



President University

INTERNSHIP REPORT FOR

**ruang
guru**

PT Ruang Raya Indonesia (Ruangguru)

And



ASEAN Centre for Energy (ACE)

By:

Nur Afni Damanik

International Relations 2014

016201400124

January 2017

COMPLETION LETTER FROM RUANGGURU



PT Ruang Raya Indonesia
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SURAT KETERANGAN MAGANG (CERTIFICATE OF INTERNSHIP)

No. 018/RG/SK/HR/II/2017

Dengan ini menyatakan bahwa :
This is to certify that

Nama : Nur Afni Damanik
Name

Tempat/Tanggal Lahir : Pematang Siantar / 18 Januari 1996
Place & Date of Birth

Jabatan : Government Relations Intern
Position

Departemen : Government Relations
Department

Masa Magang : 15 Mei 2017 – 15 Juli 2017
Internship Period

Kami mengucapkan terima kasih atas kerja sama yang telah diberikan Sdri. Nur Afni Damanik kepada PT Ruang Raya Indonesia dengan harapan semoga prestasi dan keberhasilan selalu menyertai Saudara.

In this opportunity we thank to Ms. NurAfniDamanik for her good performance during interned at PT Ruang Raya Indonesia and wish her every success in the future.

Jakarta, 14 Juli 2017
PT Ruang Raya Indonesia

Retnawaty Mulyana
HR & Culture Manager

COMPLETION LETTER FROM ACE

Certificate

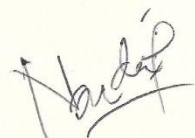
For her successful completion of an internship at the ASEAN Centre for Energy,
Jakarta, this certificate is

Presented to

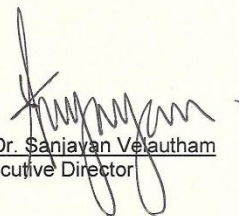
Ms. Nur Afni Damanik

.....
in appreciation of her work during the internship that took place on July - November 2017. We
wish her all the very best for her future endeavours.

Jakarta, 30 November 2017



Nanda Febriani Moenandar
Communication/Public Relations Officer



Ir. Dr. Sanjayan Velautham
Executive Director



PREFACE

First and foremost, I would like to praise and thank Almighty God, as for His Blessing so I could finish the internship program and manage to compile and complete this report to fulfil the academic requirements.

Secondly, with all humility, I acknowledge with thanks and appreciation, Mr. Riski Baskoro, as my internship mentor who patiently provided direction and guidance to enlighten me throughout the process of my internship.

Similarly, I would like to extend my gratitude to:

1. Parents, for all the incomparable affection and support;
2. Ms Hanna Vanya, Government Relations Secretary who has been acting as my on-site supervisor in Ruangguru, for time and guidance given during my internship;
3. Mrs. Nanda F. Moenandar, Communication and Public Relations Officer in ACE to whom I have worked with and learned from for the past five months;
4. All my colleagues in Ruangguru and ACE who have made my internship a rewarding experience and created cherish-able memories that will occupy me throughout my life;
5. All my friends for always being there as a backbone—providing me with help and suggestions, and happily giving me a hand as well as talking me through certain things.

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PT RUANG RAYA INDONESIA (RUANGGURU)

CHAPTER I

INTRODUCTION

1.1 Background of Internship

As an institution, college is established to educate people in preparing them to face the challenging future. The success of institution is not merely defined by what is produced at the moment but also it includes the process of creating a fundamental change in equipping graduates to face challenges in the future. Moreover, the function of colleges is salient as a nursery to prepare the better seeds that will grow more perfect. The fact that globalization has crafted a global competition, Indonesian graduates will eventually compete with foreign workers and it goes without saying that the competition towards vacancy is more severe for graduates since companies or working institutions will selectively accept the prospective workers who are truly professional in their fields. Thus, one of the main challenges for college graduates is to prepare themselves in entering the workforce.

Responding to such situation, President University is fully aware that one way to prepare graduates in entering the workforce is through internship program. As one of the competence universities in Indonesia, President University realizes the importance of a new way of learning by conducting a semester-full of compulsory internship program. Internship defined by *dictionary.cambridge.org* is a period of time during which someone works for a company or organization in order to get experience of a particular type of work. Internship Program will provide students a real-life experience into what everyday life will look like at work. It exposes student to the real world. To advance professional career, it is important to make good relationships within workforce field since being an intern will open an opportunity to build networks that will provide information and chances to vacancy in time of needs.

1.2 Objectives of Internship

One of the main objectives of an internship is to expose student to a particular job or profession or industry. Students might have an idea about what a job is like, but they

probably do not acknowledge it until they perform. By experiencing internship, student will have the chances to train and develop skills as well as to find particular interest for the future career. In-class learning process is important to provide the basic knowledge which is gained by how students perceive and describe things learned during class process. However, learning process in class would not be complete if there is no practice to apply the knowledge. In order to practice the knowledge and to get adapted with real working environment, students need to get internship opportunity. Internship is expected to be able to drive students to gain more knowledge and skills that could be used right after they are graduated. This program offers students an experience of real work environment process started from creating the application, interview conducted by company, until perform the job.

1.3 Benefits of Internship

The benefits gained through this internship program are as follows:

- 1) Open an opportunity to work in a career-related or professional environment
- 2) Raise career awareness for the students
- 3) Provide the students the chance to evaluate, reflect upon and try a work field
- 4) Enhance valuable experiences that will be useful for future career
- 5) Develop self-confidence as they identify skills, abilities and talents
- 6) Expand professional networking contact
- 7) Increase job search skills
- 8) Apply classroom knowledge

CHAPTER II

RUANGGURU'S COMPANY PROFILE

2.1 History of Organization

PT. Ruang Raya Indonesia, or more commonly known as Ruangguru, is the largest and most comprehensive technology company in Indonesia focusing on education-based services. The company has over 3 million users and has managed more than 27,000 teachers offering services in over 100 subject areas. The company was founded on April 21, 2014 by Belva Devara and Iman Usman, both of whom made it into the ranks of successful entrepreneurs under 30 years old of Forbes 30 under 30 for consumer technology in Asia.

The idea to establish the company itself came to the pair, after both has successfully finished a young leaders' training. The pair developed an idea to open a digital market place for Private Tutoring, utilizing the most of technology advancement. The idea is fuelled by one of the founder's experience, Belva Devara, during his search for an English Tutor, when he was about to study abroad. He found the experience aggravating and disappointing that in the age of advance technology and innovation, it was still hard to find a qualified tutor. To address such issue, Ruangguru then launched its first product namely Ruangguru.com, a prototype product, where students and potential tutor could engage and find the best match of their needs through digital platform.

Products and services in Ruangguru also develop in its usability and scope of target market as the company gains notoriety and increase its credibility as a successful start-up company. Since its establishment in 2014, Ruangguru has become a platform for more than 22,000 experienced tutors and brightest students from the most renown universities in Indonesia.

Beyond that, in 2016, Ruangguru has managed to work with 33 (of 34) provincial governments and over 305 municipalities and districts in Indonesia which hold authority over education in the area and strive to provide Learning Management System to solve data mismanagement, for free. Ruangguru aims to become the pioneer of digital Learning Management System provider and to improve and advance Indonesia education to become more digitalized. This is also in accordance with the aim of Indonesia governments to

create a comprehensive database as to ease up monitoring and further, to ease up education policy-making process. Ruangguru has also become a trusted service and product provider for students. Proven by the fact that 1.7 million students, from all levels, have joined and take advantage of service offered, ranging from subscription learning videos, private tutoring marketplace, on-demand tutoring services, online exam tryouts, and more.

In accordance with its Vision and Mission, PT Ruang Raya Indonesia or commonly known as Ruangguru always performs role and function as a company in the field of online-based technology that bridges students, teachers, and government in education. Ruangguru became one of the biggest technology and education start-ups in Indonesia, Ruangguru has been named a recipient of numerous awards like UNICEF, KINSES 2016, BUBU Award, and Google Launchpad in 2016. Ruangguru is indeed growing and becoming more known by the public because they had gained the values provided by Ruangguru's products and services.

2.2 Vision, Mission, and Objectives

The Vision and Mission of PT Ruang Raya Indonesia as follows;

2.2.1 Vision

To become a Start-up company that is able to improve the quality of education system in Indonesia especially through technology.

2.2.2 Mission

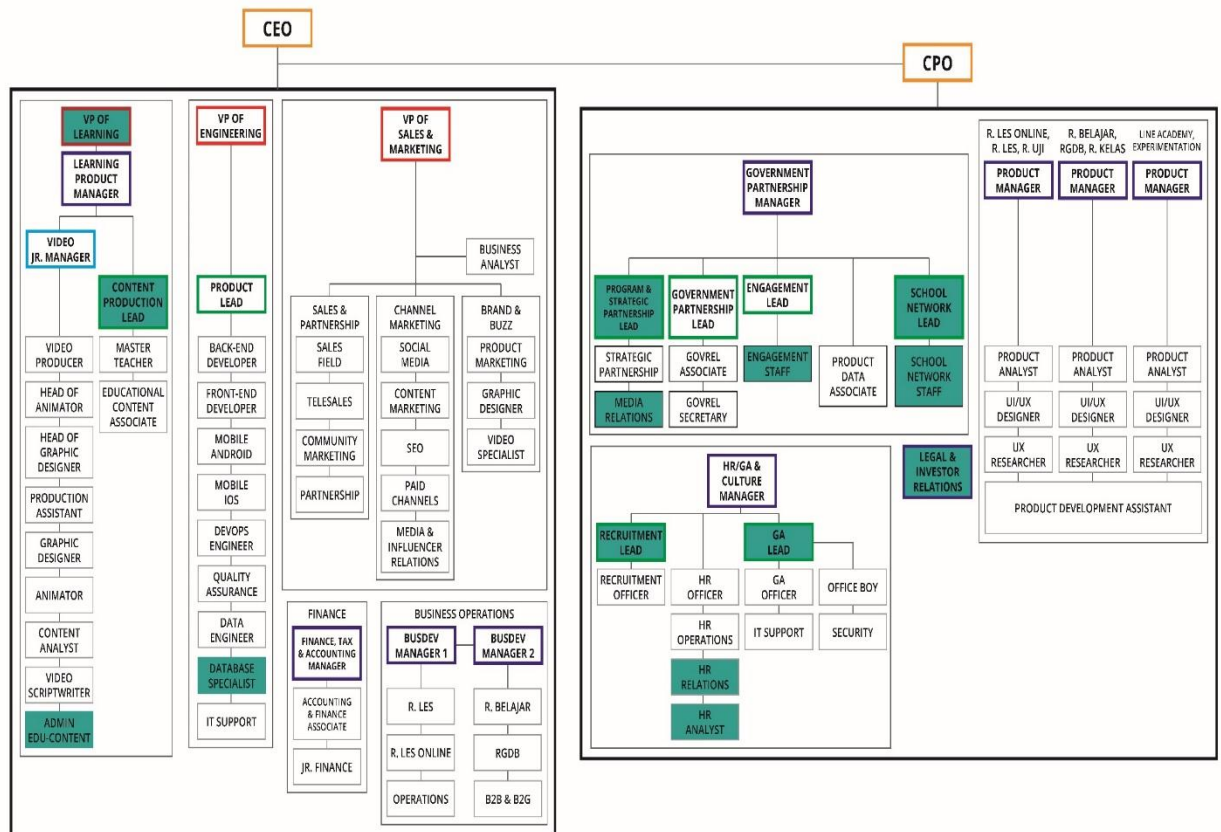
1. Provide solution for education in Indonesia by creating Learning Management System that is aide governments, teachers and students to achieve better quality education.
2. Provide the best teaching system through technology by getting qualified teachers.
3. Cooperate with local government in realizing the quality of good education in Indonesia with technology.
4. Good quality learning content for students and teachers.

2.2.3 Objective

Ruangguru is committed to become a partner for local governments to provide quality education through the Learning Management System (LMS), where stakeholders, from government officials, teachers and students are provided with a system where data

pertaining to education is easily managed to suit the unique needs of each stakeholder, that would help them to gain incredible insights and understanding of education and help shape education for the better. From this, we can see a higher purpose than just being a premium start-up for -profit company, and view Ruangguru as benefiting actor in the middle of the society.

2.3 Organization Chart



2.4 Core of Organization Activity

Established in 2014, Ruangguru is a technology culture company focused in tackling education problems, especially of data management, by providing services and products of Learning Management System, aimed at elementary, middle, and high school students in Indonesia. The system is aimed to create pool of data that is easily accessible and customized to unique needs of each stakeholders. The ease would help each stakeholder to form a sound judgment and consideration before forming and executing any decision or

formulating policies. Ruangguru also offers subscription study videos, private tutoring marketplace, on-demand tutoring services, online exam tryouts, and more.

2.5 Product and Services

2.5.1 RuangUji

An online tryout tool which is similar to UNBK, equipped with discussion, topic mastery analysis, and time management. This service has been used in more than 30 provinces in Indonesia. The product can be used anytime, anywhere and can flexibly be accessed from computer, laptop, tablet and smartphones. The examinations that can be taken are National Examination, School Examination, Semester Examination, for elementary through high school students, University Entrance Examination (SBMPTN) for high school students and Teacher's Competence Examination (UKG) for teachers.

One advantage that distinguish RuangUji from its competitor is the fact that Learning Management System is embedded in the product. The result of the examinations taken by the students, can be accessed by teachers and headmasters. The data can also be sorted by the simplest to the largest indicator. The students can see their own score, while teacher is granted to access his students in the school. On the other hand, government officials can sort the data of all the students who are registered under their authority. The customized scope of data management, would greatly help each stakeholder to draw conclusion from a significantly big data, which would help them to create for a better decision and policies.

Perks also are provided for students. This product is also equipped with analytical platform, which can help students to track which topic they are good at, and what topics they need to study more. This greatly help students to customize their study time to acquire the best and most optimal result from their learning activities. This product also offers time management feature, that would help students to be aware of time spent in each of topical question which will be helpful to be used as benchmark when the student does the real examination. This product is offered free to students, schools and government officials as part of CSR and cooperation program of Ruangguru.

2.5.2 RuangBelajar

This product offers the students with an innovative independent learning tools packaged in learning journey consisting of videos, quizzes, summaries, and practice

questions. The product itself is a merge of two discontinued Ruangguru's products of RuangVideo which focused online concept video and RuangLatihan which basically is a bank that house tens of thousands of questions sorted into subjects and topics. This product is a premium of Ruangguru, which can be accessed once the student has bought account for specified education level.

2.5.3 RuangLes

RuangLes is a service platform created with an aim to become the marketplace where students meet potential private tutors. With this service, student can actually 'order' and design their own curriculum that would work best for them. To use this service, the student will be charged certain fee determined based on the grade of the chosen teacher. Tutors that are granted the opportunity to 'hunt' for student in RuangLes are of excellent background professionally and academically.

2.5.4 RuangLesOnline

RuangLesOnline is a product of PT Ruang Raya Indonesia which aims to make it easier for consumers to use learning consultancy service through Ruangguru Mobile Application feature. To use this service, the consumer must purchase Token with a nominal value specified in the Ruangguru Mobile Application. RuangLesOnline is very easy to use, because it is simple, effective yet can be done anywhere, anytime without any limitation of the location of both the student and the teacher.

2.5.5 Ruangguru Digital Bootcamp

Ruangguru Digital Bootcamp is an intensive, innovative UN or SBMPTN distance learning program conducted online with materials that are in accordance with the national standard. This program consists of several elements, among others:

1) Study Group Chat

Group chat LINE, which comprises a group of different subjects consisting of a maximum of 20 students for discussion over questions and materials, as well as opportunities for students to consult with the teacher about their major problems. Teachers come from reputable universities throughout Indonesia. 1 group is meant for only 1 subject.

2) Periodic Tryouts

Periodical online exam is conducted to measure student achievement. The exam results are accompanied by analysis of vulnerability topics and can be accessed via computer or smartphone.

3) Innovative materials in accordance with national standardization

Ruanguru Digital Bootcamp teaching material is based on the applicable standards of Kemendikbud and is packed in creative forms, such as puzzles, comics, and so on.

2.6 Review on the Organization Growth Trend

As a start-up, Ruanguru's existence is considered of importance. Forbes (2017) has listed Ruanguru as the largest marketplace for private tutoring in Indonesia—connecting prospective students with over 80,000 private tutors. Ruanguru has raised a Series A round of funding from Venturra Capital with 1,600,000 users and a community of around 300,000. The company is becoming more popular and seen as a new breakthrough for business by engaging with government directly for its long-term goal and social contribution. In 2017, both founders have the privilege to have discussion directly with Indonesian President, Jokowi, delivering their ideas on the management of start-up in field of education. As the follow-up of the meeting with president, Ruanguru has further discussion with Indonesian Economic Creativity Body—a non-governmental institution under the supervision of governmental body of ministry of tourism with direct responsibility to the President, talking about the opportunity to have collaborations with governments in other sectors aside from the Ministry of Education and Culture.

CHAPTER III

INTERNSHIP ACTIVITIES

Ruangguru has been very consistently and closely working with both national and local government—across departments. The collaboration is vital not only to help the company boosting its growth but also to sustain its impact to Indonesia’s public and private education system. Therefore, unlike many other start-ups, Ruangguru has a specific department which is responsible to build collaboration and meaningful relationship with the government bodies and their officials. As an intern in Government Relations, I performed several activities:

1. Assisting in maintaining the relations of company with State Education Department in NAD, South Sumatera, Jambi, West Sumatera, Muhammadiyah of West Java by providing work report and progress annually,
2. Engaging with school parties to promote company's programs,
3. Performing secretarial jobs such as cleaning up data and making phone call to follow up school principals after workshop,
4. Conducting research on educational programs in urge to develop education quality based on technology that is potentially organized by the company,
5. Assisting the team in drafting a solution to improve account distribution of Ruangguru at schools,
6. Conducting research on regions from Kalimantan Island, West Sumatera, Papua and West Papua that are quite impossible to have school visit and partner with Ruangguru,
7. Arranging itinerary and travel budget for Ruangguru's Roadshow to 33 provinces in Indonesia,
8. Engaging with Principal Consultative Assembly to schedule the upcoming roadshow.

CHAPTER IV

PERSONAL RESULTS/ EVALUATION/ POINTS LEARNED

4.1 Personal Result

Real work experience in Start-up Company

Joining Ruangguru as an intern gives me the opportunity to experience the process and development of a company from the start. The internship teaches me more about how it would be to have career in a start-up. In this matter, this internship is a way to test drive possible jobs and explore different career options for my future.

Networking

This internship gives me the opportunity to be in the same room with people from different background. By interacting with them, I gain new connections and learn how to communicate in a work field. Personally, my internships have introduced me to a lot of valuable persons who have the same study background that somehow expand my circle of academic discussion.

Resume Builder

As a college student, I know the importance of a strong resume. Without a solid resume it can be tougher to be considered for a position. That said, this internship is a valuable experience that will enhance my resume quality. Internships are key to building experience as a student or recent graduate. Employers are much more likely to hire someone with internships and work experience rather than someone with a generic resume, lacking experience.

Time Management

Interns perform just like other colleagues; especially in terms of time management. Time management is vital in every circumstance.

4.2 Evaluation

Evaluation is needed to find the strengths and weaknesses to make improvement in the future. Experiencing 2 months internship, some points are highlighted:

- 1) Being well-prepared is important specially to familiarize ourselves with the company where we will work. As in my case, I realized that I lacked preparation on my first day working. I did not really know what I should bring to the office, while interns must bring their own laptop, so it concerned me since I could not assist my supervisor effectively in my first day.
- 2) Being active and enthusiastic is required to comply with the new environment as it would help to find my place in the company and gain valuable knowledge directly from the source persons.

4.3 Points Learned

Lesson-learned during two-month internship in Ruangguru:

- 1) Knowing how a start-up works in building partnership with government
- 2) Practicing negotiating skill in dealing with stake holders to succeed company's program
- 3) Learning how to draft corporate-like solutions,
- 4) Having a better insight of education condition in Indonesia,
- 5) Learning how to organize a roadshow involving state officials,
- 6) Learning how to perform a good promotion through presentation during the briefing of Roadshow.



ASEAN CENTRE FOR ENERGY (ACE)

CHAPTER V

ACE'S COMPANY PROFILE

5.1 History of Organization

Established on 1 January 1999, the ACE is an independent intergovernmental organization within the Association of Southeast Asian Nations' (ASEAN) structure that represents the 10 ASEAN Member States' (AMS) interests in the energy sector. It is established by Brunei, Cambodia, Indonesia, Laos, Myanmar, Philippines, Singapore, Thailand and Vietnam and guided by Governing Council composed of the Senior Officials on energy of the ASEAN Countries and a representative from the ASEAN Secretariat. The core funding is provided by an Energy Endowment Fund established from equal contributions of the ten-member countries.

As host country, Indonesia provides Headquarter facilities and other amenities at the ACE building in the compound of the Directorate-General for Electricity and Energy Development of the Indonesia Ministry of Energy and Mineral Resources. The Centre is envisioned to be a catalyst for the economic growth and development of the ASEAN region by initiating, coordinating and facilitating regional as well as joint and collective activities on energy. To realize this vision, the Centre will accelerate the integration of energy strategies within ASEAN by providing relevant information and expertise to ensure that over long term, necessary energy development policies and program are in harmony with the economic growth and the environmental sustainability of the region.

On the 4th of January 1999, the commitments, responsibilities, liabilities, and assets of the 10-year long ASEAN-EC Energy Management Training and Research Centre (AEEMTRC) were handed over to the ASEAN Centre for Energy (ACE) in a simple ceremony held at the new ACE Headquarters in Kuningan, Jakarta, Indonesia.

Since its establishment, ACE has been instrumental in preparing the ASEAN Plan of Action for Energy Cooperation 1999-2004, a plan that us assiduously implemented by ASEAN's specialist organizations in the field of energy, ACE facilities and coordinates the work of these specialist organizations, including the Forum of Heads of ASEAN Power Utilities/ Authorities (HAPUA), the ASEAN Council on Petroleum (ASCOPE), the ASEAN Forum on Coal (AFOC), the Energy Efficiency and Conservation Sub-sector

Network (EE&C-SSN) and the New and Renewable Sources of Energy Subsector Network (NRE-SSN). The major program under this plan are:

- 1) ASEAN Power Grid;
- 2) Trans-ASEAN Gas Pipeline;
- 3) Coal and Clean Coal Technology Promotion;
- 4) Energy Efficiency and Conservation Promotion;
- 5) New and Renewable Energy Development;
- 6) Energy Policy and Environmental Analysis; and Civilian Nuclear Energy.

5.2 Vision, Mission, and Objectives

5.2.1 Vision

To be a catalyst for the economic growth and development of the ASEAN region by initiating, coordinating and facilitating regional as well as joint and collective activities on energy.

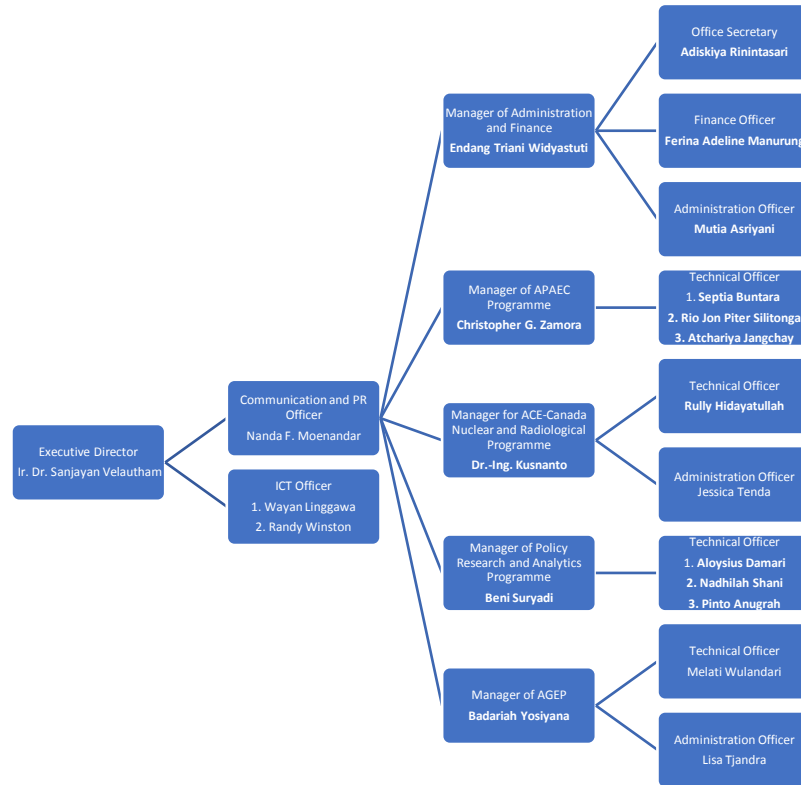
5.2.2 Mission

The ACE will accelerate the integration of energy strategies within ASEAN by providing relevant information state-of-the-art technology and expertise to ensure that over the long term, necessary energy development policies and programs are in harmony with the economic growth and the environmental sustainability of the region.

5.2.3 Objectives

To accelerate the integration of energy strategies within ASEAN by providing relevant information and expertise to ensure the necessary energy policies and program are in harmony with the economic growth and the environmental sustainability of the region.

5.3 Organisation Chart



5.4 Core of Organisation Activity

ACE assumes a central role in the ASEAN energy sector. It works closely with energy authorities/ministries in the 10 AMS called the Sub-sector Networks (SSN) and the Specialised Energy Bodies (SEB), as well as with the ASEAN Secretariat which acts as the custodian and administrator of the Endowment fund. Together, they implement the ASEAN Plan of Action for Energy Cooperation, which serves as a blueprint for better cooperation towards enhancing energy. Keeping the region’s development sustainable and environmentally friendly is an important concern of ASEAN’s energy sector. This concern is shared as a common theme of each Sub-Sector Network in implementing its programmes.

The three critical roles of the ACE:

- 1) As an ASEAN energy think tank to assist the AMS by identifying and surfacing innovative solutions for ASEAN's energy challenges on policies, legal & regulatory frameworks and technologies.
- 2) As a catalyst to unify and strengthen ASEAN energy cooperation and integration by implementing relevant capacity building programmes and projects to assist the AMS develop their energy sector.
- 3) As the ASEAN energy data centre and knowledge hub to provide a knowledge repository for the AMS.

5.5 Review on the Organization Growth and Trend

ACE ever since its establishment has managed to become the catalyst of energy cooperation and integration among member states by providing knowledge and relevant capacity building programs. Getting into the system as being the intern, it has come to my concern that as a research center which aims for the greater good of energy security in AMS, the ACE is more into technical things while energy security is basically a multidisciplinary study that requires social science in the formulation of policy.

CHAPTER VI

INTERNSHIP ACTIVITIES IN ACE

6.1 Internship Job Description

As an intern in Communication and Public Relations, I am responsible to support the ACE in its communication activities, and support multiple communication channels, as well as those of the ASEAN-German Energy Programme (AGEP) when necessary. The tasks I have performed during my internship are as below:

- 1) Assisting in editing articles or materials for website and/or publications
- 2) Updating diverse online platforms belonging to ACE (and AGEP when necessary):
 - a. www.aseanenergy.org
 - b. facebook.com/aseanenergy
 - c. twitter.com/ASEAN_Energy
 - d. www.facebook.com/sustainableenergyforasean
- 3) Under the supervision of ACE Communication/Public Relations Officer, assisting the development and circulation of relevant promotional materials related but not limited to: ACE webinars; ACE conferences/workshops; ACE publications.
- 4) Assisting with the necessary coordination processes to produce publications/materials, and/or to organize events in accordance with ACE and/or its counterparts' standard/s.
- 5) Media monitoring and updating information related to the media.
- 6) Assisting other administrative tasks related to communication/public relations as requested by Supervisor.

CHAPTER VII

PERSONAL RESULTS/ EVALUATION/ POINTS LEARNED IN ACE

7.1 Personal Results

Real world experience

Joining ACE as an intern gives me the opportunity to work hands on in a professional environment partnered with people from multicultural background. As an intern I am not just there to get coffee or run errands, but I gain actual work experience. The internship teaches me more about the career path I plan to pursue. In this matter, I believe this internship is a way to test drive possible jobs and explore different career options for my future.

Networking

This internship gives me the opportunity to attend meetings and events. By interacting with professionals, I gain new connections and learn how to communicate in a professional environment. Personally, my internships have introduced me to a lot of useful resources and have given me the opportunity to meet a variety of professionals. It expands my networking that would help me acquire references and find new job opportunities.

Resume Builder

As a college student, I know the importance of a strong resume. Without a solid resume it can be tougher to be considered for a position. That said, this internship is a valuable experience that will enhance my resume quality. Internships are key to building experience as a student or recent graduate. Employers are much more likely to hire someone with internships and work experience rather than someone with a generic resume, lacking experience.

Time Management

Interns perform just like other colleagues; especially in terms of time management. As I was working in a fast-paced professional environment I need to know every minute counts. Time management is vital in every circumstance whether I am attending meetings, finishing tasks on deadlines, and making phone calls.

Career Foundation

This internship provides me with the building blocks I need for my future as it helps me to set the foundation for my career. I managed to choose internships based on my interests and career prospects, so I would have the opportunity to get my foot in the door with a company in accordance with my interests.

7.2 Evaluation

Performing the internship program in ACE for 5 months, I conclude that the program by ACE has met my expectation in which they could provide me a place to learn and develop both interpersonal and professional skills. However, some points are made to know the weakness and strength for better planning in my future:

- 1) During my first month in ACE, I found it difficult to adjust with the people and mostly hanging on my on-site supervisor while I was expected to have direct communication with other colleagues for the jobs assigned. The feedbacks from my supervisor have motivated me to open myself in communicating with others.
- 2) Experiencing working environment for the first time, I had no idea how to make everything on track. In overcoming this, I realized it is very important to plan for the everyday routine.
- 3) Being active and enthusiastic is required to comply with the new environment as it would help to find my place in the institution.

7.3 Points Learned

Things gained as lesson-learned during my internship in ACE are as follows:

- 1) The assignment to edit the articles and blogposts gives me the best practice to improve my English writing skill as the feedback is always provided afterwards.
- 2) Editing the articles which are basically the summary of events ACE's representatives have attended gives me the update on ASEAN condition, activity, and progress in energy sector.
- 3) All the projects assigned opens the door for me to work with other colleagues, build communication and network that in one way or another helps me to improve my interpersonal skills.

- 4) Doing general media monitoring is very useful since it helps me conducting research on energy in ASEAN referring to my plan to write thesis about energy security.
- 5) Involving in AGEP provides me a useful information on the multilateral cooperation of ASEAN countries with Germany.
- 6) Improving communication skills with the state's officials.
- 7) Practising accuracy on the details since I was assigned to help the revision process.
- 8) Knowing the right process to have publications published especially the process with the National Library of Indonesia.
- 9) Improving English writing skills.
- 10) Having knowledge on how a team works on the bigger scale of project as in ASEAN-German Energy Programme (AGEP).

CHAPTER VIII

RECOMMENDATIONS

8.1 Recommendation for President University

President University has appeared with a very good idea aiming to prepare its graduates to be competent and versatile through the internship program that is incorporated with the academic curricular. However, some improvements need to be pursued to meet the students' expectations:

1. The university should set the period of internship with the clear terms and references.
2. Any decisions issued by International Career Centre (ICC) should consider the needs and conditions of the students at the very first place.
3. ICC as the sole body which manages the internship program should be more active in assisting students throughout the process of internship especially in providing information for the vacancies.

8.2 Recommendation for Institutions

The overall internship program in Ruangguru is very interesting and challenging. Appreciations and supports went to the interns were at its best. However, the company should set certain workflows in performing interns' jobs and duties to help streamline and automate repeatable tasks, minimizing room for errors and increasing overall efficiency. As I experienced two months internship in Ruangguru, I found my jobs were not clear and organized each day. In performing my job, I mostly continued what my supervisor has not done so there were redundant jobs sometimes and it made me less productive.


In ACE, I felt different atmosphere as it was more professional. The program offered by the institution has met my expectations, however, one recommendation as room for improvement for ACE's internship program will be ACE should engage with universities to promote its internship program. As I became an intern in ACE, the difficulty to have interns has come to their concern. The same went in my case to find the vacancy in ACE. Having partnership with academic institutions will become the most possible solution.

REFERENCES

Energy, A. C. (2017). Retrieved from ASEAN Centre for Energy: <http://www.aseanenergy.org/>

Ruangguru. (2014). Retrieved from Ruangguru: <https://ruangguru.com/>

APPENDICIES



ICC
PRESIDENT
UNIVERSITY

Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: PT Ruang Raya Indonesia
Supervisor's Name and Title	: Hanna Vanya
Department	: Government Relations
Working Hours	: 9 Hour/Day
Report Period	: 2017-05-15 - 2017-06-15

A. Describe your principal assignments, responsibilities, for the past two weeks

(1) Assisting in maintaining the relations of company with State Education Department in NAD, South Sumatera, Jambi, West Sumatera, Muhammadiyah of West Java by providing work report and progress annually,

(2) Engaging with school parties to promote company's programs,

(3) Performing secretarial jobs such as cleaning up data and making phone call to follow up school principals after workshop,

(4) Conducting research on educational programs in urge to develop education quality based on technology that is potentially organized by the company

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development


(1) Knowing how a start-up works in building partnership with government

(2) Practicing negotiating skill in dealing with stake holders to succeed company's program

C. Describe problems or challenges encountered during the week and how you resolved/minimized them

The problem occurred during the first week as I have not yet got a specific job to do and I mostly waited for my supervisor to hand me assignments and in overcoming this situation I came to offer help and after that my supervisor would assign me jobs to do.

Submitted by




NUR AFNI DAMANIK

Name of intern

Date: 14 July 2017

Read and acknowledged by



HANNA VANYA

On Site Supervisor

Duly Stamped

Date: 14 Juli 2017

Internship Monthly Progress Report | ICC President University

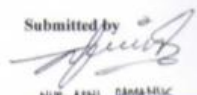
Figure 1. Monthly Report May-June



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: PT Ruang Raya Indonesia
Supervisor's Name and Title	: Hanna Varya
Department	: Government Relations
Working Hours	: 9 Hour/Day
Report Period	: 2017-06-15 - 2017-07-15

- A. Describe your principal assignments, responsibilities, for the past two weeks
- (1) Assisting the team in drafting a solution to improve account distribution of Ruangguru at schools,
 - (2) Conducting research on regions from Borneo Island, West Sumatera, Papua and West Papua that are quite impossible to have school visit and partner with Ruangguru,
 - (3) Arranging itinerary and travel budget for Ruangguru's Roadshow to 33 provinces in Indonesia,
 - (4) Engaging with Principal Consultative Assembly to schedule the upcoming roadshow.
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development
- (1) Learning how to draft corporate-like solutions,
 - (2) Having a better insight of education condition in Indonesia,
 - (3) Learning how to organize a roadshow involving state officials,
 - (4) Learning how to perform a good promotion through presentation during the briefing of Roadshow.
- C. Describe problems or challenges encountered during the week and how you resolved/minimized them
- I encountered a challenge during the process of drafting solution since our solution was not approved and we had to improve by having a further discussion.

Submitted by 
Name of intern
Date: 15 July 2017

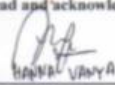
Read and acknowledged by 
On Site Supervisor
Duly Stamped
Date: 14 July 2017

Figure 2. Monthly Report June-july



Form No	ICC/83/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: ASEAN Centre for Energy
Supervisor's Name and Title	: Nanda Febriani Moenandar
Department	: Communication and PR
Working Hours	: 9 Hour/Day
Report Period	: 2017-07-17 - 2017-08-17

A. Describe your principal assignments, responsibilities, for the past two weeks

- (1) Assisting in editing articles for ACE's website for the events below:
 - a. USAID Workshop: Increasing Grid-Connected Renewable Energy through Improved Training
 - b. The 3rd ASEAN Petroleum Security Agreement (APSA) Task Force Phase II Meeting
 - c. The Regional Energy Policy and Planning Sub-Sector Network (REPP-SSN) Annual Meeting
 - d. 18th ASEAN Senior Officials Meeting on Energy (SOME) – Ministry of Economy, Trade, and Industry (METI)
- (2) Assisting in editing several blogposts for ACE's website such as:
 - a. Opportunity for Indonesia in Electricity Subsidy Reform
 - b. ASEAN Nuclear Series Part II
- (3) Updating Twitter and Facebook belonging to ASEAN Centre for Energy (ACE) to promote:
 - a. ASEAN Power Cooperation Report
 - b. Summary of event of the 3rd East Asia Summit Clean Energy Forum
 - c. Summary of event of ACE-USAID 2nd Workshop on RE Incentives
- (4) Assisting the development and circulation of ACE's publications such as:
 - a. ASEAN 50 Leaflet
 - b. ASEAN Energy Cooperation Report 2017
- (5) Assisting in the preparation of ASEAN Energy Business Forum (AEBF) 2017 hosted by ACE in several ways such as:
 - a. Finding some references for Gimmicks/ Souvenirs
 - b. Following up sponsorship invitation with PLN, Pertamina, Adaro, and Bukit Asam
 - c. Following up with Mr. Sri Raharjo, Director of Mineral & Coal Program Ministry of Energy & Mineral Resources, Government of Indonesia to be a speaker in AEBF 2017.
- (6) Writing Minutes of Meeting of the 10th ASEAN-German Energy Programme (AGEP) Joint Team Meeting.
- (7) Assisting in arranging the administration of ASEAN and ACE's representatives to China-ASEAN Energy Planning & International Cooperation Seminar 2017.
- (8) Doing follow up with Mr. John Quirke, ASEAN Regional Director on the publication of the interview between Invest ASEAN and ACE's Executive Director.
- (9) Updating ACE Media Contact List
- (10) Conducting general media monitoring

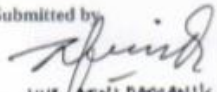
Figure 3. Monthly Report July-August

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

- (1) The assignment to edit the articles and blogposts gives me the best practice to improve my English writing skill as the feedback is always provided afterwards.
- (2) Editing the articles which are basically the summary of events ACE's representatives have attended gives me the update on ASEAN condition, activity, and progress in energy sector.
- (3) All the projects assigned opens the door for me to work with other colleagues, build communication and network that in one way or another helps me to improve my interpersonal skills.
- (4) Doing general media monitoring is very useful since it helps me conducting research on energy in ASEAN referring to my plan to write thesis about energy security.
- (5) Involving in AGEP provides me a useful information on the multilateral cooperation of ASEAN countries with Germany.

C. Describe problems or challenges encountered during the week and how you resolved/minimized them

The challenge came as I need to find my place within the organisation. I was new with everything here so I was not sure what my duties were and where I could be of assistance. The way I overcame this was by setting the assignments from my supervisor into my own routine like I would start my morning by doing media monitoring and after that I would go and find my supervisor to ask if I was needed for assistance or I would start by doing assignments prioritised by my supervisor and continue with media monitoring each day.

Submitted by

Name of Intern
Date: 29/11/17

Read and acknowledged

On Site Supervisor
Duly Stamped
Date: 29/11/17

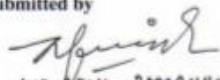

Figure 4. Monthly Report July-August



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: ASEAN Centre for Energy
Supervisor's Name and Title	: Nanda Febriani Moenandar
Department	: Communication and PR
Working Hours	: 9 Hour/Day
Report Period	: 2017-08-17 - 2017-09-17

- A. Describe your principal assignments, responsibilities, for the past two weeks**
- (1) Continuing to assist the preparation of ASEAN Energy Business Forum (AEBF) 2017, an annual event hosted by ACE by doing follow-up with Ministry of Energy of Indonesia regarding its presence on the said event.
 - (2) Continuing to assist the development and circulation of ACE's publications: ASEAN 50 Leaflet and ASEAN Energy Cooperation Report 2017 by having back-to-back revision process with the designer. Another publication on the list is the 5th ASEAN Energy Outlook (AEO 5).
 - (3) Assisting the document submission process to National Library of Indonesia to get the International Standard Book Number (ISBN) for the 5th ASEAN Energy Outlook and ASEAN Energy Cooperation Report 2017.
 - (4) Updating ACE media contact list.
 - (5) Assisting in editing articles for ACE's website for the summary of event: Energy Security on Oil Capacity Building in Tokyo.
 - (6) Attending the 11th ASEAN-German Energy Programme joint team meeting.
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development**
- (1) Improving communication skills with the state's officials.
 - (2) Practising accuracy on the details since I was assigned to help the revision process.
 - (3) Knowing the right process to have publications published especially the process with the National Library of Indonesia.
 - (4) Improving English writing skills.
 - (5) Having knowledge on how a team works on the bigger scale of project as in ASEAN-German Energy Programme (AGEP).
- C. Describe problems or challenges encountered during the week and how you resolved/minimized them**
- The challenge existed as I was unsure of myself throughout the first 2 months here and often only relying on my supervisor. As she advised me to approach everyone and get along with the environment, slowly but surely I could overcome this challenge.

Submitted by

NUR AFNI DAMANIK
Name of Intern
Date: 2017/11/17

Read and acknowledged by

On Site Supervisor
Duly Stamped
Date: 2017/11/17

Internship Monthly Progress Report | ICC President University

Figure 5. Monthly Report August-Sept



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: ASEAN Centre for Energy
Supervisor's Name and Title	: Nanda Febriani Moenandar
Department	: Communication and PR
Working Hours	: 9 Hour/Day
Report Period	: 2017-09-17 - 2017-10-17

- A. Describe your principal assignments, responsibilities, for the past two weeks**
- (1) Continuing to assist the preparation of ASEAN Energy Business Forum (AEBF) 2017, an annual event hosted by ACE by doing follow-up with Ministry of Energy of Vietnam.
 - (2) Continuing to assist the development and circulation of ACE's publications: ASEAN 50 Leaflet and ASEAN Energy Cooperation Report 2017, the Fifth ASEAN Energy Outlook (AEO 5), and ASEAN-German Energy Programme (AGEP) Newsletter.
 - (3) Assisting in editing an online publication for Clean Coal Technology.
 - (4) Assisting in promoting AEBF during the event through Facebook and Twitter.
 - (5) Assisting in editing articles for ACE's website for the events below:
 - a. The 1st Workshop of ASEAN-Japan Energy Efficiency Partnership (AJEEP) Scheme 3 in Lao PDR
 - b. The 1st Workshop of ASEAN-Japan Energy Efficiency Partnership (AJEEP) Scheme 3 in Cambodia
 - c. The 14th ASEAN+3 (China, Japan, Korea) Ministers on Energy Meeting (AMEM+3)
 - (6) Writing Minutes of Meeting of the 12th Brainstorming Session of ACE.
 - (7) Attending the 12th AGEPE Joint Team Meeting.
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development**
- (1) Gaining knowledge on renewable energy and energy efficiency through the brainstorming session.
 - (2) Improving English writing skills.
 - (3) Improving communication skills with state's officials abroad.
- C. Describe problems or challenges encountered during the week and how you resolved/minimized them**
- The challenge happened during the absence of my supervisor to organise the AEBF event in Manila since I did not have a lot of assignments to do. After I finished with media monitoring and there was no assignment given, I would find myself doing nothing for three days since I could not go and find my supervisor at the office to ask where I could assist.

Submitted by

NUR AFNI DAMANIK
Name of intern
Date: 29/11/17

Read and acknowledged by

On Site Supervisor
Duly Stamped
Date: 29/11/17

Figure 6. Monthly Report September-October



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Nur Afni Damanik
Company's Name	: ASEAN Centre for Energy
Supervisor's Name and Title	: Nanda Febriani Moenandar
Department	: Communication and PR
Working Hours	: 9 Hour/Day
Report Period	: 2017-10-17 - 2017-11-30

A. Describe your principal assignments, responsibilities, for the past two weeks

- (1) Assisting in the preparation of Singapore International Energy Week (SIEW) 2017 where ACE will have its roundtable session by making digital announcement.
- (2) Promoting ASEAN-German Energy Programme (AGEP) Newsletter through Facebook and Twitter.
- (3) Promoting the upcoming Webinar Series.
- (4) Writing the 14th Minutes of Meeting of AGEP Joint Team Meeting.
- (5) Updating ACE media contact lists.
- (6) Assisting in editing articles for ACE's website for the events below:
 - a. General Electric—One Belt One Road (OBOR) Event
 - b. Training on Renewable Energy Best Practices
 - c. The 12th Energy Conservation Workshop under ASEAN-Japan Energy Efficiency Partnership (AJEEP)
 - d. The 8th ASEAN Energy Regulatory Network Meeting
 - e. Energy Statistics for ASEAN Countries
- (7) Assisting in editing several blogposts:
 - a. Status and Challenges Towards Regional Integration for Gas and Electricity
 - b. Energy Self-Sufficiency in ASEAN
- (8) Participating in ACE Seminar in Binus University and having chance to share and promote internship programme in ACE.
- (9) Assisting the ACE-Canada Nuclear and Radiological Programme Administrative Support (NRPAS) Workshop conducted in Park Lane Hotel, Jakarta, 21-22 November 2017.
- (10) Having a farewell presentation attended by ACE and AGEP colleagues.

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

- (1) Knowing how to utilise Mailchimp as an application to blast information.
- (2) Having experienced the workshop with participants from countries' representatives and International Organisation, I learned better event management in the bigger scale.
- (3) During my presentation, I got several feedbacks to improve myself quality.

Internship Monthly Progress Report / ICC President University

Figure 7. Monthly Report October-November

C. Describe problems or challenges encountered during the week and how you resolved/minimized them

I encountered a challenge by the time I was asked to give presentation in front of the colleagues. To overcome, I tried to have everything well-prepared. I was nervous at the first time but it went well.

Submitted by

NUR AENI DAMALIK

Name of intern

Date: 29/11/17

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 29/11/17

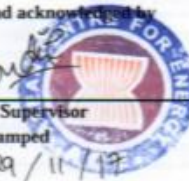


Figure 8. Monthly Report October-November



Figure 9. The founders of Ruangguru



Figure 10. On-site supervisors in Ruangguru



Figure 11. Photo session with ACE's colleagues taken after the presentation



*Figure 12. ACE's Executive Director
Dr. Sanjayan Velautham*



Figure 13. On-site supervisor



Figure 14. ASEAN-German Energy Programme (AGEP)'s colleagues