



**PRESIDENT UNIVERSITY**

**INTERNSHIP FINAL REPORT**

**FOR**

**MAP**  
**Mitra Adiperkasa**

**PT. MITRA ADIPERKASA, TBK.**

Business Service Management Division

**Anita Bella**

**Business Administration – Retail business**

**2012**

**015201200004**

**July 2015**

# COMPLETION LETTER



PT MITRA ADIPERKASA TBK

29th FLOOR, SATELIT SUBURBAN CENTER, JL. PONDOK SATELITAN KAW II, JAKARTA 10220 - INDONESIA  
TEL: +62-21-374-5000 (PENTING) | FAX: +62-21-374-4700

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August 12<sup>th</sup>, 2015

## To Whom It May Concern

This is to acknowledge that **Anita Bella**, who is a student of President University, has undergone Internship Program with PT. Mitra Adiperkasa, Tbk. from period of April 1<sup>st</sup> 2015 until July 31<sup>st</sup> 2015.

During the period she was exposed to the Management Services Department and received Grade A during the Internship.

We wish her the best of luck for the future, and a successful career within the retail industry.

Regards,

A handwritten signature in black ink that reads 'Regina Mutti'. The signature is written over a faint, light blue watermark of the PT Mitra Adiperkasa Tbk logo.

**Regina Mutti**

*Division Manager*

*Corporate Training and Development*

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## PREFACE

First of all I would like to appreciate my gratitude and praise to the God because of his blessing and Guidance from the day I was born until now I enable to do my internship program and finish the report. The aim of this program is to provide a practical experience for beginner s in an occupation or profession to achieve career goals in the future. Moreover, I would like to send my greatest thanks to people who helped and support me during my internship program at PT. Mitra Adiperkasa Tbk, which are:

- My family, Mom and Dad, Sister and Brother, who always give me support and motivation, who always become my listener and adviser physically or mentally during my internship program and the whole of my life.
- My on site supervisor, Mr. Helyus Romalo, thank you so much for the guidance and knowledge that you have taught to me, also thank you for become the best supervisor for me.
- Business service management team, Pak Bobby, Kak Tiftazani, Mba Lia Jessica, Pak Benard Daulat, Mba Yohana, Mba Yosia, Mba Anne, Pak Alvin, Pak Oki, Pak arya, thank you for the time and laugh you spent with me, it will be my best memories ever. Such a pleasure to knowing you all.
- My internship partner in PT. Mitra Adiperkasa, Kak friza fika, thank you for the support and calloboration, you are the best partner ever, nice to knowing you. See you on top!
- Mr. ABM. Witono, as my internship mentor who guides and motivates me to be a better person.
- PT. Mitra Adiperkasa employees especially Ms. Angela Irawan as an HR Recruitment of PT. Mitra Adiperkasa, thank you for manage me and my team at the first time and for the best trainer that I ever seen Mr. Syahrul and Mr. Martin. I will always remember all your training material and implementing in my future career.
- And all of people who I have been met in this internship program, it is been quite an unforgettable experience.

# **CHAPTER I**

## **INTRODUCTION**

### **I.1. Background**

Now on with the growth of epoch that always improve, when the development of technology and information are growing rapidly, the need for an experienced workforce, adaptable, and ready to work is a must. Besides, considering with the amount of labor pool is not proportional compared to the number of jobs make students should be required to fulfill those criteria.

In that situation, President University comes up with a brilliant breakthrough which is Internship Program. A program that intentionally is design with the aim to provide the student to have an experience before they face the real workforce in the future. Student will learn more deeply about what are their passions. The program that also gives the opportunity for student to prove what are they learn inside class and turns it into an action in the real work practice. This program has been designed for students who already in 9 semester who would meet certain criteria.

### **I.2. Purpose**

This program has the aim to provide students with practical experience and self-confidence before they graduate and compete in world talent pool. For addition, the student will face a pre-adaptation phase where they will face a different condition than their usual condition which is classroom into a workplace situation. As the expectation of this program, again is to make student become more ready and more ability to compete with other graduated student from other universities.

### **I.3. Expectations**

Expectations which rise from this program are:

- Increase knowledge that learns inside classroom by having practical knowledge that got in workplace.
- As the best way to perform a personal development in the area of leadership, communication, problem solving and decision making.
- Increase confidence and self-pride compared with another student from another university.

- Deepen passion at certain type of work related with students study program.
- Maintain a good relationship between President University and the company.

#### **I.4. Objectives**

- Develop personal abilities to achieve required goals based on the responsibilities and duties.
- Develop personal leadership and responsibility due to the target should be achieved.
- Increase the confidence and communication skill by meet many different peoples and try to understand their own personality.
- Identify personal strength and weakness in terms of working and find the way to overcome it.
- Learn broadly how company are run and maintain a relationship with other company.
- Develop a network among the company for future matters.
- Increase knowledge by applying theory into a real practice of working.
- Gain a deeper understanding about the culture inside company.
- Developing decision-making and problem-solving skills through the problem faced and how to solve and evaluate it.
- Share internship story and experience with other PU Interns and juniors.
- Open the way for other intern, so that they can continue to having their internship in this company.
- Bring the good name of President University by showing a high motivation, strong perseverance, and good behavior.

## CHAPTER II COMPANT PROFILE

### II.1. General History

Incorporated in 1995, MAP achieved phenomenal growth over the years culminating in its IPO in November 2004. Initially formation Mitra Adiperkasa begins opening the first Sogo department store in Indonesia, in Jakarta in 1990, the franchise rights held by Sogo Japanese. Mitra Adiperkasa was established on January 23, 1995 and Sogo directly holds franchise rights in Indonesia. Today, MAP is the leading lifestyle retailer in Indonesia with over 1,800 retail stores and a diversified portfolio that includes sports, fashion, department stores, kids, food & beverage and lifestyle products. Some of our iconic brands include Starbucks, Zara, Marks & Spencer, SOGO, SEIBU, Debenhams, Oshkosh B' Gosh, Reebok, among many others. Listed on the Indonesia Stock Exchange, with over 23,000 employees, MAP was voted Fortune Indonesia's Most Admired Companies (Top 20) in 2012 and Forbes Indonesia's Top 40 Companies in 2011. Apart from retailing, MAP is also a leading distributor for sports, kids and lifestyle brands.

Figure 2.1





## II.2. Vision, Mission, Values and Ethical Principles

### II.2.1. Vision

To be a world class retail marketing company of premier lifestyle brands and quality products

### II.2.2. Mission

We strive to exceed the aspirations of our valued customers for a healthy and more fulfilling lifestyle by providing them with:

- The latest and most innovative products
- The most exciting shopping experience and ambience
- Unsurpassed customer service
- The best value for money

### II.2.3. Business Philosophy

We are a P.E.O.P.L.E Oriented Company

Figure 2.2

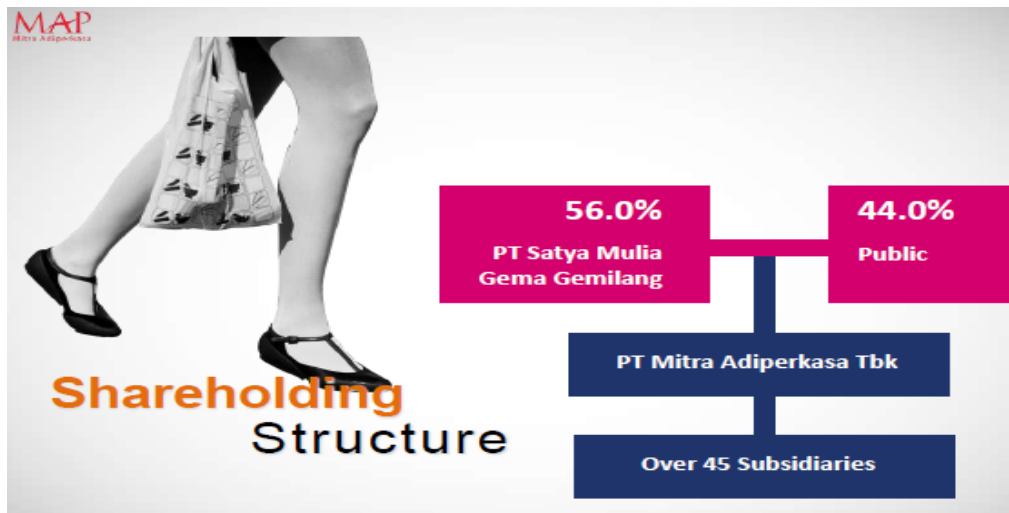


## II.3. Organizational Structure

### II.3.1. Shareholding Structure

PT. Mitra Adiperkasa has 44.0% share that be holding by public, where the 56.0% shares are hold by PT. Satya Mulia Gema Gemilang.

Figure 2.3



### II.3.2. Key Management Team

Key Management team on MAP come from SFU which is CEO and CFO, and SBU such as Sports & Kids Division; Fasihon Division; FNB Division and Dept. Store Division.

Figure 2.4



### II.3.3 Business Service Management Team

Business Service Management division on MAP has 3 part which are Business Process, Internal Audit, Budget & Planning and business service management.

Figure 2.5



## II.4. Core Organization Activities

MAP has 3 kind of business portfolio, which are:

- MAP Support Center
- MAP Business Unit
- Garment Factory

Figure 2.6

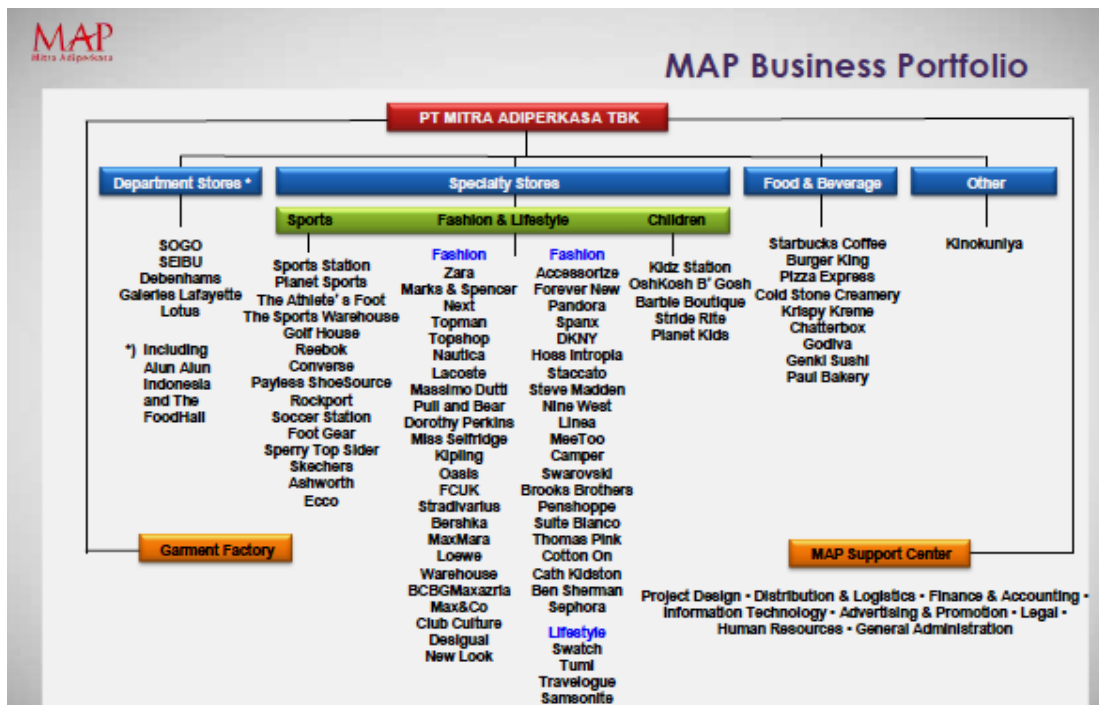


Figure 2.7



## II.5. Product and Services

MAP has so many products that widespread in Indonesia which are:

- SPORTS

Figure 2.8



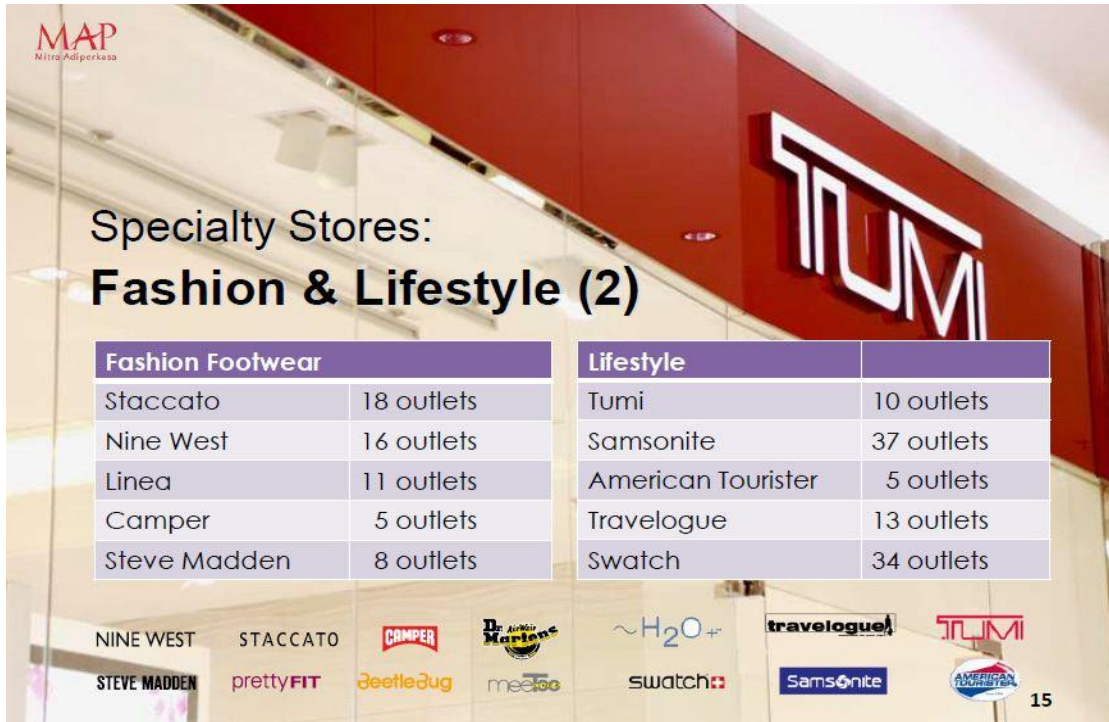
- FASHION & LIFESTYLE

Figure 2.9



Figure 2.10





- **FOOD & BEVERAGE**

Figure 2.11

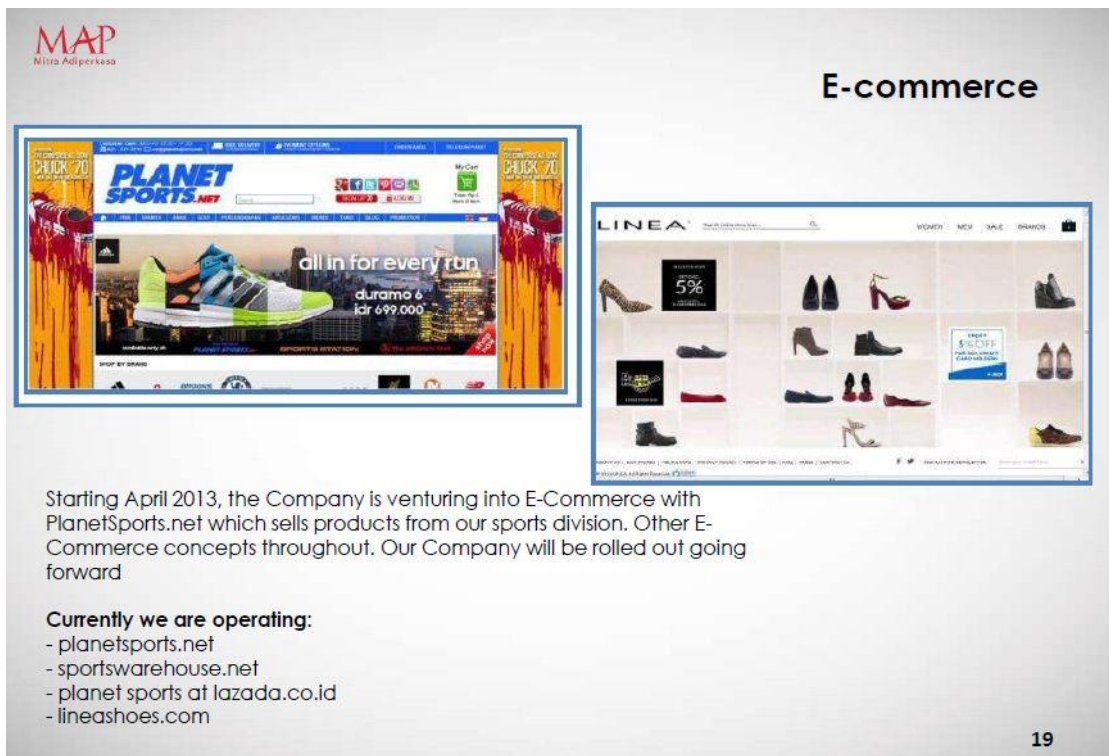


- **E-COMMERCE & OTHERS**

Figure 2.12



Figure 2.13





## II.6. Organization Growth and Trend

Here some growth and trend that have been facing by MAP as a retail industry in Indonesia.

Figure 2.14

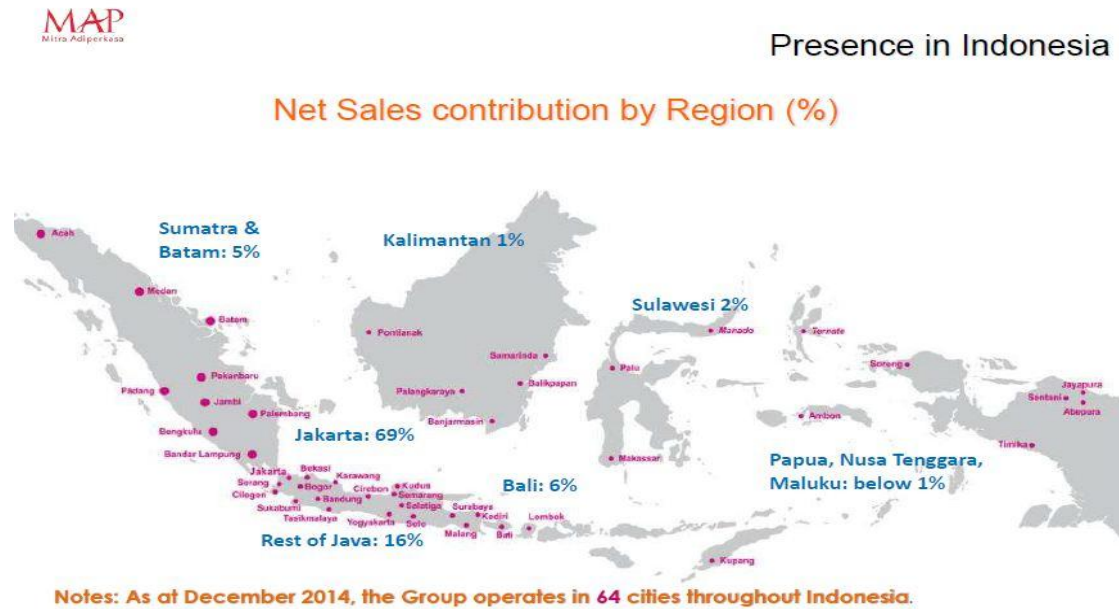


Figure 2.15





## **CHAPTER III INTERNSHIP ACTIVITIES**

I was assigned in Business Service Management division for PT. Mitra Adiperkasa, Tbk. I have been working for four months (April 1<sup>st</sup> – July 31<sup>th</sup> 2015), with a full-time regular working hours starts from 8.30 AM to 5.30 PM from Monday till Friday. I also got compensation & benefits such as salary, transport allowance, and etc. which is treating same as another internship employee.

In PT. Mitra Adiperkasa, all internees have their own internship project based on department they are stayed. They also had to do a daily task to support operational activities. By joining Business Service Management division, I am challenged to be focus, multitasking, fast learner, and smart. I also required being responsible, initiative, easy-learning, and communicative especially for the needs of the employee.

These are summary of the activities, task, and responsibilities that I had done during my internship program in PT. Mitra Adiperkasa.

### **III.1. DOA Project**

Before I go to my job description, I would like to introduce you about DOA Project. The objectives of this project is To mapped, standardized and documented (signed-off) all activities in each Strategic Business Unit ('SBU') and Support Function Unit ("SFU") within MAP Group to understand the entire process flow and delegation of roles and responsibilities of each PIC in SBU and SFU. This also serves as a tool for managing workload, identifying bottlenecks and automation opportunities. In this project my main job is to help the project manager to deliver the idea and explain it to all of SBU and SFU within MAP Group. My job descriptions are as follows:

#### **III.1.1. Understanding & Cross checking the data**

Because of my main job is to deliver and explain the purpose of the project, I required to understand the project first before I explain it to others. I take one week of my working hours to finishing this entire first step of my job. First, I learn to understand the benefit of having reporting line in DOA paper such as simplicity, flexibility if there is any changing in PIC either because of

promotion; resignation; or rotation, also for the understandability from the signer regarding to the whole MAP activity and accuracy.

The method that we use for this project is RACI documentation (Responsible, Approval, Consult, and Inform), document frequency of each activity and further assess the workload, also ensure completeness of activities in finance and accounting.

Second, after I understand the purpose of each sheet in DOA paper sheet, I do my next job which is cross checking. I got the data from my supervisor's that have been consulting with SFU and SBU within MAP group but the data are not final. So I should check the data connect it with the concept of the project and add or remove the data if it is necessary. After that I discuss it with my supervisor and then we will present it to the users by arrange meeting with them.

### **III.1.2. Presentation and sign off**

Actually DOA is an improvement project where previously the delegation is not organized thus one project that suppose to be known by the corporate are not clearly inform to them. So in the meeting we explain the beneficial that they will accept from this project. The benefit that they will gets especially for the flow of communication between the corporate and business unit. The final step that should be done after the worksheet of each SBU and SFU done is sign off. In this step my job description is make the hard copy of the worksheet and the sign off cover. After that I give it to the key management's secretary to be sign.

### **III.2. Montage Project**

Before we go more about job description, I would like to introduce my second project called "Montage Project". Montage project is more difficult project than DOA due to this project is about separating one entity become two entity that currently under one entity which is MAP, now become two entities which are MAP and MAA. This project has been go life on June, 1<sup>st</sup> 2015. In this project, we arrange so many issue and things that should be clear. My job descriptions are as follows:

### **III.2.1. Procure to payment process**

My job in this process is first, summarize the four major agreements and send it to the all Montage PIC and Montage Head PIC by email. In this job I do all the updating data every Monday, Wednesday, and Friday at the end of working hour. Second, make the template PO's format that should be fulfill by merchandising regarding to the PO that should sell back. In this job I update all the data from the MD every Monday, Wednesday and Friday at the end of working hour. Third, analyst all the GIT report that still outstanding which division should be responsible to the goods to do the clearing due to there should be not have any GR outstanding on the SAP program after the project go life. Fourth, I submitted the PO data to the finance to be LIV. In this job, before I submit it to the finance team I do the compare from the MD list with the SAP system data. Fifth, complete the user access authorization data. In this job I send the email to the montage PIC of each department to get the data that who have to get the authorization to access the SAP from both entities MAP and MAA. I do this job collaborate with the IT PIC department and all MD PIC of each SBU unit n sport, active, payless, and lifestyle. I also consider for the user access issue after go life.

### **III.2.2. Balance sheet item data migration**

My job in this process is collaborating with my intern partner. In this process we should gather the data from Finance and Accounting team that from the data the consultant team will do the migration by system. Another job that we do except for gathering the data from the finance and accounting team is doing the sign off. The sign off is the formality task that consultant do to be informed that all the data that they migrate are the data that have been approve and known by the finance and accounting team based on amount, value, and so on. In this sign off, we are through two types of sign off. First the sign of from the business unit before post load and after post load.

## **CHAPTER IV**

### **Personal Result and Points Learned**

#### **IV.1. Personal Result**

Internship is relatively short term in nature with the primary focus on getting some on the job training and taking what's learned in the classroom and applying it to the real world. Internship programs such a great experience for me because this is a first step in my work life and implementing all the lessons in classroom into practically. My 4 months internship program gives me many valuable lessons that directly influence me. Here are some experiences which obtain by the intern during the internship period in PT. Mitra Adiperkasa Indonesia which is the biggest retail company for middle up class products in Indonesia.

##### **IV.1.1. General Perspective**

Starting my professional career as an Internship student at the biggest retail company for middle up products such a great experience for me and my future career. For 3.5 months I'm working like professional employee and guidance directly from my great supervisor and my great on site supervisor. I also got many lesson from training and development division because they give me twice useful training which are business communication and positivity as the topics. I'm working like a company employee and act professional because my supervisor always asked me and guide me to be a better person.

In PT. Mitra Adiperkasa Tbk. The internship students maintain properly and organize well under training and development division. Internship student given well preparation and basic attitude lesson before placed in user. It is very beneficial in starting my work and behaves at my placement division which is Business Service Management division. In Business service Management division I got experienced about the peoples and adaptation with them which are workaholic type.

In PT. Mitra Adiperkasa Tbk. The internship student gives specific tasks to be done in a set time. My supervisor gave a project for my first 1 month and additional 2 projects in my next 3 months internship period here. My second project have not any relation with my first project, but my third

project that have been handle by the other person has a relation with my second project. Many additional tasks have to be done to support my project and it is a great experience to feel work under pressure and develop my time management. Regularly, supervisor will check the progress of the project and asked whether there is a problem or not. So, here again, I realize the importance of having a good communication with my supervisor and my partner.

Network with professionals in my field, for references and future job opportunities also another beneficial for me because as a student intern, I'm surrounded by professionals in the industry that I'm seeking access to. It's more than just about getting a grade, earning credit, or making money. This is an opportunity to learn from everyone around me, ask questions, and impress them with my eagerness. These people maybe can be my future colleagues or can be the connection to my first job.

#### **IV.1.2. Business Service Management Project Perspective**

Working in a big company that consist of over 21,000 employees and over 140 brands as updated data in 2014 is a pride for me and also a big challenge to starting my professional career ahead. I'm as a part of Business Service Management division internship handle a big service management project to help and support all users under MAP Group. The project named "DOA" that become the project to support the standardization of organizational structure within MAP group also for the project named "Montage" that become the project to support the regularity of each entity with MAP group that have so many products as the biggest retail company for middle up class products in Indonesia.

By working in service management division, I get so many benefits. From my first project I get the benefit by knowing all the organizational structure standardization within MAP group. From my second project I get all of the business process in MAP as the biggest retail company for middle up class products in Indonesia. These jobs are really connected with the concentration that I took in my collage and I believe every knowledge and experiences that I get will be beneficial for my future career and as my additional skill that I never got in class.

#### **IV.1.3. Organizational**

As a part of company which upholding diversity, I realize certain values that very cared and maintained by the company. Because we provide service and product to every people, we don't differentiate people by its religion, gender, skin color, or even sexual orientation. Talking with a discrimination context here is a very restrict matters. Every person have a same position to obey the rules and receive their right fairly.

Culture which grows in this company is a culture which directs its employee into a western working style. There is a common term called Flexible Working Hours, makes an employee's working hour become more flexible as long as it consist of 8 hours.

PT. Mitra Adiperkasa has business philosophy named P.E.O.P.L.E which is have each meaning. P is People Centered Approach mean put our customers, employees and the community at the heart of all our business decisions, E is Empowerment mean we empower our people to promote entrepreneurship and develop sense of belonging, O is Originality mean we pioneer new concepts and ideas in retail and marketing, P is Principles mean We subscribe to the highest principles of integrity and honesty, L is Loyalty mean we cultivate long-term relationships with employees, customers and strategic partners, E is Earnings must be achieved without compromising our core values.

Moreover PT. Mitra Adiperkasa is a company that put people as their priority rather than earnings. Human resources is capital asset for a company, well maintain them will follow increasing of earnings and company image in society. Because this company focus to satisfy the customers and all aspect of business ,this makes every employees are required to have initiative character, proactive, responsive, and high self-drive in maintain their works.

#### **IV.1.4. Personal Character Development**

Internship program is my first experience working as professional and felt a real working life. Starting from 8.30am until 17.30 every weekday made me felt as real employee and felt how tired become an employee rather than a student. We can't just skip the day like in university life because of sleepy or lazy but come to office is our obligation and no tolerant for skip except urgent

situation or sickness. Slowly but sure I have changed my behavior to become more disciplined, appreciate time, work hard and take my job as responsibility.

As a new comer here, the intern should learn how to adapt in new working cultures, giving attention to every activity, and learn as much as they can about their passion related with their job. Thus also interns are required to show a high motivation workforce and being a better person.

From task by task and responsibility that I handle, I learn so many things, for example, the importance of time management for myself to finish all my tasks and deadline given to me. All the tasks are my responsibility and I should handle and finished it on time with a good result. Teamwork also takes an important part on my job and I must believe with my partner and maintain good communication with them. That was all things which makes me more realize about which area that determine as my weakness and which area that determine as my strength, so that I can understand which area I should improve for my future personal development. I believe my performance in internship program will affected my future career and that's why I must perform as well as I can.

## **IV.2. Points Learned**

### **IV.2.1. Challenges**

Doing my internship program at PT. Mitra Adiperkasa, Tbk I got some challenges that I should face. Here some challenges that I face:

- Late or No respond from users

In these challenges I face some difficulties to finish the task that given by my supervisor because of the late respond from the users. In this problem to finishing my job, I go directly to the user's cubicle to ask regarding to my job.

- Handle "emotionally" users

By go directly to the user's cubicle one by one make you should face each of the characteristic of each user's. Sometimes you will face the users that thinking you're nobody. This experience will make intern people like me feel hurt and make us didn't have any confidence anymore. But in this situation I am not doing like that. I

go directly to my SPV and inform him to introduce me to all of the people that will be involve to the project, so it will make me easier to contact them and discuss directly to them regarding the project. So the purpose that I want to deliver to the reader who will do the program that be brave if you want to be success. Face all of the situation with the solution not just silent and do nothing.

- Understanding the email

These challenges more about the understanding when you read the email and there are some words that you don't understand regarding to the process of the company. The thing that I do when I am facing this challenge is asking the related division that had knowledge related to the process.

- Ice breaking when first meet up with users

In this kind of challenging, nervous is nature for people but being professionally is more important. So the point of professionally means that goes straight with your aim come to them and gets the conclusion from it.

- Talk professionally and ethically to them

Talk professionally and ethically means that when you talk directly them talk like a business person. Even you are close enough with them you should still talk professionally. Professionally doesn't mean you should give the distance but professionally in the polite way even they welcome you with the enjoyable way but you should have polite ethics.

#### **IV.2.2. Benefits**

By facing the challenges during my internship program I gain some benefits within it such as:

- Develop my communication business through e-mail

The important thing that you need when you want to mingle with the society is communication. There are so many way that you can do when you want to build a relationship. One of the way is communication through email. This is one of the benefits that I get when I do my internship program. The ways you send an email to



your partner business or supervisor are important. You should start your text with the polite writing and warm but still honor him as your supervisor. With this way you will build the warm relationship but still be polite.

- Develop relationship and link between employee inside company  
By doing the internship program in the company, unintentionally you will build the relation and connection among them. This point will be very beneficial for you because of as a business person connection or link is the important thing when you want to become a businessman.
- Understand a lot of organizational and activity within MAP group  
As an intern staff in MAP for 4 months, you will learn so much activity within MAP group. I learn so much from the project that is handling by my supervisor. In MAP you are not just threat as a people that who do the small things like create a copy of paper, send the file to the other people office or make some coffee to someone or your boss, but in here you do as like a staff that have a team and handle the project. That's why by doing your internship program in MAP not just experience on working area you get but also the organizational, culture, and activity within MAP you will have it.
- Learn professional and good e-mail to business  
In this point of benefit is the most important benefit that I get. Usually when we texting and send the email we just start with the words of "morning". But after I go through my internship program I am learn professional and good email in the working environment like we should start our email with the word of "Dear....." After that you will continue with the content of your writing. In the content of writing you should go directly with the purpose of the email do not platitude. Last you will close your email with the regards. The purpose of this method is to make your receiver feel honored and it will make your communication go well.

### IV.2.3. Skills

During four months, internee had learned a lot of things. Here are the lists of point that I learnt while having my internship experience in PT. Mitra Adiperkasa Tbk.,

Types	Points learned
<b>Hard Skill</b>	Increase English skill
	Increase Ms. Office Skill
	Increase Analytical Skill
	Increase Finance Skill and Reporting Tools
	Additional knowledge about To Be Method
	Additional knowledge about IT job and abbreviation
	Additional knowledge about SCM job (end to end process)
<b>Soft Skill</b>	
Intrapersonal Skill	Increase professionalism
	Increase time management
	Increase positivity and creative thinking
	Increase self confidence
	Increase self-evaluation
	Increase self-emotion control
	More proactive
Interpersonal Skill	Increase business communication skill
	Increase leadership skill
	Increase negotiate skill
	Increase presentation skill
	Increase teamwork skill
Cultural	Learn the heterogeneity of people in workplace; we can't just make discrimination to them because they are different
	Learn how to put myself among new communities (Adaptation Skill)
	Learn that the basic culture of every working environment is

	discipline ethic
	There are no success comes instantly, success comes from a long learning and a good process

## **CHAPTER V**

### **Conclusion and Recommendation**

#### **V.1. Conclusion**

The first thing that I learned in this Internship Program is Time Management. I realized that I need to be organized so I can work as effective as other employees. When first I started this Internship, I cannot believe that I can sit at an office for 8 hours work. I have met many people as representative of the brands that makes my communication skill increasing. I work a lot with my analytical skills, to analyze the fields on the report that used by user. Beside that I have been able to meet new friends that make me more ready to facing the real work.

This Internship program is very useful for the student; it would be a student practice for knowing the situation of the real work environment. This program actually can be beneficial for both from students, university and company itself. By this program student can receives a lot of knowledge and experiences that can be basis for the student when facing the real work after graduation from university life.

#### **V.2. Recommendation**

Today, MAP is the leading lifestyle retailer in Indonesia with over 1,800 retail stores and a diversified portfolio that includes sports, fashion, department stores, kids, food & beverage and lifestyle products. Some of MAP's iconic brands include Starbucks, Zara, Marks & Spencer, SOGO, SEIBU, Debenhams, Oshkosh B' Gosh, Reebok, among many others. Thus, MAP as a place for doing my Internship Program provides a lot of benefit such as transport allowance and other facilities, but with the amounts that company provide now it would be better if company could increasing the allowance to make it worth it compare with the task that be given to interneer.

After working here for 4 months I gain a lot of experiences and a lot new knowledge as well in the retail business especially in lifestyle field. Beside that I also got many guidance and critics from my supervisor. He knows what is my strengths and weaknesses as well so he can make me to be a better person. Furthermore, my new friends at the office teach me a lot of knowledge based on their experiences in facing the real work after graduation. They already like my new family; we usually hang out together after working.

MAP would be a great place for last year student who wants to take the Internship Program. It would be a good start for the student as a preparation to face the real work after graduation. Students who take the Internship in MAP are guaranteed to get the daily task and involved in the meetings and company activity as well. Other good point in taking Internship in MAP is training that given by MAP Training and Development division.

## REFERENCE


### Report

PT. Mitra Adiperkasa.pdf Report 2014

### Website

President University. *Internship and Global Networking*. Retrieved February 2, 2015 from <http://www.president.ac.id/internship-and-global-networking/>





# APPENDICES

		Form No	ICC/03/INT/BWR/2011
INTERNSHIP AND CAREER CENTER		Form Title	Internship Biweekly Progress Report
Name	: Anita Bella		
Company's Name	: PT. Mitra Adiperkasa, Tbk.	Department	: Management Service
Supervisor's	: Holyus Romulo		
Name and Title	: Division Manager		
Working Hours	: 08.30 - 17.30	Report Period	: April, 1 <sup>st</sup> 2015 - April, 15 <sup>th</sup> 2015


- A. Describe your principal assignments, responsibilities, for the past two weeks
1. Understanding and Studying about Delegation of Authority Project
  2. Gathering and checking data from each department (SFU and SBU) to the master file for the Delegation of Authority Project.
  3. Attend the meeting for the Montage Project and make the minute meeting.
  4. Compile and follow up of each of PIC who have the responsible for Montage Project
  5. Meeting with FNB Starbucks to discuss about DOA
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development
1. Learn more about Delegation of Authority.
  2. Learn how to manage big company that has so much department with so much head for each of department to the authority of each of them.
  3. Learn about teamwork, communicate with the other people and learn to adapt in every situation.
  4. Learn more about PT. Mitra Adiperkasa itself especially for the Management Service Division.
- C. Describe problems or challenges encountered during the week and how you resolved/minimized them

On my first week I do my internship, I am just considering about the lack of experience that I have, I am trying to understand the assignment that be given by my supervisor about the DOA. First time he give me this assignment to just checking there are anything wrong with the report or not. But it is not as simple as that so I am try to learn it by myself even by browsing or asking and when I find there is any problem that I cannot understand I will collect all of the questions and ask it to my supervisor at the end of my task. Due to my supervisor is very busy person, if I have a question in the middle of my week and make me stuck and in that time my supervisor in the meeting session so I will try to solve it by myself and after that I remind it to make sure that answer right or wrong later when I meet my supervisor.

1 | Internship Biweekly Progress Report-ICC President University

		Form No	ICC/03/INT/BWR/2011
INTERNSHIP AND CAREER CENTER		Form Title	Internship Biweekly Progress Report
Submitted by			
Name of Intern	: Anita Bella		
Date:	: April, 1 <sup>st</sup> 2015		
Read and acknowledged by			
On Site Supervisor	: PT. MITRA ADIPERKASA TBK		
Duty Stamped			
Date:	: April, 30 <sup>th</sup> 2015		





2 | Internship Biweekly Progress Report-ICC President University

		Form No	ICC/03/INT/BWR/2011
INTERNSHIP AND CAREER CENTER		Form Title	Internship Biweekly Progress Report
Name	: Anita Bella		
Company's Name	: PT. Mitra Adiperkasa, Tbk.	Department	: Business Service Management
Supervisor's	: Holyus Romulo		
Name and Title	: Division Manager		
Working Hours	: 08.30 - 17.30	Report Period	: April, 16 <sup>th</sup> 2015 - April, 30 <sup>th</sup> 2015

- A. Describe your principal assignments, responsibilities, for the past two weeks
1. Making the updated DOA FNB based on the meeting and decide the format that should be listed on the DOA worksheet paper.
  2. Discuss with supervisor about the PIC from each division, who will be and what are they going to do.
  3. Finalize and Sign off the SFU DOA worksheet.
  4. Meeting with the user about the MONTAGE treatment and work to do through email and presentation.
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development
1. Learn more regarding to the corporate tasks of each department.
  2. Learn how to communicate with so many people who have more experience in the working society than you.
  3. Learn more about the task should do when one entity want to do the spin off
  4. Got knowledge about business communication through e-mail because I have responsibility to contact and ask them to get information through e-mail
- C. Describe problems or challenges encountered during the week and how you resolved/minimized them

In my 4th and 5th week of internship program I learn to adapt more with the peoples and the environment on my department which is Business service division. As the time by time I feel more enjoy and comfortable to do my job and tasks here. On my first 2 weeks on April I got my first project which called as DOA (Delegation of Authority) which will be functional for the communication between corporate and business unit. In line with my first project of DOA, my supervisor gives me another task that I should learn and understand about the second project which called as montage project. In this project I learn more to communicate with business people through email or presentation also communicate face to face to gain more about business process that each business unit do.

1 | Internship Biweekly Progress Report-ICC President University

		Form No	ICC/03/INT/BWR/2011
INTERNSHIP AND CAREER CENTER		Form Title	Internship Biweekly Progress Report
Submitted by			
Name of Intern	: Anita Bella		
Date:	: April, 30 <sup>th</sup> 2015		
Read and acknowledged by			
On Site Supervisor	: PT. MITRA ADIPERKASA TBK		
Duty Stamped			
Date:	: April, 30 <sup>th</sup> 2015		

2 | Internship Biweekly Progress Report-ICC President University



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

Name : Anita Bella  
 Company's Name : PT. Mitra Adiperkasa, Tbk. Department : Business service Management  
 Supervisor's : Helyus Romalo  
 Name and Title : Division Manager  
 Working Hours : 08.30 - 17.30 Report Period : May, 4<sup>th</sup> 2015 - May, 15<sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Discuss and explain about the Montage project by supervisor.
2. Discuss with PIC IT department about User Access information that wants to be fulfill by the business unit users.
3. Set meeting with Finance and Accounting of FNB business unit for DOA approval.
4. Follow up and finalizing the user access template to the PIC IT department to be distributed to the business unit users.

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

1. Learn more about the knowledge when you want to divided your entity from one entity become two entities.
2. Get the knowledge and experience how business people communicate to give their idea on meeting session in the real working environment.
3. Improve my personal communication skill and taking decision skill when you should personally discuss with the users without your supervisor beside you.
4. Learn to improve my initiative skill while I do my task that already given by my supervisor 100 % to finish the task either when in that time you should give the decision and responsible it.



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

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

On my 6<sup>th</sup> and 7<sup>th</sup> weeks of my internship program I feel like I am not an intern people in here. I do all my jobs like I working here that I should give the decision and take all the responsibility of my task while it still always be monitor by my supervisor. On my meeting with finance and accounting FNB regarding to DOA project my supervisor told me to lead the meeting and present what I already do in front of business users. I take that chance but in that meeting my supervisor stand beside me to take care of me if there are any questions from the users. I also communicate with the users directly to finish my task. Here I feel like my initiative skill and working knowledge improving because my supervisor always guide me and share any knowledge he have to me.

Submitted by

Name of Intern: Anita bella  
 Date: May, 15<sup>th</sup> 2015

Read and acknowledged by

PT. MITRA ADIPERKASA TBK

On Site Supervisor  
 Duly Stamped  
 Date: May, 15<sup>th</sup> 2015



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

Name : Anita Bella  
 Company's Name : PT. Mitra Adiperkasa, Tbk. Department : Business Service Management  
 Supervisor's : Helyus Romalo  
 Name and Title : Division Manager  
 Working Hours : 08.30 - 17.30 Report Period : May, 18<sup>th</sup> 2015 - May, 29<sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Follow up and gather the user access authorization data from the SBU and SFU regarding to the spin off project.
2. Meeting with the SBU fashion team regarding to the spin off freeze period, consignment treatment and make the MOM regarding the issue from the meeting and action plan.
3. Meeting with SBU active Kids team regarding to the work instruction for the spin off.
4. Gather, confirm, and make the master data of GIT outstanding that should be clearing before Spin off project go live.

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

1. Learn more about user access authorization treatment in the corporate and business unit of the company.
2. Learn more how to summarize the issues of each meeting and follow up the action plan and connect it to the related PIC.
3. I could improve my knowledge and analysis skill in the retail business treatment related to the shipment process from the GIT task.
4. I know about end to end process of SBU and SFU in MAP.



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

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

On my 8<sup>th</sup> and 9<sup>th</sup> internship program, I got more knowledge about the company process. I learn how to summarize the issues and the action plan to solve the issue of each business unit problem. I learn how to communicate with people to solve the issues. I got the difficulties to analyze the GIT process which I don't have any knowledge about the shipment process of the company. But I could solve it by learn and ask the users regarding to the treatment and discuss it with my supervisor. That task makes my analysis skill in the shipment process improved. I get so many knowledge on the shipment process treatment in the retail business company which is MAP.

Submitted by

Name of Intern: Anita bella  
 Date: May, 29<sup>th</sup> 2015

Read and acknowledged by

PT. MITRA ADIPERKASA TBK

On Site Supervisor  
 Duly Stamped  
 Date: May, 29<sup>th</sup> 2015





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

Name : Anita Bella  
Company's Name : PT. Mitra Adiperkasa, Tbk. Department : Business Service Management  
Supervisor's Name : Helyus Romado and Title : Division Manager  
Working Hours : 08.30 - 17.30 Report Period : June, 1<sup>st</sup> 2015 - June, 12<sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Meeting about Bank facility issues and Payment Trade.
2. Meeting with Finance AR/AP regarding to the PO.
3. Meeting with CV team regarding to the customer code.
4. Data migration treatment and knowledge.
5. Gather and discuss the data that should be migrate from AP, AR, and Accounting

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

On this week Montage Project is Go Live. I learn and adapt with the meeting environment where as I always start my days with meeting regarding to the montage issue after go live. Every meeting I attend makes me learn more to become the people who should think 10 times faster than usual to solve the issues. In every meeting I also need to make a minute of meeting as my next task or to revised the issue that have been solved in that time or could be pending to be discuss on the next meeting with the relation person in charge.

My onsite SPV always give advice and direction to me to finish the tasks or even just consult with him. He always asks to me to perform and act like a real employee. It is a chance for me to feel a real working life and working pressure as my preparation in the real working life as an employee. Professional, keep good attitude and integrity are my personal development that I got and need to improve.



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

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

On my 9<sup>th</sup> and 10<sup>th</sup> weeks of my internship, Montage project is Go Live which means that the issues coming frequently than before. I face so much email from the users regarding the problem they facing and need to be fixed as soon as possible. I am so much question and issues that should be fixed in this time. I learn to solve the issues and ask it one by one to my supervisor. Sometimes I should discuss and meeting with the Indian people that some words that they say because of their Indian accent and their speed of talking is very fast. Besides me and my internship partner get the task about the migration data which should be discuss and gather from the corporate with the consultant. But every problem on my work I take as challenge and I must solve it and take learning from every task given to me and my internship partner. Thank you.

Submitted by

Name of intern: Anita Bella  
Date: June, 12<sup>th</sup> 2015

Read and acknowledged by

PT. MITRA ADIPERKASA TBK  
On Site Supervisor  
Duly Stamped  
Date: June, 12<sup>th</sup> 2015



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

Name : Anita Bella  
Company's Name : PT. Mitra Adiperkasa, Tbk. Department : Business Service Management  
Supervisor's : Holyus Romalo  
Name and Title : Division Manager  
Working Hours : 08.30 - 17.30 Report Period : June, 15<sup>th</sup> 2015 - June, 26<sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Montage IT related issue after go live.
2. Gathering, summarizing, and updating the 4 major agreements from MAP to MAA.
3. Sign off the data migration from consultant to the Finance and Accounting.
4. Fixed the template PO issue for MAP to MAA that should be rollback.
5. Montage SAP user access issues after go live.
6. Join second training from training and development division with topic "Positivity"

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

On this week I should maintain another task which is 4 major agreements that have four part of agreement. In this task I should more professional and initiative to ask and email to the legal department to have the update status. Besides I also should gather the template PO issue from each SBU active division and check it after that give it to the finance to be process by them for the rollback treatment from MAP to MAA. In this week the punctuality is not just the first aspect I should take care but the security of the task are also important. I learned also how to work under pressure because the tasks must finished on time and in a short time. I should maintain my responsibility given to me as a challenge in work.

On June 25<sup>th</sup> training and development division conduct second and the last training for an internship student under MAP. Training with an interesting topic which is "Positivity" conducted for 2 hours starting from 2pm-4pm. I gain so many knowledge and motivation from the training and how to improve our personal development. The trainer is very interesting and delivers the material in a good and fun way. I got the material and my motivation increasing significantly to always have a positive mind. For me the training duration is very short and I want to attend another training session from them. Thank you for all knowledge and motivation to boost myself become a successful person in future.

1 | Internship Biweekly Progress Report-ICC President University



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

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

My 12<sup>th</sup> and 13<sup>th</sup> week of my internship, I get new knowledge about the major agreement in the retail business company. The problem that I face from this task is the understanding of the novation process from the principal to the company. But time by time I could understand it due to I get some help from the legal department and my supervisor. I also got the problem from the rollback treatment. The task that related more to the IT system make me a little bit confuse due to I don't have any knowledge regarding to the SAP system. But I take it as a challenge to adding my knowledge more about the function of SAP system process. Sometimes I should work overtime to finish my tasks. But this is a big chance for me to feel work under pressure as an employee and very beneficial as my experiences and learning process for future. Work hard and always positive thinking is my key to finish all the tasks.

Submitted by

Name of Intern: Anita Bella  
Date: June, 26<sup>th</sup> 2015

Read and acknowledged by

On Site Supervisor  
Duly Stamped  
Date: June, 26<sup>th</sup> 2015

2 | Internship Biweekly Progress Report-ICC President University



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

Name : Anita Bella  
Company's Name : PT. Mitra Adiperkasa, Tbk. Department : Business Service Management  
Supervisor's : Holyus Romalo  
Name and Title : Division Manager  
Working Hours : 08.30 - 17.30 Report Period : June, 29<sup>th</sup> 2015 - July, 10<sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Making DOA template for the Chief Finance Officer
2. Finishing the 4 major agreement task and transfer it to the Legal Department
3. Finishing the sign off regarding to the fixed asset.
4. Montage issue solving for ZMTG

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

On this week all of the issue related to the spin off are been finalize and reduce. I come up with my first project before montage that should be fixed which is DOA. I am flash back with my first task about DOA and make the template DOA of CFO and submit it to my supervisor to be checking and give it to the CFO to be approves. My business communication skills through email or face to face always improve in here. I learned how to be a professional person and the importance of responsibility. If my tasks not finish yet I must work overtime to finish my responsibility. I learn many new things regarding those two projects. It will add more knowledge and develop my professionalism in finishing my tasks.

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

My 14<sup>th</sup> and 15<sup>th</sup> weeks of internship, I don't face any problem regarding Montage project anymore due to the issue have been solve and finalize. But I am facing another problem which is DOA. Because of I have been busy with the Montage project and as my supervisor say that priority the Montage project first rather than the DOA which means that the DOA project been pending. I get the problem when my supervisor asking me the latest status of DOA but he said that you could refresh it due to my task about montage have been finalize. But as always I face all of my tasks as challenge not the problems.

1 | Internship Biweekly Progress Report-ICC President University



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

Submitted by

Name of Intern: Anita Bella  
Date: July, 10<sup>th</sup> 2015

Read and acknowledged by

On Site Supervisor  
Duly Stamped  
Date: July, 10<sup>th</sup> 2015

2 | Internship Biweekly Progress Report-ICC President University



Form No	ICC&INT/BWR/2011
Form Title	Internship Biweekly Progress Report

Name	: Anita Bella		
Company's Name	: PT. Mitra Adiperkasa, Tbk.	Department	: Business Service Management
Supervisor's Name and Title	: Helius Romalis Division Manager		
Working Hours	: 08.30 - 17.30	Report Period	: July, 13 <sup>th</sup> 2015 - July, 24 <sup>th</sup> 2015

A. Describe your principal assignments, responsibilities, for the past two weeks

1. Understanding the CVC project.
2. Gather and compare the Sports, Golf, Children, Lifestyle, and Payless sales from the JUNE 2014 and JUNE 2015
3. Working in the Ms. Excel formula to see the sales percentage of each SBU
4. Make the Sales concept of each store of each SBU
5. Make the profitability of the SBU

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

On these two weeks I get the new project and supervisor. I learn more about the function of the Ms. Excel while I counting the sales. The formula that I never know before, I learn from this project. I learn the percentage of the sales treatment of each store, the growth, and profitability also the productivity of each store. Time management is very needed to handle the tasks and accuracy also becomes my priority to finish the tasks. I learned how to be a professional person here and the importance of responsibility. If my tasks not finish yet I must work overtime to finish my responsibility. I learn many new things regarding this new project



Form No	ICC&INT/BWR/2011
Form Title	Internship Biweekly Progress Report

C. Describe problems or challenges encountered during the week and how you resolve/minimized them

On 15<sup>th</sup> and 16<sup>th</sup> weeks of internship which is my last obligatory internship were great. I got many task from this new project. This project is different from the last project I face. The difficulties of this project are lower than before but the task that I should take cares are much more than the last task. This project make my skill of using the Microsoft excel be more examined and improved. I finalize the task much more using the Microsoft excel by analyze the percentage of the sales of store also the profitability and growth sales of each store. The problem that I face from this project is the time that relatively trapped. But I face this problem as the challenges and I learn to overcome it. It would be my learning process and beneficial for my future work career. Because I believe nothing can be happen without a process and I have felt here. Just take all problems as a lesson and keep positive for anything happens in my life.

Submitted by

Name of intern: Anita bella  
Date: July, 24<sup>th</sup> 2015

Read and acknowledged by

PT. MITRA ADIPERKASA TBK  
On Site Supervisor  
Duly Stamped  
Date: July, 24<sup>th</sup> 2015