



BUDDHI DHARMA UNIVERSITY

**A JOB REPORT AS A STAFF AT SOCIAL MINISTRY OF THE REPUBLIC OF
INDONESIA**

Presented as a partial fulfillment of the requirement for the Diploma Program

DESSY PAAGO

20171400002

FACULTY OF SOCIAL SCIENCES AND HUMANITIES

ENGLISH DEPARTMENT

TANGERANG

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APPRENTICESHIP WRITING PROPOSAL

Final Project Titles : Job Report As Staff At Social Ministry of the Republic of Indonesia

Name : Dessy Paago

Student Number : 20171400002

Department : English Department

Faculty : Social Sciences and Humanity

The Final Project Proposal has been approved.

on May 03, 2020

Approved by,

Acknowledged by,

Supervisor

Head of Department



Hot Saut Halomoan, S.P.d., M.Hum

Adrallisman, S.S., M.Hum

NIDN : 320046101

NIDN : 427117501



APPROVAL

Final Project Title : Job Report As Staff At Social Ministry of the Republik of Indonesia
Name : Dessy Paago
Student Number : 20171400002
Department : English Department
Faculty : Social Sciences and Humanity

The Final Project has been approved.

on May 10, 2020

Approved by,
Supervisor

Hot Saut Halomoan, S.P.d., M.Hum
NIDN: 320046101

Acknowledged by,
Head of Department

Adrallisman, S.S., M.Hum
NIDN: 427117501



**RECOMMENDATION FOR THE ELIGIBILITY
OF THE FINAL PROJECT EXAMINATION**

The Undersigned,

Name : Hot Saut Halomoan, S.P.d., M.Hum

Position : Supervisor

Certifies that

Name : Dessy Paago

Student Number : 20171400002

Department : English Department

Faculty : Social Sciences and Humanity

Title of the Final Project : Job Report As Staff at Social Ministry of the Republik of
Indonesia

Is eligible to take the final project examination.

Tangerang, may 20, 2020

Approved by,

Supervisor

Hot Saut Halomoan, S.P.d., M.Hum

NIDN: 320046101

Acknowledged by,

Head of Department

Adrallisman, S.S., M.Hum

NIDN: 427117501



THE BOARD OF EXAMINERS

Name : Dessy Paago
Student Number : 20171400002
Department : English Department
Faculty : Social Sciences and Humanity
Title of the Final Project : Job Report As Staff at Social Ministry of the Republik of Indonesia

This job report has been examined by the Board of the Examiners

In Tangerang, August 05, 2020

Name of Examiners

1. Examiner I : Irpan Ali Rahman S.S.,M.Pd.
NIDN: 0405027807
2. Chair : Adrallisman S.S.,M.Hum.
NIDN: 0427117501
3. Examiner III : Riris Mutiara P. Simamora, S.Pd.,M.Hum.
NIDN: 0427068703

Irpan
Adrallisman
Riris

Acknowledged by,

Dean

Dr. Lilie Suratminto, M.A.

FAKULTAS
SOCIAL DAN HUMANIORA
NIDN: 8875430017

STATEMENT OF AUTHENTICITY

I honestly declare that this thesis is my own writing, and it is true that I do not take any scholarly ideas or work from others. Those all cited works are quoted in accordance with the ethical code of academic writing.

Tangerang, July 13, 2020



Dessy Paago
20171400002

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Thanks to Almighty God who has given his grace and guidance so that the author can complete the apprenticeship Report organized by the Buddhist Dharma University for about three months at the Ministry of Social Affairs of the Republic of Indonesia. This report is the author's responsibility in writing about the completion of an apprenticeship at the Ministry of Social Affairs of the Republic of Indonesia in completing this report, the author has received assistance and guidance from various parties. Without the help and guidance of various parties, perhaps the writer will have difficulty in preparing this report. The author would like to thank profusely to:

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8. My parents, friends and co-workers at Social Ministry of the Republic of Indonesia

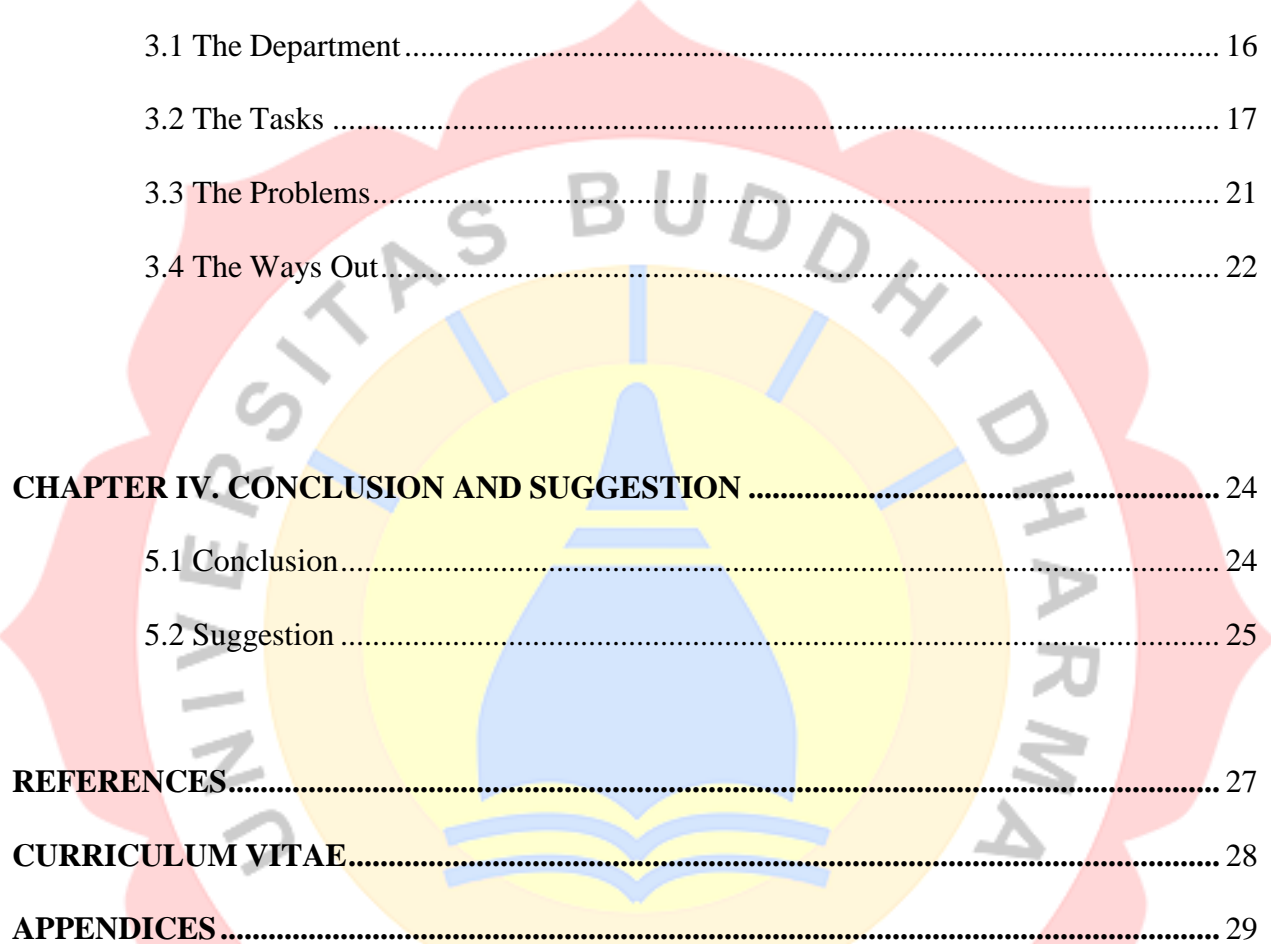
The writer also realized that in writing this paper is still far from perfection. Therefore, criticism and suggestions from readers are needed by the writer to improve their skills in report writing.

Tangerang, May 20, 2020

Dessy Paago

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CHAPTER I

INTRODUCTION

1.1 The Background

Indonesia is a developing country and always follows the direction of the development of information and communication technology. All the sophistication and convenience through the technology makes human resources have to be more skilled, and master their respective fields of expertise so they are able to compete with other competitors. Universities are also required to prepare the best graduates. The sophistication of technology and information in the era of globalization as it is today makes the competition in the workforce who want qualified candidates and understand new things. So many graduates, but there are still many who become unemployed. One reason is the resources that are not able to master the competition in the workforce, and do not have skills in their fields. Therefore, the utilization and development of knowledge and skills need to be improved by students, because if only armed with theory it will not be enough. All must be balanced with skills. Therefore, in an effort to provide a more comprehensive picture of the workforce for students of the Diploma III English Language Education, the Faculty of Social Sciences and Humanities at the Buddhi Dharma University, giving students the opportunity to practice the knowledge acquired during the lecture process, students are required to take part in practical activities field work in various institutions related to the field of study taken by the student. Field work program is one of the effective ways to advance theory

and practice learned during lectures with actual work practices in the company. By carrying out the practice of this field work, students can get a direct picture of how the process or way of working in an institution and balanced with good adaptation with employees in the company, by implementing an apprenticeship program at the Indonesian Ministry of Social Affairs especially as a staff in the Foreign Relations Planning Bureau, author learning about how to deal directly with clients from domestic and abroad, communicate with foreign clients, handle incoming letters and translate into Indonesian language, and also participate in meeting activities with other ministries. The benefits gained by an the author conducted an apprenticeship at the Ministry of Social Affairs of the Republic of Indonesia, which is a government agency engaged in the social sector which was established in 1978. The author conducted an apprenticeship for three months, which was conducted from monday to friday. The reason the author chose the Social Planning Bureau as an apprentice is because he wants to add insight and skills in planning to create a government program because the Planning Bureau of the Ministry of Social Affairs of the Republic of Indonesia is a bureau that is engaged in making plans in the social field. In addition, also on the basis of efficiency and effectiveness factors where the place of apprenticeship is in accordance with the author educational background, do apprenticeship activity at the Indonesian Ministry of Social Affairs get many insights and knowledge.

1.2 The Objective of the Apprenticeship

Buddhi Dharma University in particular the Diploma III English Language Education, the Faculty of Social Sciences and Humanities provides an

apprenticeship program as a form of effort so that student can immediately adapt to the work environment by utilizing their skills so that when students begin to enter the workforce students will have insight.

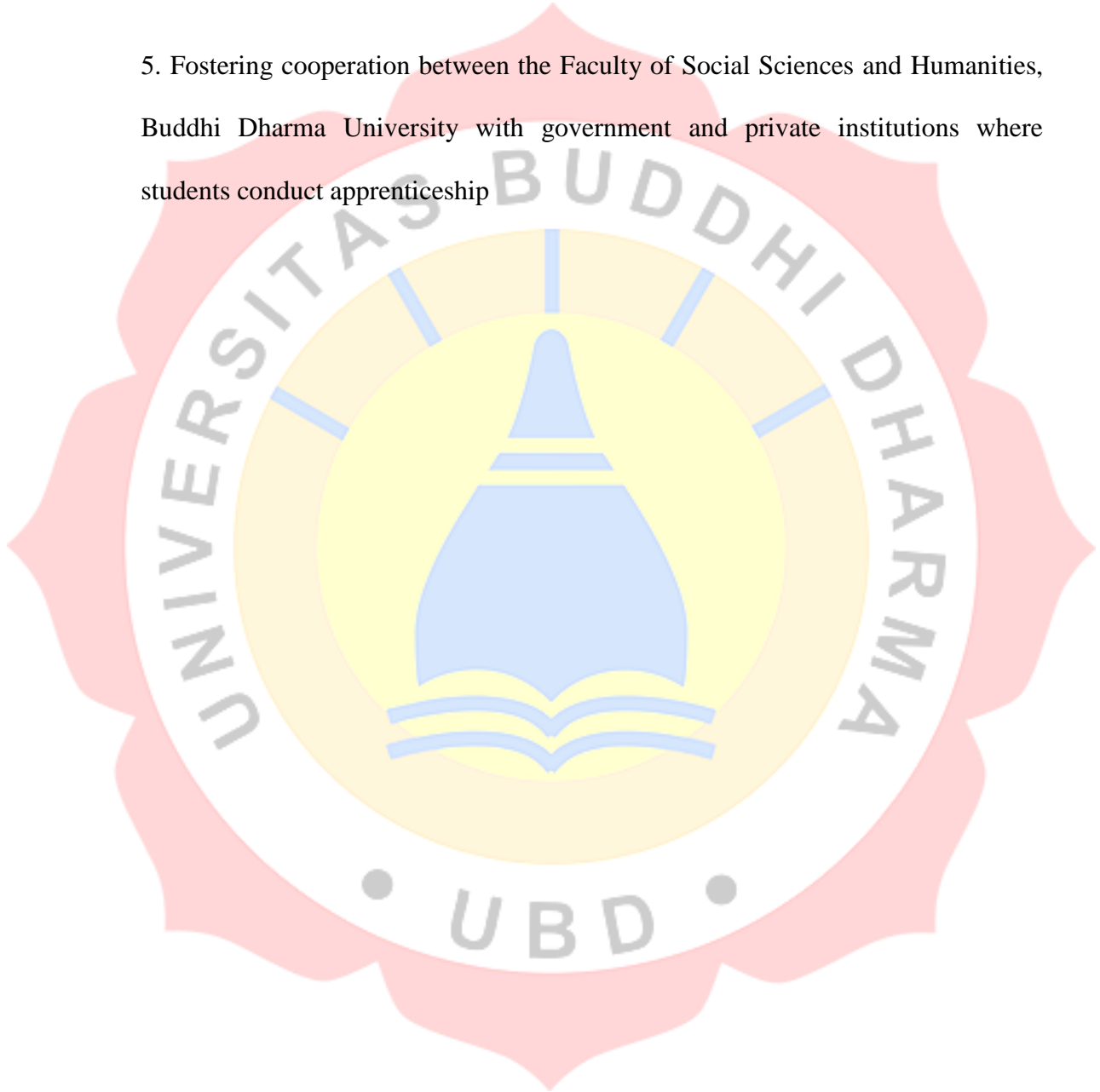
Based on the above background, the implementation of the apprenticeship activities carried out by the author is intended to :

1. Increase students insights, knowledge, skills and thinking abilities.
2. Add experience and give students the opportunity to apply the theory obtained when in college with conditions in the field, especially in the language field
3. Doing the activity apprenticeship which is a requirement for graduation for Diploma III English Language Education from the Faculty of Social Sciences and Humanities, Buddhi Dharma University Tangerang to get a Diploma of Education Degree.
4. To add insight and knowledge in the field of English
5. Expand networks or connections in the world of work
6. To add insight and knowledge in the given field of work, like : following the meeting activities, handle incoming and outgoing letters and translate into Indonesian language, communicating with foreign clients

While the purpose of doing an apprenticeship is :

1. To get work experience before entering the real world of work
2. Train students to interacting, socializing, and adjusting to the world of work

3. Pushing students to look for and solve problems that occur during apprenticeship
4. Increase knowledge, experience, ability, and skill insights.
5. Fostering cooperation between the Faculty of Social Sciences and Humanities, Buddhi Dharma University with government and private institutions where students conduct apprenticeship



CHAPTER II

THE PROFILE OF THE COMPANY

2.1 The History

The Ministry of Social Affairs of the Republic of Indonesia currently has the head of the ministry named Mr. Juliari Peter Batubara M.B.A previously served as Deputy Chairman of Commission XI of the DPR of the Republic of Indonesia. Following is the history of the founding of the Ministry of Social Affairs of the Republic of Indonesia:

2.1.1 Early Independence Period

Based on the decision of the Republic Indonesia Independence Preparatory Committee, dated August 19, 1945. The Indonesian Ministry of Social Affairs was one of the government departments of the era. According to the decree, the tasks of the Ministry of Social Affairs of the Republic of Indonesia are stated briefly and simply, namely: "Poor and displaced affairs". For the first time in the history of Indonesia, the Government assumed constitutional responsibility, namely regarding social welfare development stated in article 34 of the 1945 Constitution that the poor and neglected children are maintained by the State. The government builds social welfare to eliminate poverty and neglect, mainly caused by colonialism, which does not social welfare the Indonesian people even to oppress the Indonesian people who let the Indonesian people live among them with two and a half cents in a day. The first Minister of Social Affairs at the

beginning of independence was entrusted to Mr. Iwa Kusuma Sumantri who was then in charge of approximately 30 employees for the Labor Section and the Social Section. Almost all of these employees lack / are not knowledgeable and have quite deep experience in the labor and social fields. In contrast to other departments such as the Ministry of the Interior, the Ministry of Finance, and the Ministry of Health, even though in very different circumstances and goals, namely the atmosphere and purpose of the colony and the goal of independence, the agency has relics, for example are similar departments of the Dutch Colonial Government. Not so with the Indonesian Ministry of Social Affairs. The Indonesian Ministry of Social Affairs does not have an introduction or "voorloper" in the reign of Balatrntrara Dai Nippon. During the Dai Nippon Balantera Government within the Ministry of Home Affairs or Gunseikabu Naimubu there was a Romukyoku or Labor Office consisting of Romuka: Labor and Koseika Section or Social Section which handles Poverty Affairs or Azmwezen rests on the van Justitie Department or the Azmwezen Department of Justice or this poverty affairs moves according to the arrangement of the poor "Azmwezen" and according to the ordination that those included in the municipal and district government households are Java and Madura, while regions outside Java and Madura are included in the regional government. Initially the Ministry of Social Affairs office was located at 05 cemara street, Jakarta but when the capital of the Republic of Indonesia moved to Yogyakarta, on January 10, 1946 the Ministry of Social Affairs office moved to the Seminary building on Yogyakarta Street. Then when the Republican government Indonesia moved back to Jakarta,

the Ministry of Social Affairs Office occupies an office on 36 Ir.Juanda Street, Central Jakarta, and has moved again to 28 Salemba Raya Street, Central Jakarta until now.

2.1.2 Dissolution Period (liquidation)

The leadership transition in this country has an effect too against the existence of his cabinet. Then impact on the State's high institutions and departments. After the end of the new order government, which was continued by the reform government and when KH Abdurrahman Wahid (commonly known as 'Gus Dur') was elected President of the Republic Indonesia, surprisingly the nomenclature of the Indonesian Ministry of Social Affairs was abolished along with the Ministry of Information of the various departments in the department Indonesian government. This makes practitioners and academics included University of Indonesia Social Welfare Postgraduate students at that time participated in voicing it by holding a seminar on the work of the Department of Social Affairs, with the hope that Gusdur would re-establish the Department of Social Affairs or other nomenclature which could facilitate social welfare services as an institution. At that time the Gus Dur government initiated service social welfare is quite carried out by the community. However other circumstances say, unexpectedly anyway, when it appears various social welfare problems such as natural disasters, social disasters, the population of street children and displaced children continues to increase in number, so that the former officials of the Ministry of Social Affairs initiated the formation of an Agency directly under the President, the National Social Welfare Agency was formed.

2.1.3 Merging Period

The establishment of the National Social Welfare Body raises the issue, which is not immediately resolved, even what happens is that it is completely lacking due to the imbalance of the population of social problems with officers who can reach it and the authority of the Social Welfare Agency National is also very limited. With such considerations in the National Unity Cabinet, the Ministry of Social Affairs was reappeared but merged with the Ministry of Health. The nomenclature became the Department of Health and Social Welfare. The idea of incorporation also does not provide adequate solutions to social welfare problems, even though the population of social problems is increasingly complex. Then during the mutual cooperation Cabinet, the Ministry of Social Affairs is re-functioning to carry out development tasks in the field of social welfare. With the functioning the Ministry of Social Affairs, indeed, does not necessarily mean that social welfare problems disappear and people become prosperous, but social services received by the people become more adequate. The professional social workers of the Ministry of Social Affairs are one component which can give hope to people with social welfare problems. Persons with Social Welfare Problems become able to utilize various potentials and sources of social welfare in their local environment even in outside its environment, towards independent and prosperous human resources with services based on local wisdom and basic human rights.

2.1.4 Current Period

The Ministry of Social Affairs of the Republic of Indonesia under the leadership of Mr. Juliari Peter Batubara M.B.A is currently focusing on the social welfare services of the Indonesian people, because right now we are experiencing a Covid19 pandemic and many underprivileged communities are affected so the government must ensure the welfare of people's lives. because social welfare for Indonesian citizens is guaranteed by the 1945 Constitution. In this context, the Indonesian Ministry of Social Affairs carries out one of the functions of government in the state or government system, so that the implementation of social welfare in this country is on the right track.

2.2 Vision and Mission of the Ministry of Social Affairs

Based on the Republic of Indonesia Presidential Regulation Number 9 of 2005 concerning Position, Duties, Functions, Authority, Organizational Structure, and Work Procedure of the State Ministries of the Republic of Indonesia, as amended by Presidential Regulation No. 62 of 2005, and Presidential Regulation of the Republic of Indonesia Number 10 of 2005 as has been the last several times with Presidential Regulation of the Republic of Indonesia Number 66 of 2006 concerning Organizational Unit and Duties of Echelon I of the Ministry The Republic of Indonesia, the Ministry of Social Affairs of the Republic of Indonesia is currently given a mandate to carry out part of government affairs in the social field. This department is directly under the President. Thus in realizing the needs and position refer in the Republic of Indonesia Minister of Social Affairs

Regulation Number 82 / HUK / 2005 concerning the Organization and Work Procedures of the Ministry of Social Affairs, then in carrying out the main tasks and functions, the Ministry of Social Affairs of the Republic of Indonesia has the following vision and mission :

Vision of the Ministry of Social Affairs

“ Social Welfare By and For All ”

This vision implies that the development of social welfare as part of the people's welfare is an effort and movement national program to realize social welfare, by and for all Indonesian people, carried out in order to realize social justice as mandated by the 1945 Constitution. Therefore, every citizen has the same right to obtain the best level of social welfare and at the same time has the same obligation to realize social welfare.

Mission of the Ministry of Social Affairs

1. Increasing the accessibility of social protection to ensure the fulfillment of basic needs, social services, social empowerment, and social welfare guarantees for the community
2. Develop social protection and security for the community
3. Increasing the professionalism of the implementation of social protection in the form of social assistance, rehabilitation, empowerment, and guarantees as a method of poverty reduction

4. Increasing the professionalism of social services in the protection, guarantee, empowerment, rehabilitation, and poverty reduction

5. Enhancing and preserving the values of heroism, pioneering, and social solidarity to ensure the continued participation of the community in the delivery of social welfare

2.3 The Location

The author implements the Job Training in one of the government agencies.

The following is the identity of the institution where the author implements the apprenticeship program :

Place Name : Ministry of Social Affairs of the Republic of Indonesia

Address : 28 Salemba Raya Street, Central Jakarta

Telephone Number : 021-3103591

Fax : 021-3100470

2.4 Schedule of Apprenticeship

The apprenticeship period starts from March 6 to May 29, 2020. The author working days and hours are monday to friday with working hours from 08.00 - 15.00 WIB. This time is an effective time for author to do an apprenticeship because at that time there were no lecture classes taken by the author, the apprenticeship schedule is follows :

Working days	Working hours	Information
Monday - Friday	08.00 – 12.00	Doing activities apprenticeship
	12.00 – 13.00	Break
	13.00 – 15.00	Doing activities apprenticeship

2.5 The Business Activity of The Company

The Ministry of Social Affairs is a government agency that carries out affairs in the areas of social rehabilitation, social security, social empowerment, social protection and handling of the poor to assist the President in organizing state government. In carrying out its duties, the Ministry of Social Affairs carries out the following functions:

1. Formulation, determination and implementation of policies in the areas of social rehabilitation, social security, social empowerment, social protection, and handling of the poor
2. Determination of criteria and data of poor people
3. Establishment of social rehabilitation standards
4. Coordination of the implementation of tasks, coaching, and providing administrative support for all elements of the organization in the Ministry of Social Affairs
5. Management of state assets / assets which are the responsibility of the Ministry of Social Affairs

6. Supervision of the implementation of tasks within the Ministry of Social Affairs

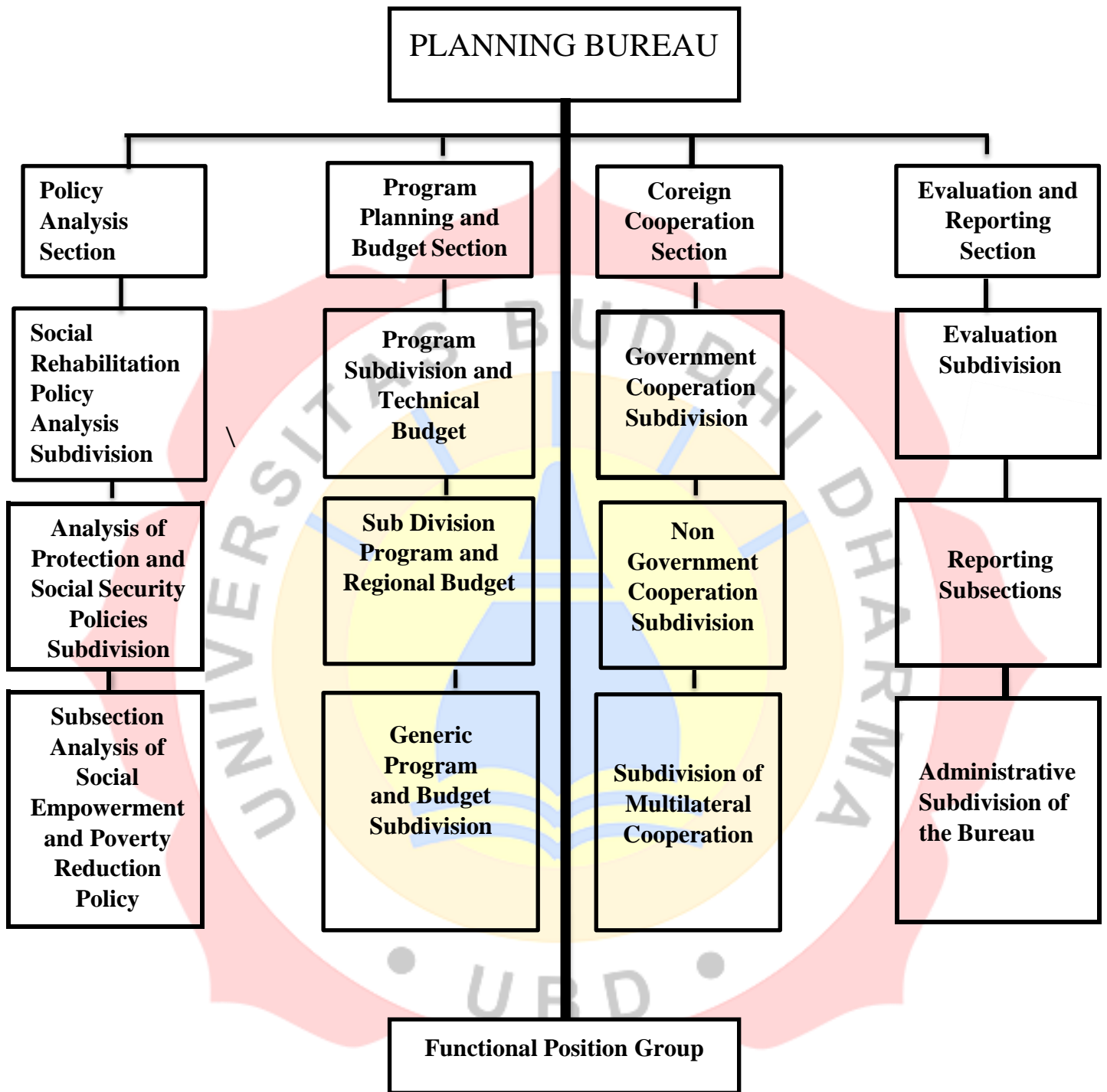
7. Implementation of technical guidance and supervision of the implementation of Ministry of Social affairs in the regions

8. Implementation of education and training, research and development of social welfare, and social counseling

9. Implementation of substantive support for all elements of the organization within the Ministry of Social Affairs.

2.6 The Management Structure

Each company will form an organizational structure that functions to identify the duties and responsibilities of each work position and the flow of relationships between those positions. The organizational structure will have an impact on efficiency and effectiveness in producing products or services. Within the organizational structure each task or job will be explained which will be formally divided, grouped, and coordinated. Following is the structure of the Ministry of Social Affairs, namely:



In the Planning Bureau has four parts and each section has three subsections where each section has the function and scope of work, namely :

1. Policy Analysis Section, this section analyzes all policies made by the Minister of Social Affairs, as well as by all units in the Indonesian Ministry of Social Affairs.

2. Program and Budget Planning Section, this section is tasked with regulating all budget planning for each program or activity carried out by the Indonesian Ministry of Social Affairs.

3. The Foreign Cooperation Section, this section serves to prepare plans for the use of foreign workers and also sort out foreign organizations or foreign workers who will enter Indonesian territory.

4. The Evaluation and Reporting Section, is the part that is tasked with evaluating and providing reporting of all activities carried out by the Indonesian Ministry of Social Affairs.

CHAPTER III

THE ACTIVITY OF THE APPRENTICESHIP

3.1 The Department

In the Ministry of Social Affairs of the Republic of Indonesia, within the scope of the Planning Bureau there are 4 Parts namely: Policy Analysis Section, Budget Program Planning Section, Foreign Cooperation Section, Evaluation and Reporting Section. While carrying out apprenticeship activities at the Ministry of Social Affairs of the Republic of Indonesia, The author is placed in the Overseas Cooperation section below the supervision of Mrs. Elie and Mrs. Ika. The Overseas Cooperation Division is a service department making permits for foreign organizations in Indonesia, serving the preparation of the foreign workers submission plan, this task is intended so that Foreign Workers or foreign organizations that enter Indonesia can be selected in advance so as not to experience excess labor or foreign organizations.

The field of work that the author does is :

1. Secretariat

In this field the work done by the author is handling the incoming and outgoing letters, checking the MoU, and making preparations for meetings.

2. Communication Sector

In this field the work that the author does is to call outgoing telephone calls, and type outgoing letters.

3. Office Management

The work that the authors do in this field is to copy documents and send letters with facsimile machines.

Every field of work that the author does is in accordance with the author educational background. So the author can apply the theory obtained during lectures at the apprenticeship

3.2 The Task

For approximately three months the author did an apprenticeship at Ministry of Social Affairs of the Republic of Indonesia, from March 6 to May 29, 2020. On the first day the author met with Mrs. Novi as the Planning Bureau administration, the author was asked to meet directly with Mrs. Susi as the leader in the foreign cooperation division and Mrs. Susi placed the author in the Foreign Cooperation Department and introduced the author to other staff. The author is placed in the foreign cooperation section aims so that the author can understand administrative activities and the author can communicate with foreigners

3.2.1 First Week Activity

In the first week of starting an apprenticeship the author is not given a difficult task, the following assignments are given to the author :

1. Check incoming mail and translate into Indonesian language

In doing this task the author is asked to check incoming letters from foreign departments and translate into Indonesian language

2. Handling incoming and outgoing mail

As in general, every office certainly has incoming and outgoing letters. Incoming letters are letters from other institutions / organizations for our organization. While outgoing letters are letters author by one institution and intended for other institutions.

The steps of managing incoming mails by the author are :

- a. The author receives an incoming letter from the Administrative Planning Bureau
- b. The author opens the letter envelope
- c. The author records incoming letters from within the agency and from outside the agency in the agenda book
- d. The author gives the letter to the person addressed in the letter.

The steps for handling outgoing letters that the author does is :

- a. The author receives a letter out from the apprenticeship supervisor intended for outside agencies and within agencies
- b. The author duplicated the letter with a photocopier
- c. The author saves the letter on the administration of the Planning Bureau to be signed by the Head of the Planning Bureau
- d. The author gives the letter numbering after the letter has been signed by the Head of Bureau

e. The author records the letter in the agenda book outgoing letter in the administration of the Planning Bureau

f. The author stamped the letter

g. The author sends the letter to the intended destination in the letter out. If the outgoing mail is addressed to outside agencies such as Medan Social Service, Lampung Social Service and so on, the author sends it by facsimile. And if the letter is intended for the agency environment, the author will immediately send a letter to the intended party

h. The author asks the recipients signature as proof that the letter has reached the intended person. If the letter delivery is done using a facsimile machine, the author only checks the list of destinations that have been successfully sent

3.2.2 Next Activity

For the next activity the task given to the author is still the same and there are several new tasks, that is a :

1.. The author makes an outgoing telephone call

In a job, both in private and government institutions, of course there are communication activities via telephone calls. Authors are often asked by supervisor to make outgoing telephone calls, phone calls are usually intended for the Public Relations Bureau and the General Bureau. In making an outgoing telephone call the author prepare a stationery to record important things that must be conveyed in making a telephone call

2. The author typing outgoing letters

In doing this task the author only typed a few letters that had previously been designed by Mrs. Ellie. The letter that the author typed was a letter of invitation for a meeting, a permit to carry out the Social Service pilgrimage to the President of the Republic of Indonesia and a visa application letter.

3. The author copies the document with a copy machine

During an apprenticeship, author are often given the task to duplicate several documents using a photocopier

3.2.3 Other Activity

For other activities the author is assigned to participate in several activities carried out by the planning bureau, namely :

1. The author follows the meeting with the State Intelligence Agency, Ministry of Health of the Republic of Indonesia, The Ministry of Foreign Affairs of the Republic of Indonesia, etc
2. The author follows the activities of MoU (Momerandum of Understanding) in the case the author is appointed as the master of ceremonies (mc)
3. The author follows a meeting with a foundation in Manado using a video call

3.3 The Problem

As long as the authors carry out apprenticeship, the authors strive to complete the work optimally and on time. But in practice there are several obstacles experienced by the author in completing the work. The obstacles experienced by the author during the apprenticeship are as follows:

1. Ineffective communication

communication is a very important activity carried out everyday, in communication there must be obstacles that cause something delivered less effectively. Ineffective communication can also affect employee performance, in conducting apprenticeship activities, sometimes the author experiences wrong communication with staff, one example is the instructions given are not clear. Clarity in communication is one factor for effective communication

2. Unclear Job Description

The obstacle faced is the absence of a clear job description for the author. Job descriptions are very important because they have an impact on employee performance. Without a clear job description can hinder the work of employees. One of the obstacles faced by the author in carrying out apprenticeship activities is the absence of clear job descriptions. The author only performs assignments if ordered. So the workload every day is uncertain.

3.4 The Way Out

In the implementation of the apprenticeship, the author faces obstacles that hinder the completion of the work. However, the author try to overcome these obstacles so that the authors can work well. Here are the things that were done by the author to overcome these obstacles :

1. Ineffective communication

Communication comes from Latin namely *communicare* has the meaning of spreading or giving information. In English the term which is identical to communication is *communication* which means as a process of delivering symbols that contain meaning. Communication is defined as an activity to convey ideas, thoughts, ideas, from one person to another. When supervisor or other staff give assignments to author, sometimes what they convey is unclear, causes author to get confused, things that author do to avoid delays in communication usually the author will ask again about the task so that the author is not wrong when doing the assignment given by a supervisor.

2. Unclear Job Description

Job Description is a guide from the company to its employees in carrying out tasks. The clearer the job description provided, the easier it is for employees to carry out tasks in accordance with company goals. Unclear job description will result in an employee not knowing their duties and responsibilities. Because the author is not a permanent employee but only an intern, the author only works when they asked for help to do the work, therefore the workload is uncertain

every day. to avoid an uncertain workload, the author usually asks the supervisor about the assignment to be done tomorrow so that the author can know what work will be given to the author.

