

## CHAPTER IV

### PARTICULAR POINTS

#### 4.1 Benefit of Internship

1. Improve skills, knowledge, and communication skills.
2. Have new friends who can expand the network of relationships
3. Learn to adapt to a new environment, and build a network of relationships
4. Learning about office administration in the Cultural Utilization Division
5. Learn the technical and implementation procedures that must be prepared when holding an event
6. Improve creativity and self-innovation which can later be implemented in the world of work
7. Applying the theories that has been given by campus which is very helpful to get maximum results when doing office tasks
8. Learn responsibility because I have been given the trust so that I have to be able to do a task to the maximum.
9. A work system that prioritizes teamwork between interns and staff can help each other, so that the results can be easily resolved.
10. The workspace is clean and equipped with office facilities such as printers, photocopying and scanning machines, wifi, and many more which can make me very comfortable and really enjoy the facilities that have been provided.

## **4.2 Obstacles of Internship**

I have several obstacles during my internship at the Cultural Utilization Division at the DKI Jakarta Department of Culture. The obstacles are :

1. On the first day I felt awkward and difficult to adapt to the new place and staff.
2. I felt insecure because I do not have experience working in government agencies
3. The lack of my experience in working so that the work I do is sometimes not optimal.
4. Global pandemic of Coronavirus disease 2019 (COVID-19) which attacks the respiratory tract and spreads very quickly.
5. I have difficulty in making office memos, I have to be really careful, because it must be in accordance with the things that have been discussed in the meeting.
6. There are some office equipment that I have not mastered so I have to take the time to practice first.
7. There are some administrative files and procedures that I just found out and learned.

## **4.3 How to Overcome the Obstacle**

Every obstacle there must be a solution to solve the obstacle, to overcome the above obstacles that can be done is:

1. I try to control myself to think positively and it turns out that they are very friendly and kind, so I can communicate well,

help each other, so that it can make it easier for me to complete work with maximum results.

2. Learning by doing is something I apply when I don't understand the task, because I don't have experience working in government agencies. Then, I did it so I know about it.
3. Trying to communicate and coordinate with staff so that the desired results can be achieved together.
4. When at the office, you must obey health protocols, to avoid the COVID-19 virus.
5. The office memo that has been done will be submitted to the sub-coordinator, and the sub-coordinator will revise the office memo such as writing sentences, the points contained in it, and others. So that the office memo can contain all the points that have been discussed briefly and clearly. This really helped me in making office memos, because I could find out where my mistakes were, and it could make me even better at working on office memos.
6. I try to ask the staff, or other interns how to use office equipment, have to practice often how to use office equipment.
7. The previous staff or sub-coordinator explained first what the task would be and how it was done technically or what the procedure was, and I also tried to ask the staff when I was not sure about the results of the tasks I was doing.