



President University

Internship Report for



CTBC BANK
中國信託銀行

PT Bank CTBC Indonesia

Dian Permatasari

01520160038

Business Administration

December 2019

Letter of Completion



Internship Certification Letter

176/CTBC/HRD – EC/XII/2019

We, herewith, certify that the following student:

Name : Dian Permatasari
University : President University

Has accomplished the internship in **HR Business Partner**, on **27th August 2019 – 26th December 2019**, with the duties and responsibilities as follows:

1. Assist HRBP in recruitment process by contacting candidate and reserve interview room for interview session.
2. Manage and filing document related to recruitment and HR process
3. Involve in Employee Engagement Program and activities

The student has successfully performed during internship program and contributes to the company. We thank the student for her involvement and wish her the best luck for her future career endeavor.

Jakarta, 10th December 2019

Bank CTBC Indonesia
JAKARTA


Titiek Tjahjadi
HR and Administration Group Head

PT. BANK CTBC INDONESIA

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Preface

My biggest thanks to the almighty God for his blessings and grace that have been accompanied me during the internship program. I'd also say thanks to my family and friends who have become a great listeners and supporters when I'm tired and feeling down. Their support has helped me so much to survive and perform well on the job.

Secondly, as I got a lot of valuable knowledge, skills, and experience when doing internship in PT. Bank CTBC Indonesia, I had thank the company as a whole, for giving me an opportunity to do my internship there. In addition, I'd like to thank to Mr. Andreas Yumarma as my Internship mentor, for the patience, support and guidance for me to complete this report.

This report has been written by the author to describe the information regarding an intern's activities in the company for approximately 4 months. The report includes the company's information and profile, internship activities, and points learned of the author during the internship program. The recommendation for both the company and the university are written at the end of report. The internship documents (such as completion letter, agreement form, etc) are mandatory as one of several requirements that make the students eligible to do thesis defense.

CHAPTER I. INTRODUCTION

Introduction

University as an educational institution has a very large role in efforts to develop human resources (HR) and increase the competitiveness of the nation. In order for this strategic and large role to be carried out well, college graduates must have superior quality. In this period a student is not only required to be competent in the field of scientific studies but also to have holistic competencies such as being independent, able to communicate, having a wide network, being able to make decisions, sensitive to changes and developments that occur in the outside world.

The facts that occur indicate that students with these qualifications are hard to find for this matter so an internship program is needed as a learning tool for students to obtain the various holistic competencies needed after completing education. That's why I would like to say thank you to President University as a resource for students to improve their employability skills and market their talents to potential employers through the Internship Program.

Objectives

The objective of doing internship are as follows:

1. Develop our abilities to achieve performance goals based on the responsibilities and duties
2. Enrich our understanding about how an institution is forming the teamwork, making it effective, and united albeit the diversity, variety of social background, and culture.
3. Perform various practical work activities and study management contained in the Company.
4. Adding experience and insight into the world of work at Company.
5. Improve student soft skills (ability to communicate, increase self-confidence, improve attitudes and behaviour).

Internship Benefit

Internship Benefits for Company

Companies gain advantages and benefits from having a successful internship program. For the participating company, an internship program can:

1. Allow the company to better serve its customers through the contributions of an intern. Interns can serve as short-term solution to handle increased workloads and complete needed projects, while at the same time providing the intern with a valuable work experience;
2. Stimulate and promote a learning experience among professional staff. Company employees can learn much from interns who bring a different set of skills, knowledge base, and perspective to the job;
3. Provide company personnel with the opportunity to evaluate the effectiveness of their in-house training programs or other services based on feedback from interns;
4. Afford an opportunity to screen for prospective employees and expand the manpower pipeline/new potential recruit database. Interns become familiar with an organization's culture and work and establish close working relationships with current employees. This makes us ideal candidates for job vacancies. Even if an intern does not end up being employed at their internship placement site, internship program may serve as a good recruitment tool for a company to observe potential workers under actual working conditions without a long-term commitment;
5. Allow the company to contribute to the professional development of future professionals through partnership with President University.

Internship Benefits for Students

The students get several benefits from doing internship, such as:

1. Chance for building network of contacts.
2. Work experience to add to their CV as well as their next job foundation.
3. Chance of being offered a fulltime job by the related company.
4. Practical knowledge from the real workplace

CHAPTER II. COMPANY PROFILE

2.1 History of the Organization

2.1.1 CTBC Worldwide

CTBC Financial Holding Co., Ltd. is the most international financial institution in Taiwan. It has nine subsidiaries including CTBC Bank, CTBC Securities, CTBC Life Insurance, CTBC Insurance Brokers, CTBC Venture Capital, CTBC Asset Management, CTBC Investments, CTBC Security and Taiwan Lottery. CTBC Holding's key subsidiary, CTBC Bank, was established in 1966. It is the biggest credit card issuer, and also the most well-established and international privately-owned bank. At present, CTBC Bank has 150 branches within Taiwan and 110 outlets (representative offices, branches, and subsidiaries and their branches) locates in the US, Canada, Japan, Indonesia, the Philippines, India, Thailand, Vietnam, Malaysia, Hong Kong, Singapore, China, Myanmar, and Australia. CTBC is a financial institution with the most extensive international network in Taiwan.

2.1.2 CTBC Indonesia

PT Bank CTBC Indonesia ("Bank CTBC Indonesia") is 99% owned by CTBC Bank Co., Ltd, one of the leading banks in Taiwan. The remaining 1% is owned by PT Bank Danamon Indonesia Tbk., one of the premier Indonesian banks. CTBC Indonesia started its operation in Indonesia in 1997, mainly to serve the Indonesia-Taiwanese trade, under the name of PT Bank Chinatrust Tamara with 85% share owned by Chinatrust Commercial Bank Co., Ltd. and 15% by Bank Tamara. In 2001 Chinatrust Commercial Bank Co., Ltd. increased its ownership to 99% and changed the Bank's name to PT Bank Chinatrust Indonesia. In 2013, Chinatrust Commercial Bank Co., Ltd. changed its name to CTBC Bank Co., Ltd., PT Bank Chinatrust Indonesia then followed with name change to PT Bank CTBC Indonesia.

With a strong capital base and consistent performance since its establishment, Bank CTBC Indonesia has been recognized as one of the leading banks in Indonesia. In 2009, Bank CTBC Indonesia received the Platinum Award for 10 consecutive years (1999-2009) as the bank with category "Very Good" from InfoBank Magazine. And for Bank performance during 2011 and 2012, CTBC Indonesia also has been

awarded by InfoBank Magazine with category “Very Good”. Bank CTBC Indonesia provides a full range of corporate and consumer services in Indonesia and is committed to becoming a bank that can be relied upon and trusted with.

2.2 Vision, Mission, and Objective

2.2.1 Vision

We will focus to provide financial solution to Corporate, IOW and Retail middle segment clients through professional, caring, trustworthy, integrity and innovative services.

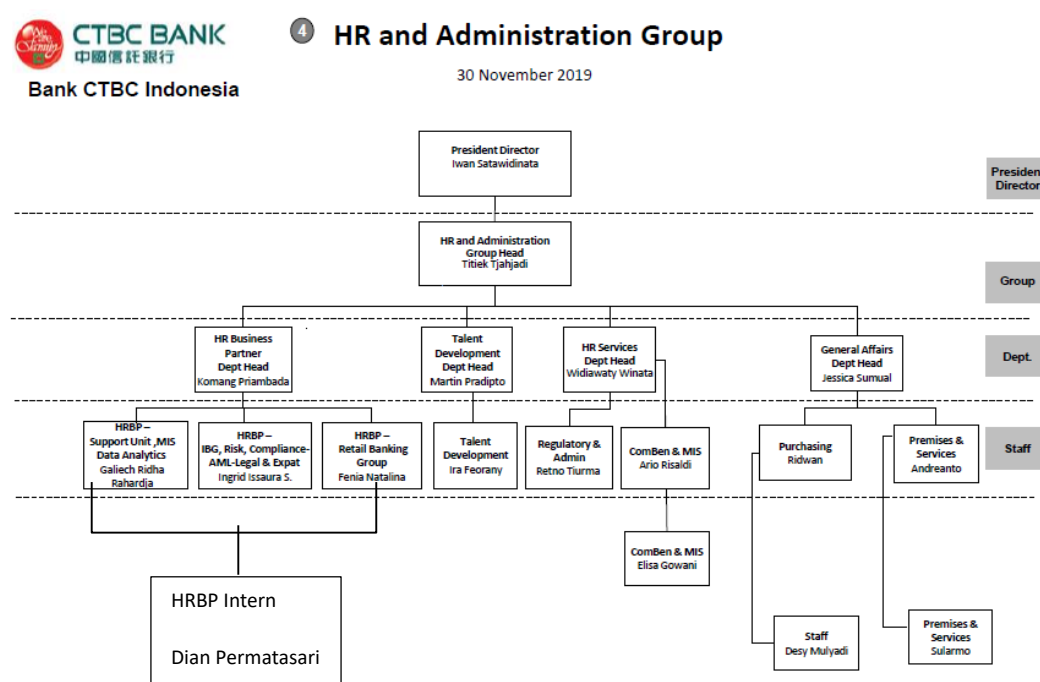
2.2.2 Mission

To become one of the leading focus banks and commit to serve selected target market in Indonesia.

2.2.3 Objective

To be one of the best managed Banks in the world by building customer and shareholder value.

2.3 Organization Charts



2.4 Core organization Activities

2.4.1 Retail Banking

Bank CTBC Indonesia run its retail banking business in 2017 with the strategy of activities focusing on third party liabilities management in the form of savings accounts, demand deposits, time deposits and wealth management in cooperation with well-known and strategic insurance and investment manager companies in Indonesia.

2.4.2 Treasury

Concomitant with the incline of domestic economic, treasury business managed to capitalize some momentum during 2017. The decline in the benchmark interest rate and the upgrading of Indonesia's credit rating provide positive impact for securities market in Indonesia.

2.4.3 Corporate Banking

During 2017, Corporate Banking Group (CBG) activities still focus on covering lending and funding to medium and large corporate segment as well as the sector being developed by the government, however due to Indonesia's economic conditions are still un-favorable and sustainable.

2.4.4 Operation

In order to support the Business Unit in facing of challenge and competition in business environment ahead, Operation Group is committed to deliver excellence service to customers by improving work efficiency as well as keep control on transactions executed by always ensuring the quality of work, the level of accuracy and comply with the Policy and Procedure /Standard Operating Procedure, Bank Indonesia/Financial Services Authority Regulation and any other regulations.

2.5 Product and Service

2.5.1 Personal Banking

1. Deposits

In deposits category there are so many product, which are Savings Account, Current account, Deposit Account, Safe Deposit Box, and CTBC Remittance. Savings Account also has many types which are CTBC Saving Account, CTBC Extra Saving Account, Tabungan Bambu, and Tabungan Alamku.

2. Wealth Management

In wealth management category there are so many products, which are Mutual Funds, Provesta Optimum, Prime Value, and Golden Protector.

3. Pay+

CTBC Pay+ is an integrated banking transaction service facility from CTBC Bank. It offers an easy and secure way to manage and monitor the company's regular payment as well fulfilling the employee's needs.

4. Loans

In loans category there are so many product, which are Secured Loan, Public Loan, Salary Loan, and SME Loan. Secure Loan also has many types which are Housing Loan, Multi Purpose Loan, and Take Over Loan. For SME Loan also has many types which are Working Capital Loan, Investment Loan, and Commercial Property Financing.

5. Digital Banking

In digital banking category has ATM / Debit Card, Mobile Banking, and Internet Banking.

2.5.2 Business Banking

1. Loans

In loans category there are so many product, which are Working Capital Loan, Investment Loan, and Syndication Loan

2. Trade Finance

In trade finance category there are so many types, which are Export, Import, Standby LC, and Bank Guarantee.

3. Treasury Services

In treasury services types are Foreign Exchange and Interest Derivatives.

4. IOW Products

In IOW category there are so many product, which are Taiwan Informal Finance Scheme, Taiwan Formal Finance Scheme, Hongkong Finance Scheme, and Singapore Finance Scheme

5. Corporate Service

In corporate service category have CTBC e-Corp or Internet Banking Corporate.

2.6 Review on the Organization Growth and Trend.

There are 96 nominees from 15 categories in BIA 2019, namely Agriculture, Mining, Basic & Chemical Industry Sector, Miscellaneous Industry Sector, Consumer Goods Industry Sector, Property & Real Estate Sector, Infrastructure-Utilities-Transportation Sector, Trade-Services-Investment Sector, Private Foreign Exchange Private Banks, Non-Foreign Private Private Banks, Regional Development Banks, Persero Banks, Mixed Banks, Foreign Banks, and Mutlifinance.

On average each category presents 7 nominees, except for four categories, namely Bank Persero (4 nominees), Mixed Banks (6), Foreign Banks (4), and Mutlifinance (5).

BIA 2019 will choose companies that are able to remain stable in maintaining business expansion amidst the dynamics of business that is so fast, so that the following year is able to record growth very well. In this connection, the 2019 Indonesia Indonesia Award took the theme "STABILITY & PROFITABILITY" as an appreciation of companies that were able to perform very well.

The theme is also related to the calculation of awards for BIA 2019 is the period of financial statements for the last 3 years, namely 2016-2018. Issuers whose hard work has succeeded in making brilliant performances and achievements, and have the consistency to always be in the corridor of good business practices, certainly deserves appreciation. From the results of the research and verification of the Bisnis Indonesia Consultant (BIK) and the evaluation of the jury, there are a number of nominees that will be selected by one issuer to be designated as the recipient of the prestigious award: Bisnis Indonesia Award.

Mixed banks still posted better performance by relying on the retail and consumer segments. From a total of 11 banks, all of them have published financial statements before 30 April 2019 with the WTP opinion and ctbc banks included in the nomination for the Mixed Bank category.

Chapter III. INTERNSHIP ACTIVITIES

As Human Resource, I have several jobs that should be done by myself after the probation. Here are my responsibilities and duties:

1. Recruitment Process (Daily)
 - a) Arrange interview between HRBP/User with Candidate
 - b) Send Calendar to HRBP/User
 - c) Send Email Invitation to Candidate
 - d) Prepare interview form and document for interview
2. Document Preparation (Daily)
 - a) Preparing document for interview for User and HRBP
 - b) Preparing Document for signing
3. Update Report for Interview (Daily)
 - a) Renew every recruitment activity that has been carried out by HRBP
 - b) Update report for candidates who have been accepted at CTBC
4. Update JD (Job Description) for FTE, DC & Outsource (Monthly)
 - a) Scan JD
 - b) Rename JD
 - c) Filling JD to Bantex according to group and dept
 - d) Updating Report for JD Submission
5. Update Report for New Joiner (Occasionally)
 - a) Update the document New Joiner / New Staff who joined the CTBC
6. Update MRF (Occasionally)
 - a) Update MRF Report in HRBP Report
7. Input CV entered in Outlook Recruitment

a) Collect CVs in Outlook Recruitment to the folder in accordance with the proposed position

8. Country Week (Monthly / Occasionally)

a) Support HR in holding Country Week Every Month (every Country Week event is held)

b) Update Report for Country Week Events

9. On Boarding

a) In this process, me as an Internee help to assist the HRBP to prepare the administration things for the new joiner from the ID card, absent and after that, I introduce the new joiner to their group internal staff and HR Department staff.

10. Employee Engagement program and activities

a) Assist the HRBP to prepare Health Challenge Program

b) Assist the HRBP to prepare fun walk program

c) Giving idea to HRBP to do Campus Hiring, and we do it at PERBANAS University and Mercu buana University

CHAPTER IV. PERSONAL RESULT / EVALUATION/ POINT OF LEARNED

From this internship program, I gain better understanding about the Human Resource Management theory and the Business Strategy that I've been learned before. Wright and McMahan (1992) distinguished several groups of theories dealing with the content of the integration between business strategy and human resource management. The most important ones are: Behavioral theories; Resource-based theories; and Interactive theories.

In CTBC Bank, I thought that Behavioral theories is implemented in there. Behavioral theories are based on the assumption that for the realization of a certain business strategy certain employee behaviour is necessary. In this way, employee behavior forms the bridge between business strategy and firm performance. The reason of this opinion is because, I see that the Human Resource Business Partner department at CTBC is really selective to choose candidate before they hired for the permanent or direct contract employees. It proves that CTBC look the employees as the important aspect for the company growth.

I can see how the CTBC really concern at their employees, because they have so many events for the employees itself. As a Human Resource internee at CTBC Bank, I already join and participating for more than 3 events within this 4 months. As I know, they really want to build a good relationship among the employees and they try to give more entertainment for the employees as an expectation that they will improve their work performance and contribute more to the company.

As a Retail Business student, I came to understand that in the retail business, employees who will remain employed are still elected and processed through approval from the central company. I also came to understand better that managing resources in a retail company is more complicated because it has many branches and regulations compared to non-retail companies.

4.1 Industry Comprehension

This internship program gives insight about the industry, in this case is banking industry. Being involved in a team with various job descriptions and Employee Engagement program and activities give me more knowledge for better comprehension of industry.

4.2 Gain valuable work experience

By doing an internship, I felt a different experience from what was already obtained on campus. The atmosphere of a busy office, meeting people who are professional, and given the duties and responsibilities coloring my days as an intern.

4.3 Personal Development

Not only skills and knowledge, this internship program also enhances my personal values, such as integrity, responsibility, organization, communication skill and mental strength. Working through my job desk, those values have been my principles in performing well. I learn to be responsible when making mistakes by admitting it and take an action to correct the mistakes. I also learn to be responsible in creating reports, making sure they are done in timely manner and accuracy. Then my integrity is proven by providing actual report and information without any manipulation to make my work seems better. My communication skill is proven when I scheduled the interview and there's no problem with the candidate, user and HRBP. My mental strength also growth in this company, because there's a lot of differences character of people in this company that make me sometimes want to get mad or sad, but my SPV always said that, if I can through this kind of situation, so my mental health is getting ready for the real world of work.

4.4 Future Career plan

1. Network with Professionals in the Field

Internship will make me have many relationships at a young age. During the internship I was able to meet important people who might not be found by ordinary people. Therefore, I save the contacts of the office and build a good relationship with them so that it can be a source of my network going forward. I also can learn from the professionals in the field performance, how to do work well.

2. Be a great leader

For me, I learn a lot for this kind of internship. Actually, my future career goals is as an entrepreneur. For this internship, I can learn about how to manage

employees well. I can learn that so many different character of employees that we should face and need to know as a leader. For me, Nowadays, the business conditions in Indonesia are experiencing an era of "Turbulence" where many changes cannot be predicted beforehand. This encourages organizations to quickly adapt to the situation, if they want to remain "safe" in running their business wheels. Two problems that often occur in the field are when getting potential new employees and managing old employees so that they can contribute better to the organization. From this internship I can draw the conclusion that the success of an organization's business will be achieved in a more sustainable manner if management functions and leadership functions are both present and functioning in a balanced and complementary manner (complimentary). Management raises its business in a more structured and rational manner, while leadership raises it's more emotional and aspirational energy for its HR.

CHAPTER V. RECCOMENDATION

After experiencing 4 months internship, there are some suggestions and recommendations for both PT Bank CTBC Indonesia and President University.

5.1 Recommendation for the Company

For PT Bank CTBC Indonesia, there is no big problem, but before students who will carry out internships, CTBC should first see what parts will be occupied by students when the internship is in accordance with their majors. Discipline and work activities in CTBC need to be improved. Improve the existing system in CTBC and be more compact among employees so as not to confuse their internee.

5.2 Recommendation for the Campus

Internship program gives a lot of benefits to the students. However there still are any improvements needed in the terms and condition in order to get the optimal benefit from the program.

5.2.1 The documents of internship program should not be mandatory prior to thesis defense.

As the alternative recommendation, I believe that it would be better if the 16 week period of internship is not accompanied with the mandatory internship documents prior to thesis defense. In other words, it would be much better if the students are allowed to do thesis defense even before they finish their internship period. This will allow the students to prioritize their thesis, and continue their internship later after thesis submission or thesis defense. This will also help the students who do not feel comfortable working in the company that they chose in a hurry, by extending them more time to seek for better company. Then as to make sure the students still take the internship program, the documents can be mandatory prior to graduation on the current year.

5.2.2 Provide assistance to every student who has difficulty finding an internship in accordance with their majors

Students often find it difficult to get company contacts and even though they have the contacts, they are not guaranteed to be contacted by the company. It would be better if the campus to help communicate with the company to be able to give students the opportunity to do their internship in the company.

APPENDIX 1. DECLARATION OF ORIGINALITY



Declaration of Originality

I, the undersigned :

Name : Dian Permatasari
Study Program : Business Administration
ID Number : 015201600038
Internship Company : CTBC Bank Indonesia
Internship Period : August 27, 2019 - December 26, 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 Internship 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 : Dian Permatasari

Date : 12-12-2019

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

APPENDIX 2. INTERNSHIP AGREEMENT FORM



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



INTERNSHIP AGREEMENT

A. Student Personal Details

Full Name	:	Dian Permatasari
Study Program	:	Business Administration
Student ID	:	015201600038
Concentration	:	Retail Business
Mobile Phone Number	:	08561234503
Current Address	:	dusun kamurang 1
Email Address	:	diiian_permatasari@yahoo.com
Home Number	:	0267-600073

B. Organization Information

Organization/Company's Name	:	CTBC Bank Indonesia
Type of Industry	:	Retail Banking
Office Phone Number	:	02125578787
Fax Number	:	0215206780
Address	:	Jl. Jend. Sudirman Kav.24, Jakarta
Website Address	:	https://www.ctbcbank.co.id/
Country Representative	:	Taiwan

C. Internship Coordinator

Please state the contact person who is responsible for coordinating internship program in the **organization/company that hires the intern.**

Name	:	Komang Priambada
Department	:	Human Resource Department
Position	:	Human Resource Department Head
Office Phone Number	:	089669661234
Mobile Phone Number	:	0811830138
Email Address	:	recruitment@ctbcbank.co.id



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



D. Internship Placement

Department	:	Human Resource Business Partner
Work Hours per day	:	8 Hour/Day
Internship Duration	:	18 Weeks
Starting Date	:	2019-08-27
Finishing Date	:	2019-12-26
Name of Immediate Supervisor	:	Galiech Ridha Rahardja
Supervisor Job Title	:	Human Resource Department
Supervisor office number	:	081289612347
Supervisor email address	:	recruitment@ctbcbank.co.id

E. Internship Entitlement

- Meal 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	Intern	Acknowledged by,
 Signed and duly stamped		
Bank CTBC Indonesia		Internship and Career Center
Name : Galiech Ridha Rahardja	Name : Dian Permatasari	Name :
Date : 12-12-2019	Date : 12-12-2019	Date :

APPENDIX 3. INTERNSHIP JOB DESCRIPTION



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

Student's Name	: Dian Permatasari
Institution/Company	: CTBC Bank Indonesia
Department	: Human Resource Business Partner
Supervisor's Name	: Galiech Ridha Rahardja
Supervisor's Position/Job Title	: Human Resource Department
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

1. Assist HRBP in recruitment process by contacting candidate and reserve interview for interview session
2. Manage and filing document related to recruitment and HR process
3. Involve in Employee Engagement program and activities

B. Description of Duties and Responsibilities

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

Key duties and responsibilities:

Recruitment Process (Daily)

1. Arrange interview between HRBP/User with Candidate
- b. Send Calendar to HRBP/User
- c. Send Email Invitation to Candidate
- d. Prepare interview form and document for interview

Document Preparation: (Daily)

1. Preparing document for interview for User and HRBP
2. Preparing Document for signing

Update Report for Interview (Daily)

1. Renew every recruitment activity that has been carried out by HRBP
2. Update report for candidates who have been accepted at CTBC

Update JD (Job Description) for FTE, DC & Outsource (Monthly)

1. Scan JD (to Ms. Ayu / Ms. Tia)
2. Rename JD
3. Filling JD to Bantex according to group and dept
4. Updating Report for JD Submission

Update Report for New Joiner (Occasionally)

1. Update the document New Joiner / New Staff who joined the CTBC

Internship Job Description | 1

Update MRF (Occasionally)

1. Update MRF Report in HRBP Report

Input CV entered in Outlook Recruitment

1. Collect CVs in Outlook Recruitment to the folder in accordance with the proposed position

Country Week (Monthly / Occasionally)

1. Support HR in holding Country Week Every Month (every Country Week event is held)

2. Update Report for Country Week Events

C. Required Knowledge and Skills

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

Knowledge

- Basic knowledge and experience with spreadsheet modeling and Microsoft Office.
- English Language Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Psychology Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; .

Skills

- English proficiency in listening, writing and speaking
- Self driven, motivated and leadership skill,
- Interpersonal, communication and presentation skill
- People management and organizational skill
- Have initiative and problem solving ability

Attitude

- Honest, willing to work under pressure and independently
- Pleasant appearance, friendly and willing to help,
- Discipline toward the rules and regulation from the company

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,



Dian Permatasari

Signature and Name of Intern

Date: 12-12-2019

Acknowledged by,



Signature and Name Duly Stamped

Date: 12-12-2019


APPENDIX 4. INTERNSHIP MONTHLY REPORT



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

Name	: Dian Permatasari
Company's Name	: Bank CTBC Indonesia
Supervisor's Name and Title	: Galiech Rahardja
Department	: Human Resource Business Partner
Working Hours	: 8 Hour/Day
Report Period	: 2019-08-26 - 2019-09-26

- A. Describe your principal assignments, responsibilities, for the past One Month**
 Responsible to assist HR in recruitment process such as interview scheduling and interview logistic allocation, and help the administration for all the employee data base in the Retail Banking Group.
 Also responsible to synchronization and updated the Human Resource Business Project Data.
 Maintain communication with candidates
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development**
 The important aspect of the work where I've learn are communication. I have to interact with candidates, staff, either in person or on the phone. Written communication skills are also extremely important. My job also require strong organizational skills. Being organized allows me to juggle my many tasks. I have to manage various calendars, schedule the interview, and keep the office orderly.
- C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them**
 My problem encountered during the one month is about the communication and organized skill. Because basically I am not an organized person and my communication skill is so low, so at the beginning it was challenge for me to communicate well to the candidate and the other employee.
 Other than that, because I have a short term of memories, so it was a problem for me since I have 3 users and all of them give me different task so it was chaos at the first time when I'm doing my work.
 How I resolved my communication skill is by doing exercise everyday and for the Organization skill, I try to make some "to do" list so I can arrange my time effectively and efficiently, and I reduce the things that are forgotten.

Submitted by

Dian Permatasari
 Name of intern
 Date: October, 1st 2019

Read and acknowledged by

 Bank CTBC Indonesia
 JAKARTA
 On Site Supervisor
 Duly Stamped
 Date: 1 October 2019



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

Name	: Dian Permatasari
Company's Name	: CTBC Bank Indonesia
Supervisor's Name and Title	: Galiech Rahardja
Department	: Human Resource Business Partner
Working Hours	: 8 Hour/Day
Report Period	: 2019-09-26 - 2019-10-26

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

- Responsible to assist HR in recruitment process such as interview scheduling and interview logistic allocation, and help the administration for all the employee data base in the Retail Banking Group.
- Also responsible to synchronization and updated the Human Resource Business Project Data.
- Maintain communication with candidates.
- Help the HRBP doing the walk in interview at PERBANAS University and Mercubuana University (joining the job Fair), focus searching for Branch Service Associate Candidate's.
- Assist the HRBP Group head to do FUN WALK events. In this event, we focused on the employee healthy life(through healthy challenge) and togetherness (gather all of the employee family to do walk on car free day).

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

Based on the job fair events that I've been through, patience , communication skill and marketing skill are the important skill that I try to develop from myself. Because in job fair that conduct at Mercubuana University, I learn how to promote our company so the participant on the job fair willing to work at our company but by continuing to sort out and not randomly in choosing candidates to join our company. I also learned how to be patient in facing the questions of people who only want to see their salary at work, not not because they purely want to work. Also I learn how to communicate well because I'm facing with people with different ages, backgrounds and positionz, so I learn that our company's intentions can be conveyed properly.

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

- Problem that I facing in fun walk events is about not all of the employee want to participate on the healthy challenge, so I must try to find ways to encourage them to join the event.
- Problem that I facing at searching on Branch Service Academy candidate's is not all the campus has well prepared for help us to find the candidate's from the event, so I minimized the problem with prepare all of the things that might be needed in the event such as interview form, application form and tools such as pen, paper and so on.

Submitted by

Dian Permatasari -

Name of intern

Date: November 5th, 2019

Read and acknowledged by

Bank CTBC Indonesia

JAKARTA

On Site Supervisor

Duly Stamped

Date: November 5th, 2019



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

Name	: Dian Permatasari
Company's Name	: CTBC Bank Indonesia
Supervisor's Name and Title	: Galiech Rahardja
Department	: Human Resource Business Partner
Working Hours	: 8 Hour/Day
Report Period	: 2019-10-26 - 2019-11-26

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

- Responsible to assist HR in recruitment process such as interview scheduling and interview logistic allocation, and help the administration for all the employee data base in the Retail Banking Group.
- Also responsible to synchronization and updated the Human Resource Business Project Data.
- Maintain communication with candidates.
- Help the HRBP doing the walk in interview at searching for Branch Service Associate Candidate's.
- Assist the HRBP Group head to do Country Week events (The events that held in CTBC Bank every month to celebrate "special events" of the country that CTBC have branch at there). The aim of this event is to gather the employee and to strengthen the relation among the employees.


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

Based on the Country Week events that CTBC Bank has held, I learn that creativity is something important that HR must have. To maintain the relation among employees and give them some entertainment so that they can work more enjoy, we as the Human Resource must think creatively to make some event for them. It also can make the employees more excited to do the job because in that event also there's some reward for the employee who actively join event.

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

-Problem that I encountered every day is the difficulty of finding an appropriate schedule between the candidate and the user and HRBP . Especially with candidates who are still working in previous companies, it will be difficult for them to get permission from superiors from their old companies. So I have to find an appropriate schedule and discuss it with the user so that they are equally good.

Submitted by


Dian Permatasari
Name of intern

Date: 27-11-2019

Read and acknowledged by


Galiech R.H.
On Site Supervisor
Duty stamped
Date: 27-11-2019



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

Name : Dian Permatasari

Company's Name : CTBC Bank Indonesia

Supervisor's Name and Title : Galiech Ridha Rahardja

Department : Human Resource Business Partner

Working Hours : 8 Hour/Day

Report Period : 2019-11-26 - 2019-12-13

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

- Responsible to assist HR in recruitment process such as interview scheduling and interview logistic allocation, and help the administration for all the employee data base in the Retail Banking Group.
- Also responsible to synchronization and updated the Human Resource Business Project Data.
- Maintain communication with candidates.
- Help the HRBP doing the walk in interview at searching for Branch Service Associate Candidate's.
- Assist the HRBP Group head to do Country Week events (The events that held in CTBC Bank every month to celebrate "special events" of the country that CTBC have branch at there). The aim of this event is to gather the employee and to strengthen the relation among the employees.


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

Aspect of the work that I learned for this month is about the important of attention to detail. It's very important to checking all of the work twice or more to minimize the problem or the mistake of the work.

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

- Problem that I encountered this month is about the lack of attention of detail of work because my focus is divided between working and preparing a thesis so, I did some little mistake but have a big impact. That mistake is about I was careless in giving the candidate documents that were just about to join. Where the document contains numbers for the salary of the candidate which if seen by other employees will cause discomfort among the employees.
- Problem that I encountered every day is the difficulty of finding an appropriate schedule between the candidate and the user and HRBP . Especially with candidates who are still working in previous companies, it will be difficult for them to get permission from superiors from their old companies. So I have to find an appropriate schedule and discuss it with the user so that they are equally good.

Submitted by


Dian Permatasari

Name of intern

Date: 12-12-2019

Read and acknowledged by


Bank CTBC Indonesia
JAKARTA

On Site Supervisor

Duly Stamped

Date: 12-12-2019

APPENDIX 5. PERFORMANCE EVALUATION BY EMPLOYER



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 : Dian Permatasari
Name of Institution : CTBC Bank Indonesia
On-Site Supervisor Name : Galiech Ridha Rahardja
On-Site Supervisor Title : Human Resource Department
Appraisal Period : August 27, 2019 to December 26, 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).					✓
2. Ability to produce reliable work quality as being thorough with minimum error.				✓	
3. Ability to work under minimum supervision.					✓
4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job.					✓
5. Ability to analyze/identify the main issues/problems.					✓

Page 1 of 5

Signed and stamped
On-site supervisor:


 Bank CTBC Indonesia
 JAKARTA
 JAKARTA



Form No	ICC/19/INT/SPV/2014
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Work Performance	1	2	3	4	5
6. Ability to offer relevant solution/recommendation to the problems					✓
7. Level of discipline to maintain the agreed working hours					✓
8. Level of awareness of organizational code of conduct and culture.					✓
B. People Competency					
1. Ability to prioritize the team's goal rather than individual goal					✓
2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner.					✓
3. Level of initiative to seek for information on team's needs, and act on it.					✓
4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).					✓
5. Ability to build rapport and cooperation with customer (both internal & external).					✓
6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy).					✓
7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor.					✓
C. Self-Management (Behavioral)					
1. Ability to behave in a respectful and consistent manner.					✓
2. Ability to share feelings to let other colleagues understand the current state of mind.				✓	✓
3. Ability to manage confidential information.					✓
4. Ability to treat other people with respect.					✓
5. Ability to maintain constant performance and act rationally under a stressful situation.					✓
6. Ability to adjust to the emerging changes in the workplace.					✓
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 Microsoft Office			✓		
1.2					
1.3					

Signed and stamped
On-site supervisor:
Bank CTBC Indonesia
JAKARTA



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. HR Knowledge			✓		
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.

- able to process interview process quickly and in timely manner
 - able to response dynamic change.
 - Nice attitude.

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"> - team player - good attitude - happy person - need to 	<ul style="list-style-type: none"> - need to have more experience in working in big corporate. - Confidence level need to kept up.

Signed and stamped
 On-site supervisor: 
 JAKARTA



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. <i>Presentation Skill</i>
2. <i>Microsoft office.</i>
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. <i>Effective Presentation Skill.</i>
2. <i>Time Management.</i>
3.
4.
5.

Assessed by


Bank **BC** Indonesia

Signed and stamped
On-site supervisor name:
Galiech Ridha Rahardja

Evaluation Date: *10 DEC 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:
Dian Permatasari



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

APPENDIX 6. SELF ASSESSMENT 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 : Dian Permatasari
ID Number : 015201600038
Name of Company : CTBC Bank Indonesia
Date : August 27, 2019 - December 26, 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)
3 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.
3 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
- 3 4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).
- 3 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. Ms. Word
- 3 2. Ms. Outlook
- 3 3. Photocopy Machine and Personal Computer

F. Knowledge

- 3 1. Human Resource Administration
- 3 2. English Language Knowledge

3 3. Business Knowledge

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?

Administrating Skills. Effective Business Communication.

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

For me, I learn a lot for this kind of internship. Actually, my future career goals is as an entrepreneur. For this internship, I can learn about how to manage employees well. I can learn that so many different character of employees that we should face and need to know as a leader. For me, Nowadays, the business conditions in Indonesia are experiencing an era of "Turbulence" where many changes cannot be predicted beforehand. This encourages organizations to quickly adapt to the situation, if they want to remain "safe" in running their business wheels. Two problems that often occur in the field are when getting potential new employees and managing old employees so that they can contribute better to the organization. From this internship I can draw the conclusion that the success of an organization's business will be achieved in a more sustainable manner if management functions and leadership functions are both present and functioning in a balanced and complementary manner (complimentary). Management raises its business in a more structured and rational manner, while leadership raises its more emotional and aspirational energy for its HR.

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

Dian Permatasari

Evaluation date: 11 December 2019

APPENDIX 7. DOCUMENTATION

7.1. Job Fair at Mercubuana University



7.2. Country Week (Indonesia)



7.3. Walk in Interview at Perbanas University



7.4. CTBC Fun Walk

