

**INTERNSHIP FINAL REPORT**



**PRESIDENT UNIVERSITY**

**IN**

**CV SUBUR JAYA**

**Agung Nugraha**

**Information Systems**

**012201805040**

# LETTER OF INTERNSHIP COMPLETION

## SURAT KETERANGAN


Yang bertanda tangan di bawah ini menerangkan bahwa

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NIM : 012201805040  
Institusi/PT : President University

Adalah benar pernah bekerja pada CV. Subur Jaya sebagai IT Staff dari tanggal 1 Mei 2019 sampai tanggal 31 Agustus 2019.

Demikian surat keterangan ini saya buat dengan sebenar-benarnya agar dipergunakan dengan sebaik-baiknya.

Bogor, 25 September 2019

  
Saiful Yusuf  
General Manager

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## **PREFACE**

First and foremost, I would like to give thanks to God, who has allowed me the opportunity to do the internship program. The internship program is being done as a requirement to finish the study in President University, and to obtain experience in the working environment. After the internship has been done, this report is made to document and describe about the activity done during May until August 2019 in CV Subur Jaya.

Afterwards, I would say thanks to Internship and Career Center (ICC) and CV Subur Jaya for the internship program that is was able to learn and experience the professional working environment.

I would also like to say thanks to my internship supervisor, Saiful Yusuf, and my internship mentor Dr. Tjong Wan Sen, S.T., M.T. for their advices and trust until the end of this internship period.

Last but not least, I would like to say thanks to all my lecturers from the Faculty of Computing, and to all my friends from batch 2016, 2017, and 2018 for all the fun times during the internship period.

# **CHAPTER I**

## **INTRODUCTION**

Internship is a program where a student fills the role in a company to work and get experience as a professional according to whatever the student studies for.

In President University, students are given the chance to experience the professional environment to prepare the students to the working life. Internship is provided during the end of the study semester to enhance the student's skill and provide working experience for the student to prepare them for the professional life. The experience would shape the student's mindset and give advantage during the period of job hunting after the student graduates from the university.

Commonly, big industries and corporates needs specialists on specific fields, and those jobs need professionals with previous experiences. Students with experiences from working during the internship period may find it easier to land a job in such conditions. Students who have attended several interview processes would also gain advantages during the job hunting processes because the students would have the gist of how the interviewer evaluates the interviewee and can prepare answers accordingly.

The internship is prepared under the supervision of Internship and Career Center (ICC) and it lasts for at least 16 weeks. During the internship period, students will be guided by the user in the company about the tasks, work ethics, and personal development. In those 16 weeks, the student's knowledge of the field would be greatly enhanced with experience, and students would have the opportunity to create networks with other professional.

CV Subur Jaya is one of the retail company that requires the expert resource of a system administrator, the existence of an intern with IT background would have a big impact in organizing their resources, because one expert can cover a lot of ground. According to the company, hiring an intern is more efficient and effective to accomplish goals and duties.

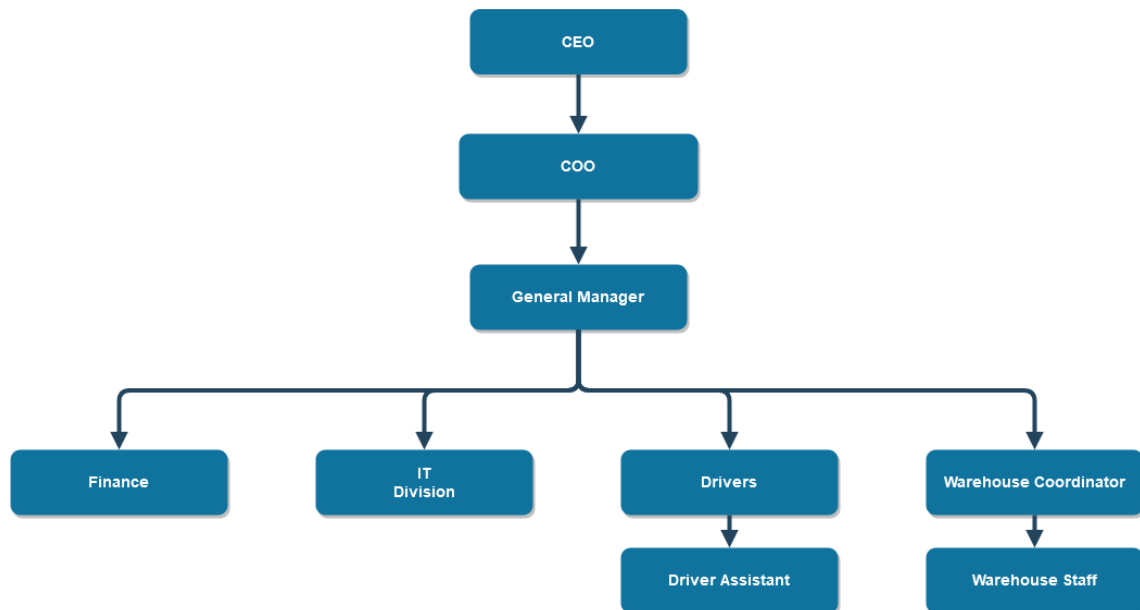
# CHAPTER II

## COMPANY PROFILE

### 2.1 History of the Organization

CV Subur Jaya was founded in 2011 originally as a supplier of staple commodities for households, but the business expands and focuses more on being the supplier of Danone's brand mineral water, Aqua. It was started from the big demand in Bogor region where Aqua was difficult to be distributed to small vendors in certain areas and housing clusters, Subur Jaya started to deliver Aqua to the remote vendors. The resulting sales were enough to keep the business running and expanding up until Subur Jaya became the main supplier of North Bogor City.

### 2.2 Organizational Chart



### 2.3 Core Organization Activities

CV Subur Jaya is a trading company that supplies mineral water and beverages from the factories to the vendors and shops around Bogor. Subur Jaya coordinates the supply route and timing so all customers receive their products on time and in good condition. Purchase are to be done in contracts, where factories would send the product on a daily basis and in timely manner, where sales are made in a phone call confirmation. All shipments from the factory are delivered by trucks into Subur Jaya warehouse, where the goods will be delivered to customers later by semi-trucks and pickups in a certain supply route.

## **2.4 Products and Services**

CV Subur Jaya mainly supplies packaged mineral water and other beverages to vendors and shops within the range of North Bogor. Some mineral water available in gallon form includes Aqua and Vit, while bottled water also includes Ades, and cup water also includes Yasmin, a local brand from Bogor. Other beverages also include the isotonic drink Mizone, flavored water Levite, and several local brands readily available to be delivered to vendors. Customers need to order by phone before products can be delivered. Most customers have their own schedule for delivery, but several vendors may run out of stocks earlier than the scheduled delivery schedule so customers need to verify if they need earlier delivery. Shipments cost no extra charge even when the customer is located far away from Subur Jaya because we aim to be able to reach people in need and to satisfy all of our customers. Subur Jaya also provide empty gallon loans, where vendors with limited amount of capital who passed several tests may be provided with several empty gallons to begin selling mineral water, the only condition is that the customer can only buy refills from Subur Jaya and they must pay for the gallons after several months.



# **CHAPTER III**

## **INTERNSHIP ACTIVITIES**

During my internship period in Subur Jaya, I was assigned as the sole person who manages the IT related field. The company wanted to start using computers to assist in doing transactions and to provide ease during stock keeping and securing the warehouse. The job description involves the work of programmers, database administrators, and IT operations job descriptions. Most of the work done during the day consists of keeping track of transactions, counting received and delivered goods, and sometimes join in on the delivery if there are no other people available. The work done during the evening would be calculating daily revenue, designing the database, setting up network and other infrastructure, designing ODOO to work with current business process, and data entry.

### **3.1 Activities, Methods, and Approaches**

1. Receiving goods is one of the main tasks during this internship, as the business can only perform if there are enough goods to be delivered. At the beginning, an order is placed by calling the salesperson in the factory, where they would set up a time for a delivery straight from the factory. Next, coordinating with the truck driver is crucial, because the road is quite small and the truck is large, thus a suitable timing is needed in order to have a smooth delivery. After the truck enters the warehouse, the warehouse staff would assist in unloading the shipment. Finally, a delivery order is signed and payment will be transferred to the factory.
2. Delivering goods is also a major task during the internship. The sales agreement usually made during a phone call with the client, where the client would request a delivery. Usually orders are to be shipped in the next day, but if the client requests to be shipped today and there are no ongoing orders, then a same day shipment can be done. Shipment starts by loading goods from the warehouse to the pickups, then a sales book is taken instead of delivery order. This ensures the flexibility of selling

the goods if the client requested to take fewer goods than the initial agreement. This also provide as a mean to record the sales if the delivery is to reach remote areas where the shops only buy 10-20 units of products per destination. After shipments have been finished, records are made into the book and the money is received. Then back in the warehouse, the entry would be entered into the ledger where all transactions are recorded.

3. Keeping track of transactions requires the intern to be very vigilant and calculating, since there are many cases of stock loss during this time. One part of keeping track is to watch the movement of the empty gallons, where the full gallons are unloaded during goods receive, and when empty gallons are loaded to the truck. The next one is keeping track on the load and unloading process of the delivery. The rest are simple calculations where the payment sent/received matches the amount of goods sold times price, then confirm the amount with the cash on hand. If there are any errors whether the client pays less than the amount, or there are missing gallon, then actions would be taken to correct the mistakes.
4. Calculating daily revenue is done after most deliveries are done in the day. Second calculation must be done to ensure that there are no errors being made, then count the physical money and match them with the previous calculations. At this point, stock counting is sometimes necessary if there are many gallons left in the warehouse. At the end of this process, the physical money would be deposited in an ATM into Subur Jaya bank account to prepare for tomorrow's delivery.
5. Designing the database for the existing bookkeeping system needs a prior knowledge to handle database efficiently. The database uses MySQL and a simple webpage to modify data. This previous system was built by a third party and is not made efficient due to the Subur Jaya business processes which are not similar to what the program was intended to do. Eventually this system is replaced with ODOO 12.
6. Setting up network is a good opportunity to exercise what have been learned in computer network class. It is a simple network which has one router, one webserver, one CCTV DVR, and several client devices. Since the devices which require cables is less than the amount of LAN ports available on the router, all

servers are connected directly to the router and WLAN handles the rest of the devices.

7. At one point during the internship, CCTV was considered as a choice to increase the security of the warehouse since there are missing goods even though proper caution has been exercised. The CCTV consists of a 4 channel DVR, 2 indoor units, 2 outdoor units, and a 512GB HDD. Placements of the CCTV camera units is determined by looking at the most vulnerable part of the warehouse. After CCTV has been placed, there has been no missing goods in the warehouse.
8. The final task made during the internship period is designing and deploying a new database to keep track of sales and deliveries. ODOO 12 is a good software which can be customized to follow Subur Jaya business process. Several implemented modules include the sales, purchasing, invoice, and warehouse.

## **CHAPTER IV**

### **PERSONAL RESULT / EVALUATION / POINTS LEARNED**

#### **4.1 Personal Result**

Internship enhances the knowledge provided by university with professional experience and the work ethics needed in the future. In this internship period, there are many theories applied which makes learning new things an enjoyable experience.

The internship period also gives me the heads up for preparations on facing work environment in the future. Through internship, I learn more about how to behave and to keep my attitude in the workplace. I also gain more knowledge about the organization, and gain the skills needed to prepare to work in other kinds of places. Through internship, I also learn how to be more responsible to the duties that has been given as an intern. I finish my duties properly without any errors. It also improves my interpersonal development in terms of initiative and discipline.

#### **4.2 Points Learned and Evaluation**

##### **A) Store Management**

Managing a store requires a strong problem-solving skill and interpersonal skills. This is reinforced by the fact that we are supposed to face human customers on every transaction. Human is very unpredictable and customer handling requires exceptional amount of patience, some of them say whatever they want or demands the impossible, but at the end of the day they are our customers and they need to be served. On the other hand, interpersonal skill is also required to negotiate prices, and to soften other people when making purchase orders so shipments can arrive on time. The other requirement is a strong management and planning skills. Each delivery is very dependent to traffic conditions whether it is a purchase or sales delivery. We need the ability to estimate whatever the traffic will be to ensure that each delivery comes in timely manner and can be sent to each customer without missing any single shipment.

## B) Network and Surveillance Device Installation

Subur Jaya has been running on a very minimal technology in the past years, they only needed one computer to keep track of transactions and to be the server for their database. After years of running business, the number of devices increase, surveillance devices were added, and also the demand of having internet in the office increases. This part of a task requires an understanding of computer network and good management and forecasting skills. The setup includes setting guest SSID, allocate guest bandwidth, determine guest IP range, and whitelist MAC address in the main SSID, looking for vulnerable spots in the office, determining whether device additions are necessary. All aspects are evaluated and thought thoroughly and decisions were made to improve the life within the organization.

## C) Database Management

Research and planning are the main learning focus in database management, because it requires the ability to explore the system and how it interacts with database. If the system is deemed unqualified then migration to newer systems must be planned and executed. One reason ODOO was chosen to be the replacement was because it is customizable enough instead of the current running incompatible system. Thus, good logical and reasoning skills are needed to improve the current running system.

## **4.3 Evaluation**

Internship in Subur Jaya is challenging because there were no previous IT department, although it proves to be a great training opportunity because we need to plan and think ahead of everything and were forced to mature in management skills. After the 4 months of internship period, I evaluate that there are many aspects of working and knowledge which I need to do research more and improve.

# **CHAPTER V**

## **RECOMMENDATION**

### **5.1 For the Company**

This internship opportunity has been a great chance for me to learn various skills and apply my knowledge into the machine that is currently running as Subur Jaya, but there are several points I need to mention.

More manpower is needed to achieve a good balance between receiving goods, delivery, and breaks.

Data entry staffs need to check how does the system work and try to understand what each field does, and try to understand what the sales record means before inserting the data.

Delivery staffs need to document sales properly, details are needed as to which shop is the 2 gallons buyer. Small shops need to be documented and identified uniquely.

### **5.2 For the University**

The internship program is an exceptional opportunity for students to obtain working experience and apply the technical knowledge obtained during the study in university, it is a good experience and nothing more can be said