat Mulyana. Then, there are also Consul and staff who work in the office, namely Foreign Officials that known as Home Staff and Civil Servants or called local staff.⁸



V.4 Core organization activities

Protocol and Consular Affairs

Protocol and Consular affairs have responsibility for notarial services, judiciary and consular services as well as protection of Indonesian Citizens and Indonesian Legal Entities in Australia by doing;

- Identify the problems that faced by Indonesian labor and doing the consultation services and information on consular issues

⁷ "KJRI Sydney - Beranda," Kementerian Luar Negeri Indonesia - Beranda, accessed December 12, 2017, <https://www.kemlu.go.id/sydney>.

⁸ Ibid page 15

- Provide the guidance, protection and legal assistance to Indonesian Citizen especially for the issue of Indonesian Workers by considering the local law, as well as international law and customs.
- Implementing their functions of notarization and civil registration which include: legalization of national documents to be used in the receiving State and vice versa such as birth certificate, marriage certificate, letter of authority, lapor diri, etc

Immigration Affairs

Immigration Function at the Consulate General in Sydney is implemented by Immigration Officers that assigned from the Directorate General of Immigration, Ministry of Justice and Human Rights of the Republic of Indonesia in accordance with Law No. 6 of 2011 on Immigration. Immigration activities are implementing in accordance with the Immigration Working Plan of the KJRI Sydney such as;

- Implementation of Immigration Facilitator Activities;
- Issuance of Indonesia Immigration Documents in overseas such as Indonesian passport, SPLP and Affidavit for Indonesia citizen in NSW, QLD and SA.
- Enforcement of Immigration Law at the Indonesia government representative office overseas

Economic Affairs

Economic affairs have tasked to improve economic relations and cooperation between Indonesia and the Australian and International Organizations and other official institutions such as;

- Improving economic bilateral relations and cooperation in regional and multilateral by to be the representative of the Government of Indonesia in many forums.
- Develop, enhance, and expand country networks in trade, transportation, agriculture, fisheries, industry, forestry, economic services and other economic sectors.

- Promote and increase economic cooperation in finance development, investment opportunities, tourism industry, and Indonesia products.
- Facilitate, identify and maintain the relationships with investors and importers from Australia

Information, Social and Culture Affairs

Information, Social and Culture affairs have responsibility to improve the relations, cooperation, and social-cultural promotion between Indonesia and Australia and / or the International Organization by doing:

- Develop the strategy to form public opinion and media in Australia with the purpose to get the Australia support toward Indonesia diplomacy.
- Promote and approach the community group, Indonesia student group (PPIA) and media in Australia.
- Strengthen the relations and cooperation between Indonesia and Australia in education and social culture by organize education, art and social program such as student exchange between countries.
- Manage the database of media in Australia especially in NSW, QLD and SA
- Facilitate journalist visit for travel writer, film crew, reporter from any media company in NSW, QLD and SA.
- Observe, analyze, and report socio-cultural developments in Australia that might against the Indonesia's national interests and delivering recommendations to the Government.⁹

V.5 Product and services

1. Protocol and Consular Services

a. Lapor Diri Online

⁹ "Tentang pelayana perwakilan," <https://www.kemlu.go.id/sydney/id/tentang-perwakilan/tentang-pelayanan-perwakilan.aspx>, n.d.<https://www.kemlu.go.id/sydney/id/tentang-perwakilan/tentang-pelayanan-perwakilan.aspx>.

- b. Kartu Masyarakat Indonesia Luar Negeri (KMILN)
 - c. Legalization of letter authority
 - d. Legalization of birth certificate and marriage certificate
 - e. Translation of Indonesia Driving Licenses
 - f. Diplomatic Passport and Visa
 - g. Travel advices regarding medicines
2. Immigration Services
- a. Making or renew Indonesia Passport
 - b. Making or renew dual citizenship card (affidavit card)
 - c. Surat Perjalanan Laksana Paspor (SPLP) – for tourist visa holder that has stolen or lost passport and for Indonesian who is overstayed in Australia.
 - d. Indonesia Visa (Tourist Visa, Social Cultural Visa, Business Visa, Limited Stay Visa, Service Visa)
3. Information, Social and Culture for education purpose
- a. Surat Keterangan Akhir Studi – For Indonesia student that has finished their study in New South Wales, Queensland and South Australia.
 - b. Surat Keterangan Pindah Sekolah – for Indonesia student in New South Wales, Queensland and South Australia that has not finished their study but has to move to Indonesia.
 - c. Rekomendasi Penilaian Prestasi Kerja (RPPK) Pegawai Negeri Sipil (PNS) or known as Civil Servant Performance Assessment Recommendation. The

documents are issued by Indonesian Representative Officers for civil servants who are studying overseas.¹⁰

V.6 Review on the organization growth and trend

- Since August 2009, the Consulate General of Sydney has been appointed as one of the citizens of Service to Indonesian Representatives Overseas that requiring Consular and Immigration services.
- Since 2016, KJRI Sydney strengthens their public diplomacy through fashion diplomacy by held Indonesia Beautiful event. Indonesia Beautiful is annual fashion shows that organize by KJRI Sydney with many Indonesia designers. The purpose of this event is to introduce Indonesia fashion to Australia. This event is involve many Australia designer, fashion blogger, and fashion observer. In 2017, KJRI Sydney has successfully held Indonesia Beautiful 2.0.
- Besides that, KJRI Sydney also trying to strengthen and develop Indonesia diplomacy by promoting Indonesia language. KJRI Sydney has formed Balai Bahasa in NSW, QLD and SA.¹¹

¹⁰ Ibid.

¹¹ "KJRI Sydney - Berita Perwakilan," Kementerian Luar Negeri Indonesia - Beranda, accessed December 12, 2017, <https://www.kemlu.go.id/sydney/id/berita-agenda/berita-perwakilan/default.aspx>.

CHAPTER VI

INTERNSHIP ACTIVITY

VI.1. Internship Activity background

During my time in of internship in KJRI Sydney, I was placed in three different division, at first I was placed in the Economic Affairs for about 1 week from 19th of June – 24th of June 2017 and on the next week after Ramadan, I was place in the in to Information, Social and Culture Affairs (Pensosbud) from 8th July- 13th July in this division and as well become the information officers, in the end of the week I was moved to Immigration affairs 14th July- 29th July 2017 and from 31st July-26th of august I was placed in the information officer desk which I provided all the data of KJRI Sydney and from 28th of august- 17th of November I was moved back to Economic affairs, in this department I was placed until the end of my internship period.

VI.2. Description of Duties and Responsibilities

Duties and Responsibility Information, Social and Culture Affairs:

- Reading and searching the news about Indonesia in three well-known news papers in Sydney, The Sydney Morning Herald, The Australian, and Financial Reviews, making a report out of the if there is any of Indonesia related News.
- Gathering the data of University Students in three accreditation states in Australia, which covers New South Wales, Queensland, and South Australia, collecting all the data for Internal KJRI record.

Duties and Responsibilities in Information, Social and Culture affairs as Information officers

- Greet and welcome people who came to consulate, and help to assist them to meet their needs, since the information officers desk is in the front of the office area.
- Answers all incoming calls and redirected them or keep the messages.
- Answers all the questions in the telephone or in person questions that been asked in the front desk. Most of the question related to Immigration and Consular affairs services.

- Receive and address complaints about Consulate by phone or in person.
- Receive letters, packages and distribute them.
- Help any “urgent” passport or visa applicant to communicate with the immigration officers.

Duties and Responsibilities in Immigration affairs

- Input the data of dual citizenship and passport into the system or known as “digitalization”, KJRI Sydney has developed the database for passport and affidavit that has been implemented since 2016. In this part of the duty we have to classify all the data and scan it to computers, once scanned and recorded then we can destroy the hardcopy of the data.
- Laminating and photocopying the passport that has already been printed.
- In charge of collecting passport and visa hours, where we distribute all the visa and passport that are ready, the process of visa and passport needs 4 working days to be done.
- Helping all the other co-workers with their duties.

Duties and Responsibilities in Economic Affairs

- Making a report on the three accreditation states economic development and the export and import numbers and the popular merchandise export and import to and from Indonesia.
- Making a company profile overview from Brisbane. (QIC and CEFC)
- Making the review of sister provinces of, West Java and South Australia, NSW with DKI Jakarta, and Queensland and Central Java.
- Preparing the events, like officials' visits to Sydney and the other accreditation states.

- Assisting officials visit or transit to Sydney (ex. Transit of Mr. Yasona Laoly in Sydney, and Mrs. Megawati Soekarnoputri Visit to Sydney)
- Attending meetings with IIPC and ITPC to talk about the current bilateral economic cooperation of Australia and Indonesia and the three accreditation states.
- Making lists of trade exhibitions for 2018 in three accreditation states.
- Helping the Islamic Fashion Institute from West Java to do Market Research in Sydney, taking them to malls and hotspots in Sydney that are related to fashion industry.
- Helping the people from BPPK Kementerian Luar Negeri making research about the development of IORA in Australia especially in Sydney, assisting them to meet the business actors and scholar in regards to the IORA itself.
- Assisting the state's Official, from Indonesia House of Representative and Indonesia Parliament to do a site visit and parliament visit in Sydney.
- Helping to answers the questioner from Ministry of Foreign Affairs Republic of Indonesia, in regards to the works of the division in the five years ahead and previous.

Event Operational duties and Responsibilities

- On 25th of June (Eid Day), I help prepare and manage the open house event in Wisma Indonesia. It invited all Indonesian in Australia especially in our work territory Sydney, Queensland, and South Australia.
- On 28th of July 2017, I attended the socialization from Ditjen Administrasi Hukum Umum – Kementerian Hukum dan HAM about the urgency of will report for the Indonesia citizen in foreign country especially in Australia.
- On 29th of July 2017, I attended the farewell ceremony of communication consul and economy consul.

- On 5th of August 2017, I joined the ASEAN bowling tournament in Ten Pin City, John Street, Lidcombe in order to commemorate 50th anniversary of ASEAN. The event was organized by the consulate general of Philippines in Sydney.
- On 12th of August, there was a celebration for Indonesia Independence Day. That day, I was in charge in the kids' fun games.
- On 17th of August, there were a flag ceremony of Indonesia Independence Day and grand opening of Balai Bahasa. At that day, I helped to do documentation of the events.
- On 23rd of August 2017, there was a Diplomatic Reception, that day I was in charge as an usher for the guest.
- On 9th of September 2017, I was in charge to welcome the minister of justice and human rights at the airport.
- On 14th of September 2017, I became the member of food and beverage division for the immigration socialization program.
- On 16th of September 2017, I accompanied Consul General and Consul of Information, Social and culture to attend the invitation to Manly-Manado Walk in Spit Bridge.
- On 18th -19th of September, There was bimbingan teknis for immigration and consular services, that day, I became the food and beverage division that help to prepare the consumption for the event.
- 22nd of September, assisting the Fifth President of Indonesia, Ibu Megawati Soekarno Putri in the Airport.
- On 9th of October 2017, I helped IQRO event at Wisma Indonesia.
- On 7th of October 2017, I helped one of DWP KJRI Sydney event called "Welcoming Spring with DWP"
- 11th of October visiting the Indonesian Pavilion in Fine Food Festival Sydney, it is one of the most prestigious event food trades.

- Assisting the delegates from IFI or Islamic Fashion Institute Bandung, as one of the cooperation steps of Jabar- South Australia Fashion cooperation.
- 19th of October accompanying the Indonesia-Australia Inter-Parliamentary Friendship Group, to visit Halal Australia and NSW Parliament House.
- 27th of October assisting BKSAP delegation to visit Arnott's Factory and BlueScops steel with IIPC.
- On 28th of October 2017, I was assigned to read the Indonesia 1945 constitution opening and attended the flag ceremony for commemoration of Hari Sumpah Pemuda.
- 16th of November 2017 attending Sourcing Expo in Sydney, "Little Bandung" there was locals brands like Brodo Shoes, Mr. Koelit, Fourspeed.

CHAPTER VII

PERSONAL RESULTS/EVALUATION/POINTS LEARNED

In this Internship period, in which my second internship period, the internship at Consulate General of the Republic Indonesia has given me a lot of knowledge about Immigration services and Diplomacy, especially the specific knowledge about citizenship, public diplomacy, and government institution. I have gained several skills and technical knowledge that will help me in my future career. This professional job experience has open my mind about how the professional fieldwork is, how the government institution works, how employees running their daily activities and how the development of career inside the company or institution.

- Discipline: By arriving on-time and put priorities in my schedule gave me knowledge and skill on how to be discipline in my work.
- Time-Management: I learned to manage my time well in work by doing two or more work that given and must finish in certain time.
- Self-Management: I learned manage myself such as my health and my stamina to fit with the work and overtime; my emotion and behavior especially when I became information officers
- Team work: I learned to coordinate with the other employee to finish the assignment required from the Supervisor
- Situational Leadership: I learned how to be leader in situation to deal with certain people due to their psychology and behavior, on what to do and what to give.
- Public Speaking: With the duties of Public relations that given to me, I learned to do the public speaking and selecting word and language to maximize the information received based on the people that I interact with.
- Attentive to Detail: Most of my responsibility was work with data and information, so I have attentive to detail with everything I did, especially in doing research.

- Research: Doing in deep research about diplomatic relations between Indonesia and Australia and for the economic cooperation and trade activity especially in the three accreditation states.
- Work Ethic: I learned how to behave in the office about what to wear, what to say, do and do not when I have to talk with my supervisor, boss and colleague.

By having this internship experience, I have a lot of new insight for my future career to become diplomats. The Internship activities at Consulate General of the Republic of Indonesia in Sydney, as intern, gave me basic knowledge of diplomacy, social and media. As my future plan to involve deeply on International politics and diplomacy, I do believe variety of skills and experiences could really help me on understanding many issue.

There are several subjects that I have learned in classes that I applied during my internship program, which are:

- English 1,2 & 3: This subject have help me familiarize with written, listening and speaking in English, especially when I have to used English for communicate with the visa applicants, media, etc. I also has to read and analyze article in English, so the subject that I learned during the class have help me greatly.
- Economic: Since I dealt a lot of time with Economics report and the statistic of the trade activity.
- Sociology: Learning this subject has helped me socialize better during my workdays. Understanding the social life in the work environment make it easier to made the environment like our everyday surrounding that could help us to finish our work faster without unnecessary pressure.
- Logic & Critical Thinking: One of my task during the internship as assistant of consul information, social and culture is to collecting and arranging data of Indonesian student in Australia, and making the analysis about Economics cooperation, so to finish the task, details and effectiveness is really important. The subject logic and critical thinking have helped me more details.

- **Culture Diversity:** Even When I was doing my internship in Indonesian Consulate with most of the staff member are Indonesian, but since the office is in Australia so mostly we have to deal with a the Australian, but since Australia is multicultural diversity country, as the officers in consulate especially when I was in immigration I have to deal with a lot of people from another country such as Colombia, China, Pakistan, India, etc so I have to understand different manner and ethic on interacting with them in the work. Therefore this subject is helping me to interaction with them and avoids any misunderstanding.
- **Introduction to International Relations:** In my working field it is clearly requiring the International Relation as our basic knowledge, this subject helps me a lot in doing my research and developing my knowledge on the cases that I encountered when I was doing my internship.
- **State Philosophy and Citizenship:** When I was in immigration, I learned a lot about immigration policies and citizenship. This subject helps me to think and understand many cases about state and citizenship. Especially the cases related to dual-citizenship, and the rights of the citizen.
- **International Culture and Communication:** When doing the internship overseas means that we have to know and adapt to a new culture and way of living of the people in the chosen country, this applied when I have to adapt and understand as well tolerate culture, communication and work ethic in the office and the surrounding.
- **Human Rights and Gender Issues:** The gender issue in Australia is one of the current issue when I was doing my internship, the bill on the same-sex marriage was being promoted and being approved on the Australian parliament at the time, this is where I observe this subject was applied.

CHAPTER VIII

RECOMMENDATION

The internship program has given me a exceptional experiences, since I got the chance to do Internship in two Institution that are related, which Kementerian Luar Negeri Republik Indonesia (Ministry of Foreign Affairs Indonesia) and Konsulate Jenderal Republik Indonesia-Sydney (Consulate General of Republic Indonesia-Sydney) in this two institution I had learnt many things that are not offered in classes when I'm studying however there are lots of subject from University especially in International Relation study program that I can implemented here and surely be used when I was doing my internship, All the helps from my supervisor and all the others co-worker and colleagues helps me to done this internship.

In this two internship experience I got the chance to see how the works done in fields and as well in the research method, it also increase my skills on communication, interpersonal skills with people which are the state's official or the business worker. In the MFA I learnt a lot about working in the field which events based working whereas we work on events however in Consulate I more likely to work in research and services which as well helps me to know various working skills. And both of the institution employer are really supporting and appreciating us as an Internee, and most of the time we got introduce to many state's officials and business worker in which expanding our networking. However in the working situation somehow the misunderstanding are due to happened in regards to the lack or miscommunication that happened, but we learnt how to manage it and how to cope with it, especially in the services department such as immigration, where every day there are new complain that come, and we need to dealt with it.

My recommendation for the Ministry of Foreign Affairs the Republic of Indonesia, the internship program is a good experience for the student who wants to learn more about the arranging and managing the state guests and state visits to Indonesia, It will be better of the student not only be putted in the front desk but as well being putted in another sub-divisions therefore the student will gain more understanding on how the directorate of protocol works.

My recommendation to the Consulate General the Republic of Indonesia-Sydney as the longest internship place, where I learnt a lot of valuable lesson, I would like to recommend that;

1. During my internship period in KJRI there were several months where there were excessive members of intern in the office, which leads to some of the intern that cannot work efficiently and efficient. In the future I hope and recommend for KJRI to limit the number of intern for each month or period, therefore the intern would work effectively and more efficient.
2. To make a clear job desk for the intern in the future to prevent the ineffective and inefficient work and making the department rotation more organize, therefore the intern student could know and have a deeper understanding on the working field.

This internship program are really good program that help in order to help the student experience the working field, we got to be prepared on what is coming in the future and helps a lot to build our own career. However due to the length of internship program time which are 8 months (30 weeks) at first and suddenly change to 4-6 months in the middle of the program making our university looks not professional, however we manage to keep a good image of the University, in the future I hope to see a better program of this internship, but overall this program is a really good program for student.

Appendices



Pejambon Iftar 2017



President Lithuania State Visit, Merdeka Palace



Flag Ceremony and Diplomatic reception in Wisma Indonesia Sydney.



Assisting Mr. Yasona Laoly as Minister of Law and Justice of Indonesia

And Mrs. Megawati Soekarno Putri Indonesian 5th President



With BPPK delegates for IORA research



With H.E MR. Kristianto Legowo, Indonesia Ambassador for Australia



In Consulate General of the Republic Indonesia

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