

## A REPORT OF INTERNSHIP AT CONSULATE GENERAL OF THE REPUBLIC OF INDONESIA

## Submitted to the Faculty of Languages and Literature, Universitas Negeri Makassar as the Partial Fulfillment of the Requirement for the Diploma Degree

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A Report of Internship at Consulate General of Republic of Indonesia

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Makassar, 9 Januari 2020

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Makassar, 27 Oktober 2019

The Writer

## CHAPTER I INTRODUCTION

#### A. Background

Nowadays, competition in the workforce is getting higher and higher. As we may well aware, the world of work is a world of competition and skills. Possessing Diplomas is not effective enough to win the competition in the current job market. The facts in the field prove that many young university graduates have not yet got jobs for their future career. This implies that in order to win competition in the current job market, there are a lot of things that must be considered. One of them is work experience. Beside work experience, soft skills also play significant roles. Similarly, discipline is also a major important factor that needs to be possessed by the workers in order for them to survive and succeed in the world of work. These three significant job requirements can be established through internship program (PKL).

Internship program is an implementation of professional skill education. This program combines training to reach certain level of professional skills. Besides, internship is one of the requirements to finish study at Business English Program.

Based on the government regulation, internship is set under the Act No. 13 year 2003 concerning employment. According to this Act, internship is defined as part of a job training system that integrates training at a training institution to work directly under the guidance and supervision of an instructor or workers or laborers who are more experienced, in the process of production of goods and or services in the company in order to master the skills or certain expertise.

From the government regulation above, it is understood that internship program is meant to provide the student or the intern with real experience prior to completing their study. With this internship, it is hoped that students can find a real picture of the real world of work. This activity is also expected to be able to provide initial experience and skills for students before they develop their work career.

Based on the explanation above, the intern carries out the internship program at the Consulate General of the Republic of Indonesia, Sydney, Australia. The writer believes that choosing the Consulate General of the Republic of Indonesia Sydney as the place of internship will bring some advantages to improve the writer's competence and professional skills. By doing internship at this institution, the writer expects to have direct access on practical English expressions used in immigration office as well as real experience on work procedure and documents required for passport issue.

#### **B.** The Objectives of The Internship

An internship program consists of a number of activities that every student of Business English has to conduct in order to achieve particular objectives. Some objectives of the internship are below:

- 1. To improve the efficiency of the qualified training process and professional workforce and produce workers who have the expertise level of knowledge, skills and work ethics in accordance with the demands of the job market;
- 2. To foster good relations between the campus and the company where students are apprenticed;
- 3. To Improve the quality of graduates of study programs through internship work experience;

- 4. To increase company productivity by assisting delegated employee tasks;
- 5. To gain professional skills and experience, and build network.

## C. The Significances of Internship

#### 1. Theoretical Significances

In doing an internship at the Consulate General of the Republic of Indonesia Sydney, Australia, the many benefits were obtained by the writer, such as:

- Applying knowledge and skills in English for Secretary, English for Accounting, Ethics and Personality, Computer, and Management;
- Increasing knowledge about the administration system in government institution about immigration and consular;
- c. Increasing the knowledge of immigration by accepting application services at the immigration counter.

#### 2. Practical Significances

In addition to the theoretical significances, as for the benefits of doing internship practical significances, such as:

- a. To require knowledge about how to serve applicants properly and politely;
- b. To require knowledge about how work ethics in the office;
- c. To require knowledge about how to complete the task correctly and on time.

## CHAPTER II GENERAL DESCRIPTION

#### A. General Description of Consulate General of The Republic of Indonesia

## 1. Brief History

The history of the overseas Indonesian community in Australia has gone through quite a long time. Based on data from the Australian Department of Immigration and Border Protection, it is stated that Indonesian-born residents have settled in the northern coastal regions of Australia since the 1700s. By the formation of the Australian Federation, around 1,000 Indonesians had settled in Australia, almost all of whom settled in the Western Australian States and Queensland. With the adoption of white Australia in 1901, most Indonesians returned to Indonesia, although some remained in Australia.

Since the Japanese occupation during World War II, Indonesian people coming to Australia have been increasing, both as refugees, political exile and immigrants who settled as Indonesian students under Colombo in the 1950.

At present the Indonesian community in Australia has been highly developed and consists of a variety of communities, which are divided into 5 main groups, namely the general nature, based on ethnicity / regional origin in Indonesia, religion, education, and culture. Seeing this development the Indonesian Consulate General in Sydney established close cooperation and intensive communication with Australians.

#### 2. Vision

Vision of Consulate General of The Republic of Indonesia is "The realization of the Consulate General of the Republic of Indonesia Sydney as an efficient and effective Consular Representative to advance the interests of the Nation, State and Government of Indonesia in the New South Wales, Queensland and South Australia regions"

#### 3. Mision

- Increasing Representative Capacity in providing immigration and consular services for Indonesian citizens in New South Wales, Queensland and South Australia.
- b. Increasing visibility of Indonesia through trade, investment, socio-cultural cooperation, and increasing people to people contact in New South Wales, Queensland and South Australia.

B. Organizational Structure of Consulate General of The Republic of Indonesia

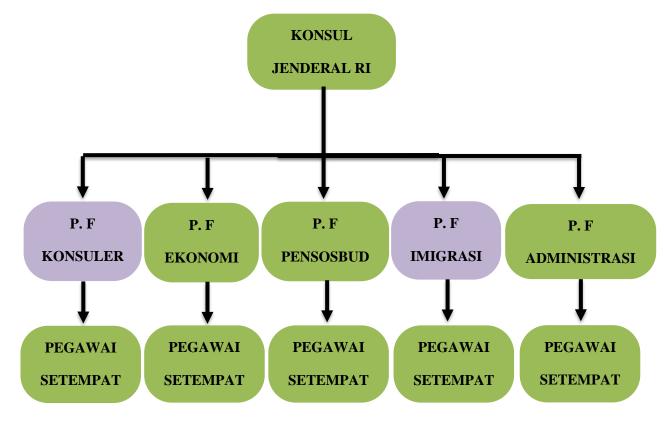


Figure 2.1 The Organization Structure of Kantor Imigrasi

### C. The Activities of Organization Structure

#### 1. Protocol and Consular

The main duties are:

 Carring out service functions in front of consular service counters to provide Visa services, Indonesian passport services and other consular services, 09.15 - 12.15 for receipt of applications and at 14.15 - 15.30 for document collection / application results.

- 2. Coordinating and ensuring service counters are always open during service hours.
- Providing information to applicants regarding the completeness of documents and documents required.
- 4. Checking and confirming that all application documents received are complete.
- Processing payments and receipts for all applications that enter the Indonesian Consulate General in Sydney (either through a counter or post office) through a payment machine in front of the counter.
- 6. Submitting and explaining the results of the document to the applicant at the time of collection.
- Recording in detail the entry of all application documents (in the form of Indonesian passports, visas and other immigration services) received through the post office in the Receipt Book.
- 8. Taking the passport photo application in the photo room.
- 9. Making sure the service counter is clean.
- 10. Refilling A4 paper in the copier at the service counter and immigration room after completion.
- 11. Helping make a draft / memorandum of service if there are activities disseminating the Protocol / Immigration function.
- 12. Explaining the administrative process and prepare all equipment and forms for the dissemination of consular and immigration information.
- 13. Coordinating with Indonesian people to achieve the implementation of consular and immigration information dissemination activities.

- 14. Making reservations for rooms, cars, lodging places if neccessary for consular and immigration information dissemination activities.
- 15. Photocopying and storing all official memorandum documents, receipts and other documents relating to the dissemination of the Protocol / Immigration Function.
- 16. Conducting documentation when conducting dissemination tasks.
- 17. Answering and serving incoming calls from outside relating to consular and immigration matters.
- 18. Coordinating and carring out the work of one of the Protkons Function staff who are on leave or cannot attend.
- 19. Accompanying residents who have problems during the trial in the context of protection.
- 20. Visiting detention centers where Indonesian citizens experience problems in the context of moral support and interviewing them for protection purposes.
- 21. Tidying up the Protkons Function activity report folder.
- 22. Answering and serving emergency calls coming from Indonesian citizens related to emergency problems.
- 23. Responding to emails from outside relating to consular and immigration matters.
- 24. Assisting the task of facilitating the protocol of the Consulate General of the Republic of Indonesia in Sydney.
- 25. Entering data related to PPRI and SPLP into the Sydney KJRI Siskim Database Program and update the Official Passport extension book:
  - a. Extension of PPRI

- b. Creating a New PPRI
- c. Making PPRI Damaged / Missing
- d. Extension of Service Passport
- e. Creating SPLP Individual Deportation
- f. Changing to Indonesian Passport Data Add a Name
- g. Making Dwi Citizenship.
- 26. Extending Service Passports for Home Staff, Local Staff and the Indonesian Consulate General in Sydney.
- 27. Contacting the application, if there are things that need to be confirmed regarding the PPRI and SPLP application on time.
- 28. Re-checking all incoming, printed and laminated application data from all PPRI and SPLP Application documents in a timely manner.
- 29. Photocopying of all application data to make RI Passport and SPLP that has been processed.
- 30. Archiving and managing all data processing applications for RI Passport and SPLP that have been processed.
- 31. Processing and printing all Application documents in a timely manner so that the documents are available and can be retrieved by the application according to the specified time.
- 32. Photocopying and ensuring all forms and checklists related to the PPRI application, SPLP, are always available for application in the waiting room of the service.

- Updating all Forms and Checklist of PPRI and SPLP applications according to the latest information.
- 34. Conducting interviews with Indonesian citizens in the extension of PPRI and SPLP in certain cases.
- 35. Ordering a ticket for a problematic citizen in the framework of protection.
- 36. Making a weekly report on Non-Tax State Revenue (PNBP)
- 37. Making a report if there is a damage to the Sydney Indonesian Consulate General's Database system.
- Making a report if there is damage to the printing press machine of the Indonesian Passport.
- 39. Taking notes and make receipts of new PPRI and SPLP books taken from the document safe in the Immigration Consul's room.
- 40. Making a weekly report Receiving PPRI and SPLP applications.
- 41. Providing documents for S-VIPA reports related to RI Travel Letters.
- 42. Making PWNI-BHI reports and Receipt of PPRI-SPLP application every month.
- 43. Picking up and escorting the visit / delegation of services while in Sydney from the Airport to the hotel and meeting place.
- Assisting general tasks in preparation for the Indonesian Consulate General in Sydney.
- 45. Carring out other tasks instructed by the direct supervisor / leadership.

#### 2. Immigration

- Carring out the service function in front of the Immigration service counter to provide Visa, Indonesian Passport services, and other immigration services, at 9.15 hours for receipt of Applications and at 14.15 - 15.30 for collection of documents / application results.
- 2. Coordinating and ensuring service counters are always open during service hours.
- Providing information to the applicants regarding the completeness of documents and documents required.
- 4. Checking and confirming the completeness of all application documents received.
- 5. Processing payments and receipts for all applications that enter the Indonesian Consulate General in Sydney (either through the counter or post office) through the payment machine in front of the counter.
- 6. Submitting and explaining the results of the document to the applicants at the time of collection.
- Recording in detail the entry and exit of all application documents (in the form of RI Passports, Visas and other immigration services) received through the post office in the mail receipt book.
- 8. Taking a passport photo application in the Photo room.
- 9. Ensuring that the service counter rooms are clean.
- 10. Refilling A4 paper in the copy machine in the service counter and immigration room when it is finished.
- 11. Making concepts / service notes if there is a dissemination activity on Immigration Functions / Consular Functions.

- 12. Carring out administrative processes and prepare all equipment and forms for the dissemination of consular and immigration information.
- 13. Coordinating with Indonesian people to achieve implementation of consular and immigration information dissemination activities.
- 14. Making room, car, and lodging reservations if necessary for consular and immigration information activities.
- 15. Photocopy and store all official memorandum documents, receipts and other documents relating to the dissemination of consular information and immigration functions Immigration Functions / Protection Functions.
- 16. Conducting documentation when conducting dissemination tasks.
- 17. Answering and serving incoming calls from abroad related to consular and immigration matters.
- Coordinating and carring out the work of one of the Immigration Function staff who is on leave or cannot attend.
- 19. Accompanying residents who have problems during the trial in the context of protection.
- 20. Visiting a detention center where Indonesian citizens experience problems in the context of moral support and interview them for protection purposes.
- 21. Tidying up the Immigration Function Activity Report folder.
- 22. Answering and serving emergency calls coming from Indonesian citizens related to emergency problems.
- 23. Assisting the task of facilitating the Indonesian Consulate General in Sydney protocol.

- 24. Entering data entries relating to PPRI, SPLP to the Sydney Siskim Indonesian Consulate Database Program and update the Official Passport extension book:
  - a. Extension PPRI
  - b. Making a New PPRI
  - c. PPRI damage / loss
  - d. Extension of Service Passport
  - e. Making SPLP Individual Adding a Name
  - f. Changing to Indonesian Passport data Added names
  - g. Making Dwi Citizenship.
- 25. Extending Service Passports for Home Staff, Local Staff and the Indonesian Consulate General in Sydney
- 26. Contacting the applicant, if there are things that need to be confirmed regarding the application of PPRI and SPLP.
- 27. Double-checking all application data that comes in, prints and laminates all PPRI and SPLP Application documents in a timely manner.
- 28. Photocopy of all RI Passport data and SPLP Application that has been processed.
- Archiving and tidy up all RI and SPLP Passport Application Data that has been processed.
- 30. Processing and printing all Application documents on time, so documents are available and can be retrieved by the applicant in accordance with the specified time.

- 31. Photocopy and making sure all forms and checklists related to the PPRI application, SPLP are always available for applications in the waiting room for services.
- 32. Updating all forms and checklists related to PPRI, SPLP applications according to the latest information.
- Conducting interviews with Indonesian citizens and the extension of PPRI and SPLP in certain cases.
- 34. Ordering tickets back for Indonesian citizens who have problems for protection.
- 35. Making a weekly report on Non-Tax State Revenue (PNBP)
- 36. Making a report if there is a damage to the SISKIM KJRI Sydney Database system.
- 37. Making a report if there is damage with the RI Passport printing machine.
- 38. Taking notes and make receipts of new PPRI and SPLP books taken from the document safe in the Immigration Consul's room.
- 39. Making a weekly report Receiving PPRI and SPLP applications
- 40. Providing reports for S-VIPA reports related to RI Travel Letters.
- 41. Making PWNI-BHI reports and receipt of PPRI-SPLP applications every month.
- 42. Picking up and escorting the official visit / delegation during a visit in Sydney, from the airport to the hotel and meeting place.
- Assisting general tasks in preparation for events at the Consulate General in Sydney
- 44. Carring out other tasks instructed by top managers / leaders.

#### 3. Economy

- 1. Observing the situation in the country of accreditation through sharing information sources.
- 2. Assisting PF Economics to prepare weekly reports
- Working and responding to various requests for information from the people of Indonesia and Australia related to trade, investment and tourism.
- 4. Helping the Economy PF facilitates the visit of Indonesian delegates related to trade and investment missions from Indonesia to Australia or vice versa.
- 5. Becoming a liaison between the Consulate General of the Republic of Indonesia in Sydney with technical institutions in Indonesia to inform the program of economic function activities that involve the participation of relevant institutions and Indonesian business entities in seminars, promotions and exhibitions in the field of trade and investment.
- 6. Preparing booklets, brochures, and information about investment and trade opportunities for Indonesia to be distributed to seminar or exhibition participants.
- 7. Drafting a letter requesting the Indonesian Delegation to conduct an official visit or comparative study with relevant institutions in the local country.
- 8. Coordinating with the Administration Function for plans to carry out activities handled by the Economic Function.
- Helping PF Economics answer complaints, complaints, and requests for information relating to investment and trade.
- 10. Carring out other tasks given by the supervisor / direct leader.

#### 4. Enlightenment and Social Culture

- 1. Making a holiday / research letter for students
- 2. Making the final letter of student studies
- 3. Making a letter to transfer schools
- 4. Preparing for the operation of audio-visual equipment
- 5. Making and sending DP3 assessment proposals for students to their institutions.
- Assisting reception of applications to borrow goods (regional clothing, films / videos, and art equipment) and rooms
- 7. Receiving and preparing student visit schedules for gamelan / dance workshops
- 8. Assisting the Indonesian Consulate General in Sydney.
- Receiving Journalistic Visa applications and proceed to Protocol and Consular Functions.
- Assisting cultural arts activities in schools in New South Wales, Queensland and South Australia.
- 11. Editing photos / videos of the Indonesian Consulate General in Sydney.
- Helping visit Education delegates from Indonesia to Education agents in New South Wales, Queensland and South Australia
- Uploading photos / videos to the Indonesian Consulate General's official social media network in Sydney
- 14. Helping prepare workshops for Australian students.
- 15. Preparing material for weekly reports on Social and Political Functions
- 16. Updating the official website of the Indonesian Consulate General in Sydney.

- Assisting cultural arts activities in schools in New South Wales, Queensland and South Australia.
- Assisting the visit of Education delegates from Indonesia to Education agents in New South Wales, Queensland and South Australia.
- Receiving requests for a Journalistic Visa and proceed to Protocol and Consular Functions.
- Facilitating the activities of Indonesian community organizations in New South Wales, Queensland and South Australia.
- 21. Assisting protocol tasks if needed
- 22. Updating Database of Indonesian community organizations in New South Wales, Queensland and South Australia.
- 23. Updating database of partners in New South Wales, Queensland and South Australia.
- 24. Carring out other tasks given by the Supervisor / direct leader.

#### 5. Administration

- 1. Helping prepare SPPD (Official Travel Orders)
- 2. Recording the expenditure / receipt of the bookkeeping budget at SIMKEU
- 3. Recording and saving the receipt of the State Tax Book (PNBP)
- 4. Monitoring the transfer of money from Jakarta and report the realization of the budget to the direct supervisor (BPKRT)
- 5. Sending SPJK reports to relevant agencies in Jakarta in accordance with the specified time.

	6.	Assisting communication with suppliers of	third-party goods and services.			
	7.	Helping notes about house staff house slides				
	8.	. Making a recapitulation of the representation of home staff				
	9.	Helping prepare a Decree for home staff fr	om Drug Rehabilitation Staff			
	10.	0. Helping prepare the allowance for renting a house staff house				
	11.	Helping order newspapers and magazines for office use				
D. Position and Personnel						
1	C					
1.	Co	nsul General	: Heru Hartanto Subolo			
2.	Ec	onomic function				
		a. Economic Consul I	: Trisari Dyah Paramita			
		b. Economic Consul II	: Silvia Juliana			
3. Information, social and cultural functions						
		a. Consul of Pensosbud I	: Zani Murnia			
		b. Consul of Pensosbud II	: Hermanus Dimara			
4.	4. Protocol and Consular Functions					
		a. Consul of Protkons 1	: Wita Purnamasari			
		b. Consul of Protkons 2	: Syafril			
5.	Co	mmunication Officer	: Hamdani			
6.	Ad	ministration Function				
		BKPRT	: Hysdawaty			
7.	Im	migration Function				
		Immigration Technical Staff	: Made Tony Nuryana			
8.	Ind	onesian Trade Promotion Center				

	a.	Head of ITPC	: Ayu Siti Maryam
	b.	ITPC deputy head	: Siti Aisyah
9. Indonesian Investment Promotion Center		esian Investment Promotion Center	
	a.	Head of IIPC	: Henry Rombe
	b.	Deputy Head of IIPC	: Puspita Arum Paramitha

### **E. Job Descriptions**

During internship at Consulate General of The Republic of Indonesia, the intern did the following responsibilities:

1. Protocol and consular functions:

Processing passport renewals, affidavits, SPLP service, serving customers, taking payments and contracting customers with incomplete visa submissions.

2. Immigration Function:

Processing birth, death, and marriage certificates, to file driving licence translations, served customers by helping them pick up the documents such as power of attorney documents.

## CHAPTER III SPECIFIC DESCRIPTION

### A. Place of Internship

The writer conducted the internship at the Consulate General of the Republic of Indonesia, especially in the Sydney Branch, Australia. The Consulate General of the Republic of Indonesia is located at 236-238 Maroubra Rd, Maroubra NSW 2035, Australia. From Makassar to Australia it takes around 8 hours of flight.

### **B.** Time of Internship

The internship program was conducted for 1 month from August 5 2019 to September 5 2019. The work hour started from 08.30 and ended at 17.00 for Monday - Thursday. And on Friday the work hour started from 09.00 and ended at 6.00. The officers had a break time for lunch and execute prayer that is one hour from Monday to Friday: 1 pm - 2 pm.

### **C. Internship Procedure**

#### 1. Before Internship

Before conducting the internship, the intern did the following steps:

- 1. Sending internship application letter
- Receiving the acceptance letter from Consulate General of The Republic of Indonesia
- Confirming the acceptance from Consulate General of The Republic of Indonesia

### 2. During Internship

During the internship the intern did the following steps:

1. Observation

The intern directly observed the staff daily work, responsibilities, and operational system.

2. Interview

The intern asked the supervisor about the duties and functions of each staff, each division, how to input data and archiving documents.

3. Documents

The intern collected data from staff, and from the official website of Consulate General of The Republic of Indonesia ( <u>https://kemlu.go.id/sydney/id</u> ).

# CHAPTER IV OUTCOMES AND BENEFITS

### A. Outcomes

During an internship at Consulate General of The Republic of The Indonesia, the intern was in Protkons and Immigration Functions. She applied knowledge and skills about:

1. English

Welcoming and asking the applicants for passport application. Examples of expression are:

- a. Good morning Sir / Ma'm
- b. What can I help you?
- c. Can I see your passport?
- 2. Computer and Application

Inputting applicant data in the Immigration Function at Consulate General of The Republic of Indonesia with the SIMKIM application. The applicant data include visa, address, the copy of old passport, and certificate of birth.

- 3. Management
  - Managing and collecting office document
  - Archiving document
  - Duplicating document
  - Scanning document
  - Laminating passport

4. Communication

Communicating with staff at Protkons and Immigration division and other division staff, welcoming and asking the applicants.

5. Interpersonal skills

Coming on time in the daily work, smiling to staff and the supervisor, cooperating with staff, and perfoming willingness to listen to staff directions.

#### **B.** Benefits

- 1. For the Intern
  - a. Improving and practicing the material from the university and the real world of work such as Microsoft Excel for daily report.
  - b. Learning how to communicate effectively and politely with older people in office area
  - c. Gaining direct experience of working world such as cooperation, time management, and creativity, as a preparation to entering the working environment at the company
  - d. Understading the work procedure at the immigration offce
  - e. Becoming aware of the docuents reguired for passport issue
  - f. Being more skillful with SIMKIM application
  - g. Building network in immigration field of work
- 2. For the students of Business English Study Program
  - a. Giving opportunity to student tasting the work of world
  - b. Introducing the student of Business English to the company

- c. Practicing the professionalism and ethic behavior in working area
- 3. For Business English Study Program

As a curriculum evaluation material, adjusting between the learning materials and work practice required.

4. For Universitas Negeri Makassar

Building relation between Universitas Negeri Makassar and Consulate General of The Republic of Indonesia.

- 5. For Consulate General of The Republic of Indonesia
  - Building relation between Consulate General of The Republic of The Indonesia and Universitas Negeri Makassar
  - b. Increasing the productivity of institution by doing tasks that have been delegated by employee.

## CHAPTER V CONCLUSION AND SUGGESTION

#### A. Conclusion

Conducting the internship at Consulate General of The Republic of Indonesia, provides insight and practices on Communications skills particularly in communicating with staff and wecloming the applicants, computer application in SIMKIM, management in managing, archiving, replicating, scanning, and laminating passport and documents, and the interpersonal skills (discipline, cooperative, and sincere) are demanding skills and abilities which can help finish and complete the job.

## **B.** Suggestion

The intern gives some suggstions as follows:

1. For Students of Business English Study Program

Consulate General of The Republis of Indonesia is highly recommended to conduct an internship.

- 2. For BE Studi Program
  - Business English study program should provide the students with earlier basic knowledge about internship before they are placed in the company or office, such as introducing about the working world and business world for student
  - b. The lecturers of Business English study program should help the students to choose the right or good place to do internship or to recommend some places to do their internship.

- c. Business English study program should keep up cooperation with many companies or office in accordance with the study program.
- For Consulate General of The Republic of Indonesia, specially for Immigration and Consular, Must be more careful in inputting the applicant's data.

## **BIBLIOGRAPHY**

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Wahdaniah. 2018: A Report of Internship at Culture and Tourism Office of South Sulawesi. Makassar: FBS UNM.

Business English Program. 2016: *Panduan Laporan Praktek Kerja Lapangan*. Makassar: FBS UNM.

# **APPENDICES**

### I. Attendance List

#### PELAKSANA PRAKTEK KERJA LAPANGAN PROGRAM STUDI BAHASA INGGRIS D-III AGENDA HARIAN PESERTA PRAKTEK KERJA LAPANGAN

Nama Peserta Nim Tempat /Unit Kerja Waktu PKL : Nur Fitriani B : 1752132002 : KJRI Sydney / Fungsi Imigrasi : 01 Agustus 2019 – 21 Agustus 2019

No.	No. Hari / Tanggal Uraian Singkat Mengenai Ke yang Dilakukan		Paraf
1.	Kamis / 01 Agustus 2019	<ol> <li>Penerimaan mahasiswa magang di KJRI Sydney</li> <li>Pengenalan lingkungan kantor</li> <li>Pembagian divisi</li> <li>Penempatan di bagian imigrasi</li> <li>Pengenalan tugas imigrasi</li> </ol>	đ
2.	Jum'at / 02 Agustus 2019	<ol> <li>Pengenalan rutinitas kegiatan imigrasi</li> <li>Pengenalan cara menyalakan komputer dan kelengkapan lain untuk pelayanan imigrasi</li> <li>Pengenalan cara menerima pelayanan membuat dan memperpanjang paspor di imigrasi</li> <li>Pengenalan cara menginput data paspor</li> <li>Pengenalan cara input SPLP</li> <li>Pengenalan cara menerima pelayanan untuk pengambilan paspor dan visa</li> <li>Pengenalan cara memeriksa kelengkapan data visa yang dikirim melalui post.</li> <li>Pengenalan cara memeriksa visa yang telah diinput</li> <li>Belajar menulis daftar log pos imigrasi</li> </ol>	NJ.
3.	Senin / 05 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor</li> </ol>	đ

		<ul> <li>dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Foto copy paspor setiap visa yang siap entry besok</li> <li>Menulis daftar log pengiriman imigrasi</li> </ul>	
4.	Selasa / 06 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Foto copy paspor setiap visa yang siap entry besok.</li> </ol>	J
5.	Rabu / 07 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Foto copy paspor setiap visa yang siap entry besok</li> </ol>	£.
6.	Kamis / 08 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data</li> </ol>	Þ

		<ul> <li>pengajuan , penggantian,dan perpanjangan paspor</li> <li>3. Menginput data paspor yang sudah lengkap</li> <li>4. Melayani pengambilan paspor dan visa</li> <li>5. Memeriksa kelengkapan data visa yang siap entry besok</li> <li>6. Menulis nama dan alamat pengajuan visa yang siap kirim di buku log pengiriman pos imigrasi.</li> <li>7. Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>8. Menulis log pengiriman pos imigrasi</li> </ul>	¥
7.	Jumat / 09 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Foto copy paspor, birth certificate dan kelengkapan berkas visa lainnya</li> <li>Menulis nama dan alamat visa yang siap kirim di buku log pengiriman pos imigrasi</li> </ol>	đ
8.	Senin / 12 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Mengimput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Foto copy dan scan data visa</li> </ol>	ģ

		yang belum lengkap 7. Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)
9.	Selasa / 13 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Mengikuti rapat internal panitia 17 Agustusan.</li> </ol>
10.	Rabu / 14 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Menulis nama dan alamat visa yang siap kirim di buku log pengiriman pos imigrasi</li> <li>Mengikuti rapat umum panitia 17 Agustusan</li> </ol>
11.	Kamis/ 15 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang</li> </ol>

		<ul> <li>sudah lengkap</li> <li>4. Melayani pengambilan paspor dan visa</li> <li>5. Memeriksa kelengkapan data visa yang siap entry besok</li> <li>6. Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>7. Menulis nama dan alamat visa yang siap kirim dalam buku log pengiriman pos imigrasi</li> </ul>	Ĵ.
12.	Jumat / 16 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Menulis nama dan alamat visa dan paspor yang siap kirim dalam buku log pengiriman pos imigrasi</li> <li>Laminasi paspor yang sudah jadi</li> </ol>	4
13.	Senin / 19 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Mengimput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Foto copy dan scan data visa yang belum lengkap</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Laminasi paspor yang sudah jadi</li> </ol>	d

14.	Selasa / 20 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> </ol>	4
15.	Rabu / 21 Agustus 2019	<ol> <li>Melayani pengajuan,penggantian,dan perpanjangan paspor</li> <li>Memeriksa kelengkapan data pengajuan , penggantian,dan perpanjangan paspor</li> <li>Menginput data paspor yang sudah lengkap</li> <li>Melayani pengambilan paspor dan visa</li> <li>Memeriksa kelengkapan data visa yang siap entry besok</li> <li>Mengirim e-mail kepada orang yang mengajukan visa lewat post (visa payment)</li> <li>Menulis nama dan alamat visa yang siap kirim dalam buku log pengiriman pos imigrasi</li> </ol>	Ą

Sydney, 21 Agustus 2019 Pembimbing Teknis ONY NURYANA 12202 0000 021001 KOX NIP 128

#### PELAKSANA PRAKTEK KERJA LAPANGAN PROGRAM STUDI BAHASA INGGRIS D-III AGENDA HARIAN PESERTA PRAKTEK KERJA LAPANGAN

Nama Peserta Tempat /Unit Kerja Waktu PKL : Nur Fitriani Bahar : KJRI Sydney / Fungsi Protokol dan Konsuler : 22 Agustus 2019 – 30 September 2019

No.	Hari / Tanggal	Uraian Singkat Mengenai Kegiatan yang Dilakukan	Paraf Pembimbing
1.	Kamis / 22 Agustus 2019	<ol> <li>Pengenalan Rutinitas Konsuler</li> <li>Pengenalan Cara Menyalakan TV Lapor Diri</li> <li>Pengenalan Cara Mengisi Receipt dan Pengambilan Nomor Registrasi Berbayar dan Gratis</li> <li>Pengenalan Cara Mengisi Form Terjemahan SIM</li> <li>Pengenalan Cara Membuat Laporan Harian Konsuler</li> <li>Pengenalan Cara Melayani Customer</li> </ol>	Ą
2.	Jumat / 23 Agustus 2019	<ol> <li>Pengenalan Cara Mengisi Form Kutipan Akta Kelahiran</li> <li>Pengenalan Cara Mengisi Form Kutipan Akta Pernikahan</li> <li>Pengenalan Cara Menggunakan Payment Charge Memakai Kartu dan Memakai Nomor</li> <li>Pengenalan Cara Mengisi Receipt dan Pengambilan Nomor Berbayar dan Gratis</li> <li>Melayani Customer Pengambilan Berkas</li> <li>Pengenalan Biaya Pembuatan SIM, Legalisasi, Bawa Barang, Bawa Obat dan Kutipan</li> <li>Pengenalan cara membalas email kemenlu terhadap customer</li> <li>Membuat Laporan Harian Konsuler</li> </ol>	
3.	Senin / 26 Agustus 2019	<ol> <li>Membuat Terjemahan SIM</li> <li>Membuat Sticker Legalisasi Surat Kuasa</li> </ol>	

		<ol> <li>Melayani Customer Pengambilan Berkas</li> <li>Pengenalan Berkas Apa Saja Yang Dibutuhkan Untuk Terjemahan SIM, Kutipan, dan Legalisasi</li> <li>Melayani Customer Yang Ingin Menerjemahkan SIM dan Kutipan</li> <li>Foto Copy Form Bawa Barang</li> <li>Pengenalan Cara Melayani Customer Melalui Telepon</li> <li>Stempel Lambang Garuda Semua Berkas Yang Telah Jadi</li> <li>Membuat Laporan Harian Konsuler</li> </ol>	Ą
4.	Selasa / 27 Agustus 2019	<ol> <li>Membuat Terjemahan SIM</li> <li>Membuat Sticker Legalisasi Surat Kuasa</li> <li>Melayani Customer Pengambilan Berkas</li> <li>Pengenalan Berkas Apa Saja Yang Dibutuhkan Untuk Terjemahan SIM, Kutipan, dan Legalisasi</li> <li>Melayani Customer Yang Ingin Menerjemahkan SIM dan Kutipan</li> <li>Foto Copy Form Bawa Barang</li> <li>Pengenalan Cara Melayani Customer Melalui Telepon</li> <li>Mengambil Nomor Receipt dan Nomor Registrasi</li> <li>Stempel Lambang Garuda Semua Berkas Yang Telah Jadi</li> </ol>	A
5.	Rabu / 28 Agustus 2019	<ol> <li>Mengisi Form Terjemahan SIM</li> <li>Membuat Sticker Legalisasi</li> <li>Mengisi Form Kutipan Akta Kelahiran</li> <li>Mengisi Form Kutipan Akta Pernikahan</li> <li>Mengambil Nomor Receipt dan Nomor Registrasi</li> <li>Print Out Data Yang Telah Di Input</li> <li>Melayani Customer Yang Ingin Menerjemahkan SIM dan Kutipan</li> </ol>	Ş

		<ol> <li>8. Stempel Lambang Garuda Semua Berkas Yang Telah Jadi</li> <li>9. Membuat Laporan Harian Konsuler</li> </ol>	
6.	Kamis / 29 Agustus 2019	<ol> <li>Mengisi Form Terjemahan SIM</li> <li>Mengisi Form Kutipan Akta Pernikahan</li> <li>Menulis Data Dokumen Yang Akan di Kirim Post</li> <li>Mengambil Nomor Receipt dan Nomor Registrasi</li> <li>Print Out Data Yang Telah Di Input</li> <li>Melayani Customer Yang Ingin Menerjemahkan SIM dan Membuat Kutipan</li> <li>Stempel Lambang Garuda Semua Berkas Yang Telah Jadi</li> <li>Membuat Laporan Harian Konsuler</li> <li>Stempel Lambang Garuda Semua Berkas Yang Telah Jadi</li> <li>Membuat Laporan Harian Konsuler</li> <li>Membuat Laporan Harian Konsuler</li> </ol>	ß
7.	Jumat / 30 Agustus 2019	<ol> <li>Membuat Sticker Surat kuasa</li> <li>Melayani Customer Pengambilan dan Pengajuan Berkas Terjemahan SIM, Kutipan dan Bawa Barang</li> <li>Mengisi Form Terjemahan SIM</li> <li>Mengisi Form Kutipan Akta Kelahiran</li> <li>Melayani Customer Pengambilan Berkas Surat Kuasa</li> <li>Melayani Customer Pengambilan SIM</li> <li>Membuat Surat Izin Membawa Obat</li> <li>Mengambil Nomor Receipt dan Nomor Registrasi</li> <li>Print Out Data Yang Telah Di Input</li> <li>Membuat Laporan Harian Konsuler</li> </ol>	ß

<ol> <li>Stempel lambang garuda semua berkas yang telah selesai</li> </ol>	
12. Membuat laporan keuangan harian konsuler	

Sydney, 21 Agustus 2019 Konsul Protkons KJRI Sydney



# **II.** Evaluation Form



#### KEMENTERIAN RISET, TEKNOLOGI, DAN PENDIDIKAN TINGGI UNIVERSITAS NEGERI MAKASSAR FAKULTAS BAHASA DAN SASTRA Alamat: Kampus FBS UNM Parangtambung, Makassar 90224

#### DAFTAR NILAI PRAKTEK KERJA LAPANGAN

Nama : Nur Fitriani Bahar

NIM : 1752132002

Program Studi : Business English

Jurusan : Bahasa Inggris

Tempat PKL : Konsulat Jendral Republik Indonesia, Sydney Australia

	PENILAIAN	SKOR*
SIKAP	Penampilan	96
	Disiplin	92
	Perilaku	.98
	Tanggungjawab	.95
	Kerjasama	92
	Inisiasi	90
	Kreativitas/Partisipasi	.98
PRESTASI	Pengetahuan	90
	Keterampilan	89
TOTAL		02.33/2A
*Rentang Nilai 1-10		

Keterangan Nilai

PREDIKAT	NILAI
Sangat Baik	8,5-10
Baik	7,5 - 8,4
Cukup	5,5 - 7,4
Kurang	3,5 - 5,4
Sangat Kurang	1,0-3,4

Yang bertanda tangan di bawah ini, Posisi: Pembimbing Teknis PKL

Hermanus Dimara <sup>02</sup> NIP 197907142005011001

Sydney, 30 Agustus 2019 Yang mengetahui, Ketua Program Studi Business English Jurugan Bahasa Inggris FBS UNM,



# **III.** Internship Product

 KONSULAT JENDERAL REPUBLIK INDONESIA SYDNEY SURAT KETERANGAN KERJA PRAKTIK

 Yang bertanda tangan di bawah ini :

 Nama
 : HERMANUS DIMARA

 Jabatan
 : KONSUL PENERANGAN, SOSIAL DAN BUDAYA

 Lembaga
 : KONSULAT JENDERAL REPUBLIK INDONESIA DI SYDNEY

 No Telepon/Email
 : +61 414 611 515/hdimara79@gmail.com

 Menerangkan bahwa mahasiswa Fakultas Bahasa dan Sastra, Universitas Negeri

 Makassar di bawah ini :

Nama :	: NUR FITRIANI BAHAR
No. Pokok Mahasiwa	: 1752132002
Jurusan	: BAHASA INGGRIS
Fokus Kajian	: BUSINESS ENGLISH
Semester	: 4
No telepon/Email	: +62853-4035-9097/checebahar99@gmail.com

**Dapat / <del>Tidak dapat</del>**, melaksanakan kerja praktik pada KJRI Sydney dari tanggal 1 Agutus 2019 s/d 1 September 2019.

Demikian, terima kasih



The Acceptance letter of Internship at Consulate General of The Republic of

Indonesia Sydney, Australia.

KONSULAT JENDERAL REPUBLIK INDONESIA DI SYDNEY	PERDIM : 14 -			
236-238 Maroubra Road, Maroubra NSW 2035	No :			
Australia				
PERHATIAN 1. Isi formulir dengan HURUF CETAK dan TINTA HITAM				
2. Formulir Pengajuan Paspor Anak HARUS ditandatangani kedua orang tua				
3. Tanda asterik berarti :				
(*) diisi sesuai nomor pilihan,				
(**) lengkapi dengan nama lain (alias ) bila ada,				
(***) bagi mahasiswa/pelajar, alamat kantor diisi dengan nama perguruan tinggi/sekolah				
4. Cara pengisisan tanggal adalah dengan urutan tanggal-bulan-tahun, masing-masing dinyatakan dengan dua angka				
Contoh: 26 Januari 2014 2 6 0 1 1 4				
PERMOHONAN TG	PERMOHONAN			
A.BARU * 1.Paspor Biasa 2.SPLP untuk WNI 3. Paspor Hilang				
B.PENGGANTIAN * 1. Habis Berlaku 2. Halaman Penuh 3. Paspor Rusak				
C.PERUBAHAN * 1.Nama 2.Alamat Tempat Tinggal				
NAMA LENGKAP	JENIS KELAMIN*			
	1.LAKI-LAKI			
	2.PEREMPUAN			
	TINGGI BADAN			
	ССС			
ALAMAT TEMPAT TINGGAL DI AUSTRALIA				
EMAIL				
ALAMAT TEMPAT TINGGAL DI INDONESIA				
NAMA PEKERJAAN				
ALAMAT PEKERJAAN/KANTOR				
STATUS SIPIL 1.KAWIN 2.TIDAK KAWIN 3.CERAI MATI 4.CERAI HIDUP				
NAMA ORANGTUA (IBU) Warga Negara :				
NAMA ORANGTUA (AYAH) Warga Negara :				

Form for making a new passport

# CONSULATE GENERAL OF THE REPUBLIC OF INDONESIA IN SYDNEYPERDIM : 22FORMULIR PENGAJUAN VISA - VISA APPLICATION FORMNO :

<ul> <li>Before you apply, please check all requirements in our offi</li> <li>Passport must be valid at least 6 months from the date of en Certificate of Identity, and Certificate of Registration,Emergency Pa etc.) will not be accepted.Check your passport for blank visa page advised that we will return your application and passport if we found the application without prior notification.</li> <li>For Limited Stay, Multiple Entry, Research, Journalism and Worki Directorate General of Immigration office in Jakarta prior to your visa at <i>For children under 17 years old, please enclose :</i></li> <li>1. Copy of Birth Certificate.</li> <li>2. Copy of Marriage Certificate and passport of the parents.</li> <li>4. Letter of Approval from the parents (signed by both parents ).</li> </ul>	try. Non-passport documents (such as Travel Documents, ssport, Temporary Passport, Emergency Travel Document, (minimum 3 blank pages should be available). Please be there are no blank visa pages on the passport or incomplete ing visa, you are required to have approval letter from the			
PERMOHONAN - Type of Application	TGLPERMOHONAN			
1. VISA KUNJUNGAN SATU KALI PERJALANAN - Single Visit Visa	Date of Application			
2. VISA KUNJUNGAN BEBERAPA KALI PERJALANAN - Multiple Visit Visa				
3. VISA TINGGAL TERBATAS - Limited Stay Visa				
NAMA LENGKAP - Full Name	JENIS KELAMIN - <b>Sex</b> 1. L - <b>Male</b> 2. P - <b>Female</b>			
TEMPAT LAHIR - Place of Birth	TGL LAHIR - Date of Birth			
NO.PASPOR - Passport No.	TGL DIKELUARKAN - <b>Date of Issue of passport</b>			
	BERLAKU S/D - <b>Expiry Date of passport</b>			
TEMPAT DIKELUARKAN - Place of Issue				
WARGA NEGARA - Nationality	Status Pernikahan - Marital Status			
PEKERJAAN DI AUSTRALIA - Occupation in Australia	ALAMAT EMAIL - <i>Email Address</i>			
PEKERJAAN DI INDONESIA - Occupation in Indonesia	TELEPON - <i>Phone number</i>			
ALAMAT TEMPAT TINGGAL DI AUSTRALIA - Address of Residence in A	Australia			
TELEPON - Phone numb	er			
ALAMAT TEMPAT TINGGAL DI INDONESIA - Address of Residence in Indonesia				
TELEPON - Phone numb	er			
ALAMAT KANTOR/PEKERJAAN - Address of office/occupation				
ALASAN PERMOHONAN VISA - <b>Reason for Applying Visa</b>				

Form for making visa

# **IV. DOCUMENTATION**



SIMKIM Application; Taken by the intern (06 August 2019)



Checking the applicant's data at immigration counter; Taken by Riska (09 August 2019)



The Committee for the commemoration of the ANNIVERSARY of RI 74; Taken by Mas

Pran (17 August 2019)



Laminating a passport; Taken by Gustika (19 August 2019)



Archiving documents; Taken by Gustika (19 August 2019)



Serving customer by helping to pick up documents; Taken by Gustika (30 August 2019)



With Bapak Heru Subolo as Consul General of Consulate General of The Republic of

Indonesia; Taken by Mas Pran (03 September 2019)



In front of KJRI Sydney Taken by Gustika (04 September 2019)

## **CURRICULUM VITAE**

Nur Fitriani Bahar, was born on January 7th 2000 in Tanrutedong, Sidenreng Rappang, South Sulawesi. She is daughter of the marriage couple H. Baharuddin Sa'na M.Pd and Hj. Rahmawati S.Pd.,M.Pd. She is Moslem. She likes to travelling and playing basketball. She began her elementary school at SDN 4 Tanrutedong, Sidenreng Rappang and graduated in 2008.

She continued her junior high school at SMP N 1 Duapitue, and graduated in 2011. After graduating for junior high school, she continued her study at SMA N 1 Duapitue, Sidenreng Rappang, South Sulawesi and graduated in 2017.

In 2017, she has been accepted as a student in English Departement special for Business English Study Program, Faculty of Language and Literature, Universitas Negeri Makassar.