

**INTERNSHIP REPORT AT PT KERETA API INDONESIA
(PERSERO) BANDUNG EMPLOYEES TRANSFER PROCESS AT
PT KERETA API INDONESIA (PERSERO)**



**Submitted as a Partial Fulfillment of the Requirement for Obtaining a Bachelor
of Management at the Faculty of Economics and Business**

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This Scientific Publication has been written to fulfill one of the final assignments as a student at the Faculty of Management, University of Muhammadiyah Surakarta.

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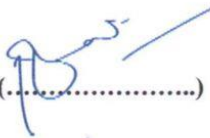
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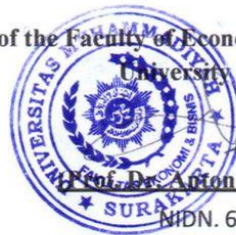

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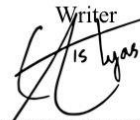
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INTERNSHIP REPORT AT PT KERETA API INDONESIA (PERSERO) BANDUNG EMPLOYEES TRANSFER PROCESS AT PT KERETA API INDONESIA (PERSERO)

Abstrak

Laporan ini bertujuan untuk mengetahui kegiatan serta aktivitas selama magang di PT Kereta Api Indonesia (PERSERO) Bandung. Praktik manajemen sumber daya manusia di PT Kereta Api Indonesia mengikuti fungsi HRM, yang bertujuan untuk mengelola orang-orang dalam organisasi agar produktif untuk mencapai tujuan organisasi. Dalam menghadapi dunia kerja di masa depan, penulis berkesimpulan bahwa soft skill dan hard skill sangat dibutuhkan. Soft skill yang dibutuhkan untuk menjadi sumber daya yang kompeten nantinya adalah kepemimpinan, pemecahan masalah, manajemen waktu, manajemen organisasi, berpikir kritis, kerja tim, kemampuan analitis, dan percaya diri. Adapun hard skill yang perlu dimiliki dapat bekerja sesuai bidang keilmuannya.

Kata kunci: Magang, Employee, Transfer

Abstract

This report aims to find out the activities during the internship at PT Kereta Api Indonesia (PERSERO) Bandung. The practice of human resource management at PT Kereta Api Indonesia follows the HRM function, which aims to manage people in the organization to be productive to achieve organizational goals. In dealing with the world of work in the future, the author concludes that soft skills and hard skills are needed. Soft skills needed to become competent resources later are leadership, problem-solving, time management, organizational management, critical thinking, teamwork, analytical skills, and self-confidence. As for the hard skills that need to be possessed, they can work according to their scientific field.

Keyword: Internrship, Employee, Transfer

1. INTRODUCTION

Along with the development of technology and science, organizations or companies need human resources who are skilled, qualified, and professional. Students who are one of the human resources must adapt and develop themselves with the work environment in the future. Producing competent and professional human resources, universities must prepare their students well.

Universitas Muhammadiyah of Surakarta (UMS) provides opportunities for students to support skill improvement in the form of hard and non-technical skills. Universitas Muhammadiyah Surakarta (UMS), in collaboration with FHCI, held a certified internship for six months. The certified internship is an exercise for students, carefully designed to create a particular work experience for developing themselves, which is carried out in State-Owned Companies (BUMN).

The author took part in this internship program to find out and gain experience as to what the real world of work is like by going directly to the field. Students are expected to gain experience and knowledge with current conditions and prepare themselves to enter the real world of work and apply the knowledge gained in lectures.

The Muhammadiyah University of Surakarta certified internship in collaboration with the Human Capital Forum (FHCI) has meaning and purpose for internships students. That is, will adapt to the work environment and increase knowledge about the work environment in a company or organization. The meaning of the author doing the fieldwork is as follows: (1) Learning how employee transfer at PT Kereta API Indonesia (Persero) Bandung, (2) Improve, expand and strengthen competencies, (3) Acquire work experience before entering the workplace, (4) Do an Internship in the office of Administration in government agencies. And the purposes of the internship program include: (1) Provide insight into fieldwork directly, (2) Improving capabilities in the form of hard skills and soft skills, (3) Implementation of the Company's work culture in terms of time management, communication relationships, teamwork, and emotional pressure in completing work on time.

The target that must be done during the internship is to understand the business processes in the Human Resources Unit. understand the Administration of workers at PT Kereta Api Indonesia (Persero) Bandung. Carry out internship practices following the regulations set by the Company by helping work in the MCAM (Transfer, Retirement and Personnel Database) section. The tasks given to the author include correspondence, distribution of physical files related to worker transfer. Understanding

the preparation of the checklist for employee transfer requirements in terms of Rotation, Promotion, and Demotion of Workers and filing related to the completeness of requirements for workers who will enter the retirement age limit.

PT Kereta Api Indonesia (Persero) was established under the deed dated June 1, 1999 No. 2, drawn up before Imas Fatimah, S.H., Sp.N., Notary in Jakarta and later revised following the deed dated September 13, 1999 No.14. The Minister has approved the establishment of Justice of the Republic of Indonesia through a decree dated October 1, 1999. C-17171 HT.01.01.TH.99 and has been announced in the State Gazette of the Republic of Indonesia dated January 14, 2000 No.4 Additional No.240/2000.

The railway history in Indonesia began when the first construction of the Semarang Vorstenlanden (Solo-Yogyakarta) railway line in Kemijen Village by the Governor-General of the Dutch East Indies, Mr.L.A.J Baron Sloet van de Beele dated June 17, 1864. Construction was carried out by the private company Naamlooze Venootschap Nederlansch Indische Spoorwegen Maatschapij (NV.NISM) using a gauge width of 1435 mm.

PT Kereta Api Indonesia (Persero), abbreviated as KAI or the "Company," is a State-Owned Enterprise that provides, regulates, and manages rail transportation services in Indonesia. Along with the dynamics of the business world and the growing market demands, currently, KAI also organizes other supporting business activities by utilizing its resources. Among them are railroad services, railroad-based tourism, restaurant on the train (train services), and stations, including catering and logistics distribution services.

The Company's organizational structure can be interpreted as a series of relationships between individuals in a group or organization ships between individuals in a group or organization who work together to achieve company goals. The organizational structure is described chart, schematic, or diagram that

shows an outline of the functions within the Company, the flow of responsibility, and authority.

2. METHOD

2.1 Definition of Employee / Job Transfer

Human resources are important resources in the Company. Companies need to develop the potential of their human resources. One way to develop the possibility of human resources is to transfer employees. Employees/job transfer, is transfers workers from one workplace to another or from one division to another. Transfer of employees includes activities of transferring workers, responsibilities, employment status. the movement of workers from one department to another is carried out by the human resource management department, responsible for improving the quality of employee performance.

2.2 Purpose of Employee / Job Transfer

The implementation of employee transfers aims to influence the ability and willingness of employees to work. It can generate profits for Companys' itself. This employee transfer is one of the methods in the management development program, which serves to increase the overall effectiveness of employees in their work and positions by developing and increasing experience and familiarizing themselves with various aspects of the Company's operations.

2.3 The Scope of Employee / Job Transfer

Scope of employee transfer includes changes in position/job/employee's place both horizontally (rotation) and vertically (promotion or demotion). This employee transfer replaces employees to a new place or position to increase their abilities and work skills.

3. RESULT AND DISCUSSION

3.1 Internship Schedule and Activities

The author carries out Field Work Practice (Internship) at PT Kereta Api Indonesia (Persero) for six months, from April 6, 2021, until October 6, 2021. Field Work

Practices (Internship) are held from Monday to Thursday with working hours at 08.00 WIB – 17.00 WIB and Friday until 16.00 WIB.

3.2 Description of Internship Activities

The Process of Transferring Employees of the Directorate of Human Resources and General Affairs (D6) PT. Kereta Api Indonesia (Persero). Begins with submitting a job transfer plan by each manager and is invited to use the PT KAI E-Office application, then processed by the employee (MCAM). The employee provides a summary of employee data that will be transferred to the manager and will be checked whether the data has met the requirements of the procedure; if it has been approved, the work transfer will be processed. Still, before that, it must obtain approval from various parties, namely VP MCA (Vice President Personnel Administration) and MC (Corporate Deputy of Personnel Care, Control and Development). After obtaining the approval, the employee is instructed to process the employee to be transferred. After MCAM, the employee transfer plan can get an SK (Decree). Then the employee keeps the archive in the railway employee transfer archive.

Employee Transfer Process at PT. Kereta Api Indonesia is implemented after the employee's tenure of 3 (three) years in the position. After which, the employee will be proposed to make employee transfers with predetermined conditions, but employee transfer can be confirmed if the employee is not permitted to transfer to a maximum of two times. In conclusion, the process of employee transfer at PT. Kereta Api Indonesia has been carried out by existing procedures, the employee transfer process at PT. Kereta Api Indonesia (Persero) aims to improve the competence and skills of employees following the positions given to employees.

3.3 Field of Work

The field of work in the employee transfer section is an entry and updating employee data, including proposals for job/employee transfers, promotions, demotion, and periodic salary increases, and making transfer decisions for all DAOPs and DIVRE

PT. Kereta Api Indonesia (Persero), employee transfer files from various regions are processed at the Head Office of PT. Kereta Api Indonesia (Persero) Bandung.

In carrying out the Field Work Practice at PT Kereta Api Indonesia (Persero) Bandung Head Office, the activities carried out by the author during the internship include: (1) Make a checklist form for employees to be transferred, (2) Check and approve employee escalation using e-office. E-office is the official website for employees of PT. Kereta Api Indonesia (Persero), (3) Create nominative data, (4) Verify the transfer decision, (5) Administer incoming letters/documents in the transfer section and outgoing documents in the expedition book, (6) Distribute letters/documents to other divisions, (7) Help to archive employee file boxes into the filling cabinet, (8) Reproduce documents using a photocopier, (9) Print retirement employee data using the E-pension application, (10) Input the data of retired employees, and (11) Complete the file for employees who will retire.

3.4 Work Implementation

The author carries out an internship from April 6 to October 6, 2021, namely Monday to Thursday, with working hours from 08.00 to 17.00 and Friday at 16.00. At the beginning of the working period, the author first conducted socialization with employees of PT. Kereta Api Indonesia, especially employees in the Administration of employee transfer.

At the beginning of the working period, the author first socialized with employees of PT. Kereta Api Indonesia, especially employees in the Administration transfer section. The author also gives directions regarding company rules and regulations and guidance regarding the tasks to be carried out during the internship. The author began to be given several jobs included in the field of Human Resources, especially in the employee transfer, which are as follows: (1) In carrying out their duties using e-office, e-office is the official website for employees of PT. Kereta Api Indonesia (Persero). The transfer application will be directly provided on this website;

each employee has an account in this e-office. For incoming letters, official notes, official telegrams directly from the e-office application.

In this activity, the author was given the task of making a checklist form, which will be given to the manager to check whether the employee has met the requirements for Transfer, (2) In this activity, the author is directed to approve the employee transfer plan in escalation if the transfer application is carried out in one area, not a promotion or demotion, (3) Nominative data is created from data collection using the SAP application. The author pulls the data assisted by one of the staff because the author is still having trouble using the SAP application. Nominative data is made to check employee data, whether it is following the physical file that has been created or not before the file is sent or in further processing. After that, to verify the transfer decision letter, the author checked the name, NIPP, and employee position and adjusted it with the nominative data, (4) The author writes the Decision Letter or employee transfer checklist into the expedition book in this activity. The letter to be sent to the intended party will be recorded in the expedition book containing the date, number, purpose of the letter, the recipient's name, and the recipient's signature then distributed to other divisions, (5) The author writes the Decision Letter or employee transfer checklist into the expedition book in this activity. The letter to be sent to the intended party will be recorded in the expedition book containing the date, number, purpose of the letter, the recipient's name, and the recipient's signature then distributed to other divisions, and (6) In this activity, the authors help enter and record incomplete files and copy the files of employees who will retire using the employee e-pension application. The files consist of Family Cards, BPJS Cards, Account Books, photos, and other files. Then the employee files are inserted into the A1 folder, and each employee file is duplicated first as an archive.

4. CONCLUSION

4.1 Conclusion and the Challenges during Internships

The author has carried out work internships for 6 (six) months at PT. Kereta Api Indonesia (Persero) Bandung. During this period, the author has gained quite a lot of experience in work. The author analyzes what things are needed to become competent human resources in the Company's field from these activities. In addition, several things need to be considered to maintain a position in the Company or even increase the position level, which is not easy to do.

A workplace generally has many divisions and positions. Each division or Department has different functions and tasks, as well as the positions in each division or Department have their duties. Human resources as the driving force of a division require good competence, which can be a plus in carrying out his career. Things that add value to someone can be seen from their soft and hard skills.

Soft skills are abilities or talents that exist in every human being, where these abilities are carried out in a non-technical way, which means that they are not in shape or visible form. Soft skills can also be an ability to deal with other people and manage themselves. Next is hard skills, a mastery of one's knowledge and technical skills in carrying out their field.

Soft skills needed include leadership, problem-solving, time management, organizational management, critical thinking, teamwork, analytical skills, and self-confidence. Someone who can lead others well will also be good at showing himself. In a company, a high position needs a high leadership spirit. Therefore a leader must have the soft skills that have been mentioned. Previously, everything was interrelated and supported each other.

A leader must be critical in thinking and analyzing various situations in the world of work to know what to do immediately to maintain the stability of his work environment. In addition, teamwork is very much needed because a leader must have

subordinates to lead. Hence, the leader's attitude influences his associates because it is not impossible for subordinates to reflect their superiors or leaders.

Meanwhile, hard skills are no less important than soft skills, where hard skills are a person's technical ability to do something in their field. One of the abilities that a leader must possess is following his scientific field or the field of science he is studying. Subjectively the author is based on the experience of internship activities that a good leader is a leader who can also do what his subordinates do. At least know in general about the things that associates do related to their work or field.

The author carried out an internship at PT Kereta Api Indonesia (Persero). The author realized that there were several difficulties or challenges that the author experienced. It comes from internal companies, which hinder the author from carrying out internship activities. The problems during the internship:

1. Task instructions are unclear and given additional tasks if the first task has not been completed. The author often feels confused in doing the given job.
2. The author's motivation when carrying out many work tasks has decreased.
3. The author sometimes finds it difficult to print documents or letters because the office does not provide many printers, so the practitioner has to take turns with other employees to use the printer.
4. The author finds it difficult when distributing letters/documents to other divisions because Practitioners do not yet know the floor plan of the room location, and practitioners also do not thoroughly know the employees who work in each division at PT Kereta Api Indonesia Headquarters Bandung.

4.2 Suggestion

Some Suggestions are needed for the future and for the evaluation:

1. Students should prepare everything related to the implementation of street vendors, from finding a street vendor place to consulting with lecturers or academic advisors, so that mistakes don't happen in the future.

2. Students should continuously improve their time management skills in carrying out the tasks assigned by the Company to carry out tasks on time. Do the work of the more important first.
3. The Company is expected to provide more guidance and direction to students. Students get a clear picture of the work to be carried out, especially in Administration and employee transfers.
4. The agency/company is expected to add infrastructure and facilities for students so that students in carrying out their duties can do it effectively and efficiently.

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