

CHAPTER I

INTRODUCTION

1.1 Background

To fulfill aspects of professional expertise, the English Study Program, LIA Jakarta College of Foreign Languages, has provided complete educational support facilities and infrastructure, but all of the facilities and infrastructure provided only support aspects of professional expertise in theory. When entering the real world of work, a balance is needed between theoretical knowledge gained in lectures and practical training in the field directly to provide an overview of the real world of work.

Internship is a form of lecture through direct involvement in the world of work. Internship is a 4-credit course as well as a final assignment which is one of the requirements for students to complete their studies at the Associate Degree at STBA LIA, which is carried out in an agency/school/institution/company. With complete facilities and a conducive learning environment, LIA Jakarta provides a thorough preparation for its students to gain valuable educational experience and internships.

The internship was carried out at Bank BNI, which is one of the well-known banking companies in Indonesia considered to have managed to survive amidst the recession and difficult economic conditions. Established in 1946, BNI is currently the third largest state-owned bank in Indonesia with an asset value of IDR 709.33 trillion and a core capital of IDR 89.77 trillion as of December 2017. BNI entered into the BUKU 4 bank category with a core capital of over 30 trillion rupiahs. In carrying out this internship, the writer chose Bank BNI in order to be able to learn about office management that occurs in it, especially in the process of correspondence, making memos, and others in one international division owned by Bank BNI, namely the PLK (Pengembangan Lembaga Keuangan) unit. By doing internships at Bank BNI, it is hoped that the author will gain knowledge related to the topic, namely office management and others.

1.2 Internship Objectives

By doing internship students are expected to:

1. Gain work experience before entering the world of work;
2. Compare and apply academic knowledge that has been obtained in lectures;
3. Understand non-academic and non-technical concepts in the real world of work better.
4. Apply the concept of English in work by using good grammar

1.3 Benefits of Internship

The benefits of Internship activities are as follows:

1. As a means of training and application of knowledge gained.
2. As a means to increase knowledge, insight, and experience in the world of work in the field of banking office.