



BUDDHI DHARMA UNIVERSITY

**A JOB REPORT AS A HOUSEKEEPING
ADMINISTRATIVE STAFF AT MAL CIPUTRA JAKARTA**

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

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APROVAL

Final Project Titles : A Job Report As A Housekeeping Administrative Staff
At Mal Ciputra Jakarta

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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, August 16th, 2021



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Praise God Almighty, for the presence of plenty of mercy and his grace, so that the writer can complete the final project with the title Job Report As A Housekeeping Administrative Staff At Mal Ciputra Jakarta. So on this occasion the writer would like to thank profusely to:

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The final word the writer realized that in the writing of this final project is still far from perfection. Therefore, the writer invoke suggestions and criticisms which is build for the sake of perfection. Hopefully this final project may be useful for writers and for readers who are interested in general.

Tangerang, August 14, 2021

The Writer

ABSTRACT

Job Report As A Housekeeping Administrative Staff At Mal Ciputra Jakarta.
Tangerang : Business Communication. English Department Program, Sosial
Sciences and Humanities Faculty Tangerang 16 August 2021.

The apprenticeship report is made to the writer to gain insights and form a skilled workforce. In addition, apprenticeship is a program for students to develop the skills and qualities in the workplace.

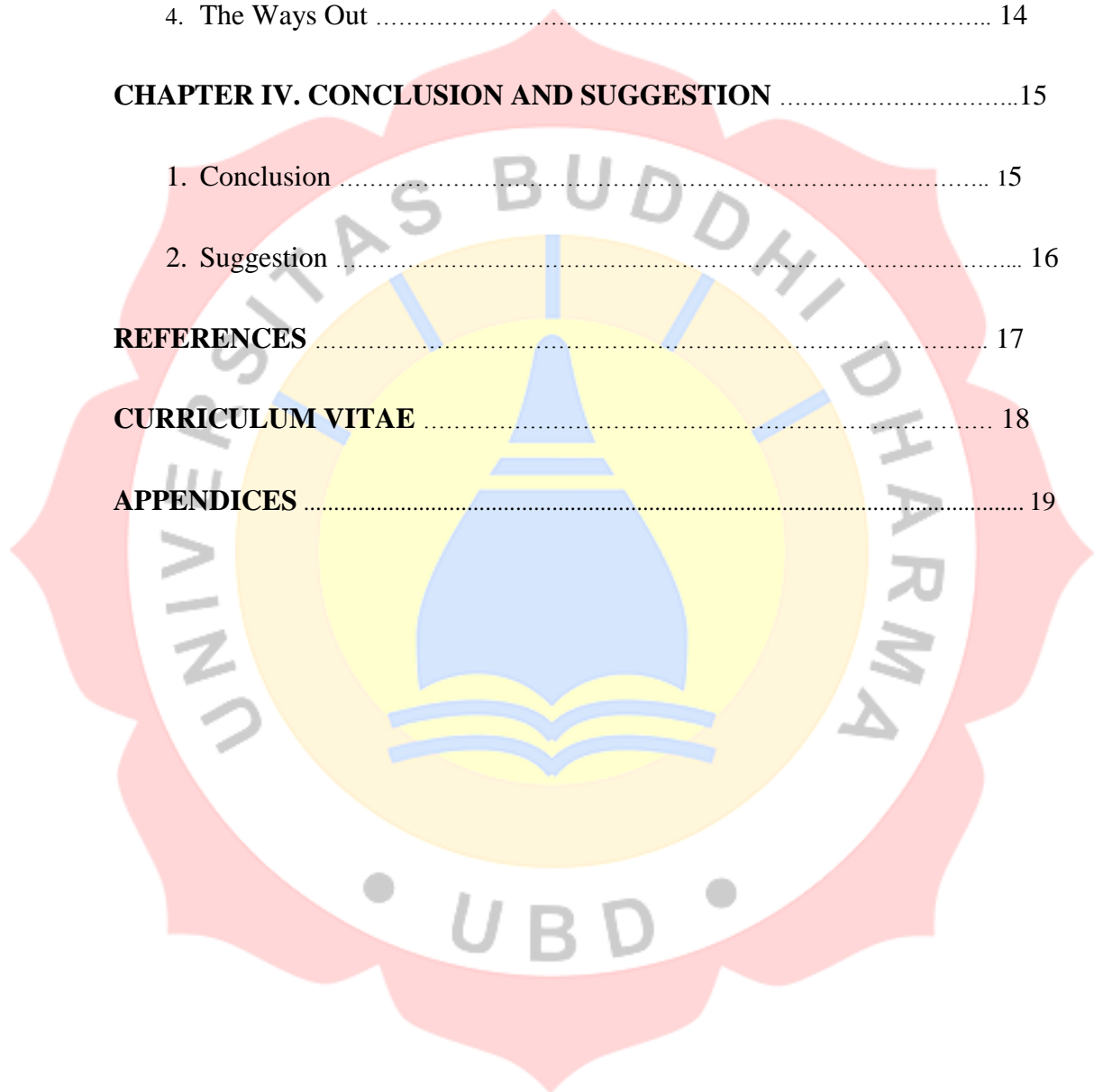
The writer chose PT. Ciputra Sentra (Ciputra Mall Jakarta), because the writer wants to know the work of Back Office / Management at PT. Ciputra Sentra and gain work experience.

During the internship, the writer is assigned as a Housekeeping Administrative Staff in the Housekeeping department. The housekeeping department is responsible for the cleanliness of the mall, making consumers feel comfortable when shopping at the mall and customer satisfaction. However, each profession has its own duties, challenges and difficulties. All of that will be included in this report.

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CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

An apprenticeship is a program for student to gain more professional skill. An apprenticeship is one of the subjects in English Study Program - Diploma (D3) at Buddhi Dharma University that must be done by students. The apprenticeship aim to enhance personal career development, improve skills and gain new experiences. Apprenticeship can be done in the company, in the school or in government agencies. However, not a few apprentices choosing a shopping center as an apprenticeship, to learn the system and get knowledge about the retail sector.

The shopping center is a place that's created or designed for the needs of the community and as a means for refreshing. Shopping centers need factors that can encourage a pleasant shopping experience for their consumers. As stated by Jones (1999), he identified that the factors that contribute to the characteristics of entertainment in shopping are two main groups, namely retailer and customer factors. Retailer factor is anything that comes from the environment in which the shopping offered by retailers to encourage a pleasant shopping experience. There are four factors retailers that selection (includes the uniqueness and diversity of the items offered in the store so that it can be a separate option for shoppers), prices (joys if we find items of goods were cheap and discounted / have the opportunity to bid) store

environment (Decoration, management, and the overall layout of the store) and salespeople (sales force presence in providing services to consumers). Customer factors are important factors that come from the customer persona side related to shopping activities. There are 5 aspects of customer factors, namely social aspect (consumers can socialize with family and friends), task (fulfillment of the needs of the goods they want to buy), time (can spend free time looking at goods), involvement (level of consumer interest in the goods they want to buy) and financial resources (having unlimited financial resources creates a feeling of freedom and pleasure in the shopping experience).

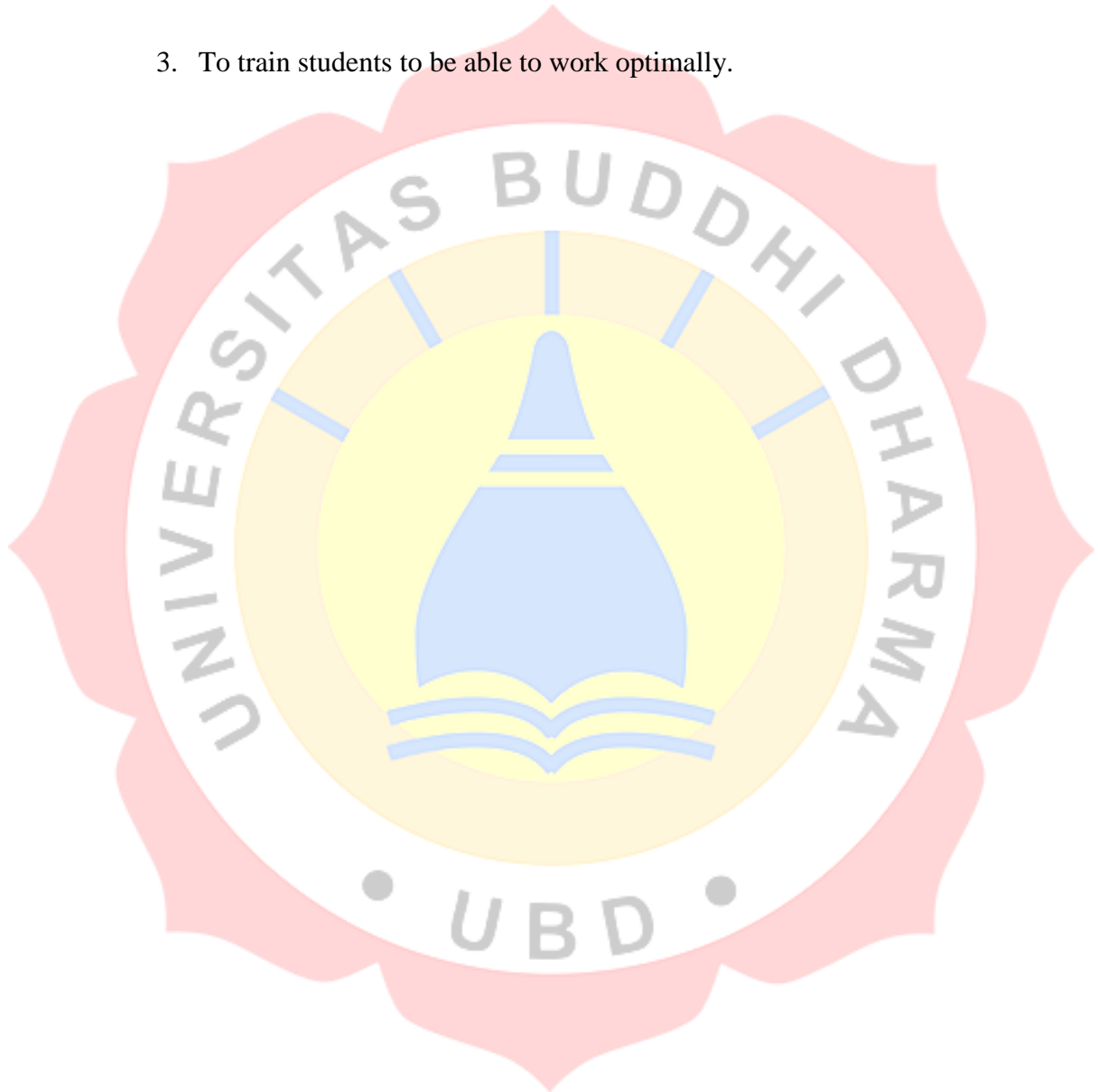
Ciputra Mall Jakarta is part of the Ciputra Group. Ciputra Group is a business group, it has developed 13 business sectors, the developer of housing (residences), offices, hotels, apartments, recreational facilities, education, health, agriculture, telecommunications, arts, media, insurance and shopping centers. The writer chose Ciputra Mall Jakarta that managed by PT. Ciputra Sentra as an apprenticeship. PT. Ciputra Sentra (Ciputra Mall Jakarta) is one part of the Ciputra Group in the retail / shopping center. In addition, the writer chose Ciputra Mall Jakarta as an apprenticeship place, because the writer hope to increase knowledge about business, especially in the retail sector.

1.2 Objective of the Apprenticeship

Every activity held must have a objective and benefit, as well as internships.

Based on the background, the objectives of the apprenticeship are as follows :

1. To see, know, understand, and be directly involved in the situation and conditions of implementing company activities.
2. To prepare students and gain insight into knowledge about world work activities.
3. To train students to be able to work optimally.



CHAPTER II

THE PROFILE OF THE COMPANY

2.1 The History

Ciputra Group is a business group founded by Dr (HC). Ir. Ciputra and his family. Ciputra Group has developed 13 business sectors, the developer of housing, offices, hotels, apartments, recreational facilities, education, health, agriculture, telecommunications, arts, media, insurance and shopping centers, one of which is the Ciputra Mall Jakarta. Ciputra Group adhering to 3 values, namely Integrity, Professionalism, and Entrepreneurship (I.P.E). IPE seems to be a synergistic combination of Spirit, Body and Soul. Integrity is "Spirit", it means Trusted and Respected. Professionalism is "Body", it means Excellent and Reliable. The last, entrepreneur is "Soul", it means Innovative and Sustainable.

The Ciputra Mall Jakarta, was formerly called Citraland Mall. Established since 1993 in the Grogol Petamburan area, West Jakarta. This mall was developed by PT Ciputra Sentra which is part of the Ciputra Group, a developer that has been around since 1981. It was opened on the 26th of February 1993. It stands on an area of five hectares, consists of eight floors including basement, with hundreds of shop units equipped with an exhibition area of 380 square meters on the Lower Ground, the restaurants and fashion stores. A supermarket and information center on the Upper Ground floor which also provides wheelchairs and baby strollers. Other facilities include a

cinema, a bookstore, the children's playground, the prayer room, a mother and baby room, and an employee canteen. In addition, the mall has an open design which allows shoppes on all levels to view the center court.

2.2 Vision and Mission

1. Vision of Ciputra Group

Developing a business group of properties with superior spirit and full of innovation, thereby creating added value in providing a better life for the community and provide prosperity for all stakeholders.

2. Mission of Ciputra Group

Being a leader in the real estate business to become the most superior, professional and profitable, thus becoming the first choice for consumers, into the workplace the most interesting and challenging for the employees, became the most profitable investment for shareholders and become a real blessing for the people and the country.

2.3 The Location

The Ciputra Mall Jakarta is located at Jl. Arteri S. Parman No. 11, North Tanjung Duren, Grogol Petamburan, West Jakarta 11470. It's near from Tarumanegara University and Tri Sakti University. It's also near from Central Park Mall and Taman Angrek Mall. Its strategic location makes the Ciputra Jakarta mall easy to reach. It can be seen with the presence of several public transport facilities are located close to the mall, like the Grogol station and Transjakarta Busway stop.

2.4 The Business Activities

Ciputra Mall Jakarta is the first shopping center to be built in the Grogol area, West Jakarta. Ciputra Mall Jakarta, one of the largest malls in Jakarta with the experience of shopping, dining, and entertainment that is unique.

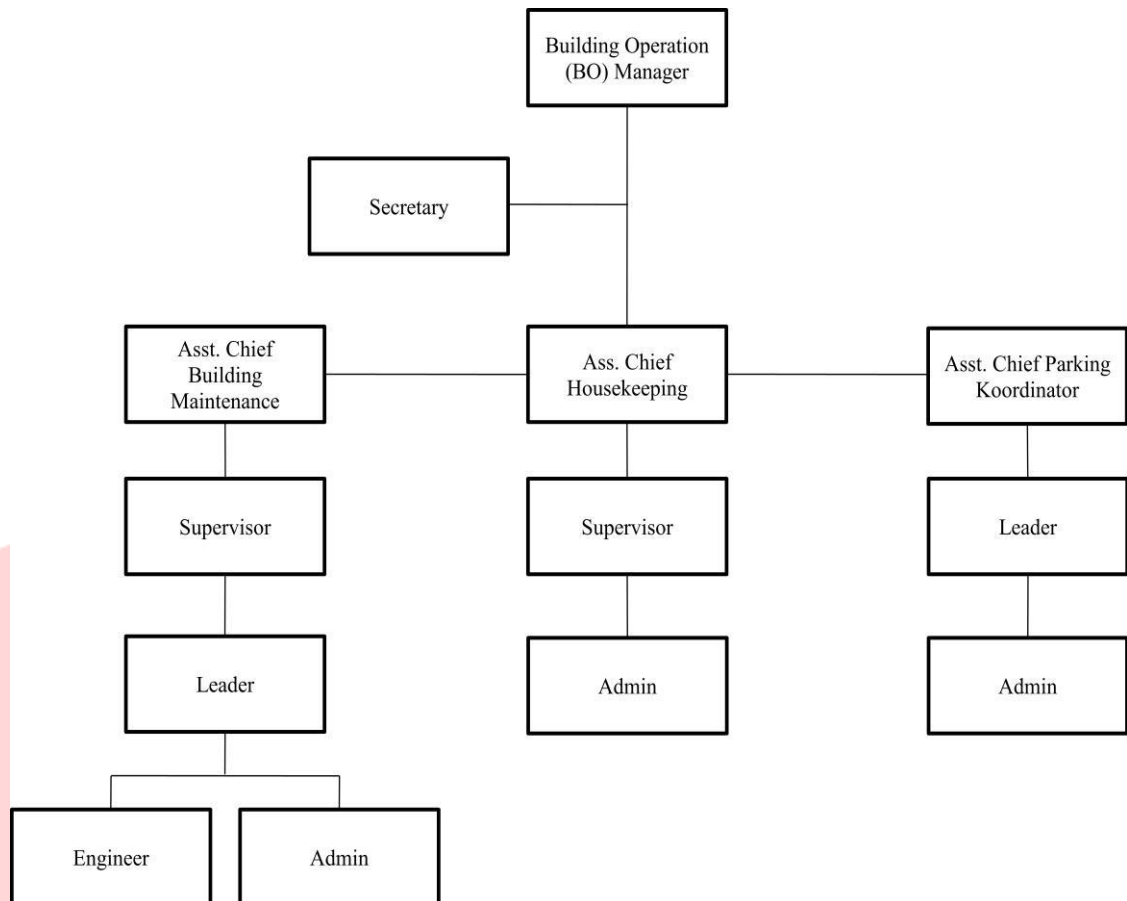
Ciputra Mall Jakarta is managed by PT. Ciputra Sentra, a mixed-use retail shopping centers and entertainment. Some tenants in Ciputra Mall is Matahari Department Store, Gramedia, Citra XXI, Gold's Gym, Starbucks, Pizza Hut, KFC, Fun City, Fantasy Kingdom, Yoshinoya, Burger King, Samsung store, etc.

2.5 The Management Structure

Like other companies, PT. Ciputra Sentra also has an organizational structure. Workforce management in PT. Ciputra Sentra consists of permanent employees, one-year contract employees and casual daily employees. PT. Ciputra Sentra has several departments, namely:

1. HR department;
2. Marketing department;
3. Finance department;
4. Leasing department;
5. Utility department;
6. Building Operation department.

Building Operation department is handle 3 (three) division, namely: Building Maintenance, Housekeeping, and Parking division.



Picture 2.5 - Organization Structure of Building Operation Department

CHAPTER III

THE ACTIVITY OF THE APPRENTICESHIP

3.1 The Department

The writer had the opportunity to intern in Building Operations department as administrative staff (admin) for Housekeeping division. Housekeeping division is responsible for four part of the job, i.e. Cleaning Service, Landscape, Pest Control and Sanitation. Housekeeping division is responsible for the cleanliness, comfort, and control of pests in the mall. In this case, it cooperate with the vendor (outsourcing) to provide manpower Cleaning Service, Landscape, Pest Control and Sanitation.

3.2 The Task

The writer participated in an apprenticeship for 2 months at PT. Ciputra Sentra. During the apprenticeship, the writer works 8 hours per day which is divided into 2 shifts, namely shift 1 (morning) 8 am - 4 pm and shift 2 (afternoon) 1 pm - 9 pm. For 2 months, the writer was given the duties and responsibilities as an administration staff in Housekeeping division. As an admin, the writer has several duties / responsibilities, such as:

1. Inputting attendance data for landscape and cleaning service employees every day.

Absence data is evidence that a worker is in work. An employee usually has 45 hours/week, which can be divided into 5 days or 6 days. The writer

has responsibility to inputting attendance data for landscape and cleaning service into the computer.

2. Inputting data for tissues, hand soaps, and toilet seat cleaner that's used every day.

Ciputra Mall Jakarta has 28 toilets, with details of 13 men's toilets, 14 women's toilets and 1 special toilet for visitors with disabilities. Each cubicle in the toilet is equipped with tissue and a toilet seat cleaner, each sink is also provided with hand soap. Every cleaner who takes tissue and handsoap must record it in the book provided and before going home, the leader must calculate the usage for that day and calculate the rest. After that, the housekeeping admin inputs the data in the book into the computer and makes sure the usage data with the rest is balanced.

3. Checking the SOP (Standard Operating Procedure), for the night's SOP checked by Housekeeper shift 1 and the morning – afternoon's SOP checked by Housekeeper shift 2.

The housekeeper's working hours are divided into 2 shifts, namely shift 1 (morning) from 7 am to 3 pm and shift 2 (afternoon) from 2 pm to 10 pm. Shift 1 has the responsibility to check the work of the night shift cleaning service and evaluate the work. While shift 2 has the responsibility to check the work of the cleaning service in the morning and afternoon shifts and assess the results of the work. The value given starts from the number 5 which means it is bad, still dirty, and the work must be repeated, the

number 6 which means it is quite good but there are still dirty, and the last number 7 means it is very clean and does not need to be repeated.

4. Checking toilets and areas before the mall open, to make sure the area is ready and clear.

Ciputra Mall Jakarta operating hours are 10 am – 10 pm. Before opening, the toilets and mall area are cleaned by a cleaning service. Housekeeping is responsible for checking and ensuring that the toilets and public areas are clean, to maintain customer convenience when visiting the mall.

5. Checking inventory equipment of cleaning service and landscape once a month.

At the beginning of each month, the writer is responsible for carrying out stock taking of items in the warehouse. The writer ensures the number of the equipments and chemicals are appropriate and there're no shortages / missing. If there is a shortage due to usage, then the writer informs the contractor / vendor to send the equipment and chemicals. The contractor / vendor usually sends equipments and chemicals every mid to end of the month.

6. Printing out and checking absent finger pest control, landscape, and cleaning service.

Every mid and end of the month, the writer prints and checks the finger attendance of cleaning service, landscape and pest control employees.

This is done to ensure that employees do not arrive late, do not fail to be absent and ascertain whether employees actually come to work or not.

7. Inputting cash flow statement data provided by Finance department at the beginning of each month.

Every expense and income of each department is recorded by the finance department, including that of the housekeeping department. At the beginning of each month, the housekeeping department receives a cash flow statement that includes a monthly expense report. After that, the writer inputs the cash flow statement data into the BSC report and provides the report along with the monthly report to the general manager through his secretary.

8. Inputting data of monthly water that used from the Building Operation department.

At the beginning of each month, housekeeping receives toilet water usage data provided by the Building Operations department. The water usage data is inputted into the BSC report which will be submitted along with the monthly report.

9. Creating a gondola schedule for every month.

A housekeeper is responsible for making the morning and evening gondola work schedule (SOP). After the schedule is made, the schedule is given to the cleaning service admin to be submitted to the gondolaman who carries

it out and to the building operations department admin to make a Work Order (WO).

10. Monitoring the replacement of doormats every 1st and 15th (twice a month).

There is 1 doormat at each entrance to the toilet, and the doormat is replaced every 2 weeks. The doormats are replaced with a different color, to make it easier for housekeeper to ensure that the doormats have been replaced. The doormats were taken away, then washed for reuse 2 weeks later.

11. Monitoring the replacement of air freshener once a month.

Every toilet and office management has an air freshener installed. Air freshener is divided into 2 variants, usually the toilet and office have a different fragrance. Where the toilet is given a stronger fragrance, while the office is softer. Air fresheners are replaced once a month, ie at the beginning of every month. Housekeeper is responsible for ensuring all air fresheners are replaced on schedule, variants and machines are functioning properly.

12. Classifying and filing data according to contractor / vendor and type.

Housekeeping division cooperates with 4 vendors, namely Cleaning Service, Pest Control, Landscape and Sanitation. Each vendor has data that must be archived, previously the data was categorized by vendor

name, type and time / date. Filing is done so that data is stored and organized neatly, and can be found easily if needed at any time.

13. Hold a meeting with the outsourcer once a week.

Housekeeping division cooperates with 4 vendors, namely Cleaning Service, Pest Control, Landscape and Sanitation. The writer has responsibility to hold a meeting with the outsourcer once a week. Meeting schedule is always the same in every week, namely the Pest Control on Monday, the Landscape on Wednesday, and the Cleaning Service on Thursday. However, there is no weekly meetings with the Sanitation.

3.3 The Problems

Every activity must have its own difficulties, including apprenticeship. This was also experienced by the writer during apprenticeship at Ciputra Mall Jakarta. During the apprenticeship, the writer experienced several difficulties, such as:

1. Dividing the time between doing administration by checking public areas and toilets in the mall. The writer should be able to divide the time between controlling the area and doing administration in the office.
2. Due to the location of the mall in Jakarta and adjacent to the hotel, not a few customers who come are foreigners. The limitation of mastery of foreign languages is often an obstacle experienced by the writer when a customer asks the location of the tenant / restaurant / toilet.

3. Differences of opinion between individuals in Housekeeping often occur, thus making the other employees are confused to choose which command should be executed.

3.4 The Way Out

To overcome the problems encountered, the writer do the following:

1. Making a daily work plan containing a schedule of activities to be carried out within one working day. The writer made a detailed work plan, so the writer did the job sequentially.
2. The writer learn another language to improve her language skills and sometimes use *membantudan* facilitate translation application to communicate with customers from abroad.
3. Discussing what needs to be delivered at the meetings, so as it not to confuse other employees.