



# **PRESIDENT UNIVERSITY**

**Internship Report for**

**PT. Mead Johnson Indonesia**

**Christina Sagala**

**Business Administration**

**015201100037**

**August, 2014**

## TO WHOM IT MAY CONCERN

This is to certify that:

Name	: <b>Christina Sagala</b>
ID Number	: 015201100037
Institution	: President University, Faculty of Business
Study Program/ Major	: Business Administration/Retail Business

**Christina** joined PT. Mead Johnson Indonesia as a Job Trainee in Medical Sales Department starting from 23 April until 23 July 2014. She had finished her Job Trainee program with Good result.

In this occasion, we would like to thank **Christina** for her contribution shown to our company and wish her best of luck in her future career.

Should anyone need further information about **Christina**, please do not hesitate to contact the undersigned directly.

Jakarta, 24 July 2014  
PT. Mead Johnson Indonesia



**Yuni Savitri**  
Human Resources Manager

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## PREFACE

First of all, I would like to thank God for the blessings and joys by giving me an opportunity to learn and do an internship in PT. Mead Johnson Indonesia. I have passed some processes that introduced and taught me about new and valuable things that I never faced before in my college life.

During my internship in PT. Mead Johnson Indonesia, I was helped and learned things from people around me. Then, at this moment, I would like to deliver my appreciation to:

1. Mr. ABM Witono, as my internship mentor, for the time, support and motivation during this internship period.
2. My Family that always gives me the trust, prayers, sacrifices, supports and loves.
3. Mr. Afrizal as my user and teacher, for giving me the chance, support, motivation, and knowledge that related to real business things. Mrs. Erva, Sales System Specialist, for sharing the new things that needed during my internship. Then, Ms. Emilia, Medical Sales Admin, who always been there and cared to me during my internship.
4. PT. Mead Johnson Indonesia for the opportunity that has been given to me to plunge into the real business life for the first time, to learn new things and to have new valuable experiences.

The last but not least, I would like to thank President University as my beloved campus that requires students to take Internship subject and give us an opportunity to plunge into the real business life. Without this chance, I might not have this valuable experience. Despite of it, I realized that this report is still having lots of mistakes and far away from the word of perfect. Even so, the writer wishes, this report may be helpful for all of the readers.

Cikarang, August 2014

Sincerely

Christina Sagala

# **CHAPTER I**

## **INTRODUCTION**

### **I. 1. BACKGROUND**

President University is one of global Universities that has been recognized in using International Standard of Curriculum. It could be proven by the English speaking environment that conducted in daily learning process in the campus and by having Multinational Communities of students from overseas. In this campus, there are ten semesters that have to be passed by all students before getting Bachelor Degree. Mostly, students will be required to study in classroom during seven up to eight semesters, and then, in the ninth semester they will be required for doing internship program in any company that they believe will give them the new valuable experiences and introduce them to the real business life. Therefore, in order to prepare and produce the talented graduates, President University requires an internship program for its last-semester students during three months up to six months period. This internship program is really necessary for preparing the last-semester students to be ready for facing and competing in the real working life later. This program gives students a valuable chance to obtain the fresh experience of working by plunging into the real business life, so that, students would not be shocked to enter the business life later.

### **I. 2. OBJECTIVES**

There are several objectives in conducting this internship program, such as:

1. Implementing and experiencing the important and relevant knowledge / theory that have been learned in classroom.
2. Developing the abilities, skills and talent to accomplish the performance goals based on the core responsibility and duties.
3. Experiencing on how the real business life runs and cooperating with other employees.

4. Learning on how prioritizing the most important thing first than the least important one.
5. Knowing and learning a specific career field, or one department in the organization.
6. Recognizing the differences among employees in Company, starting from different point of views, behaviors and characteristics of different persons in the real business environment.
7. Building the interaction between the University and the Cooperation to educate and produce the good quality of graduates.

### **I. 3. BENEFITS**

1. Providing valuable experiences that can improve the skills and abilities for the future career, include professional skills, interpersonal skills, teamwork and time management.
2. Giving the opportunity to work in industries that related to the field of students' major and experiencing to involve in organization business process.
3. Expanding the connection by knowing and recognizing new people. The connection is very important to build business connection for future business career.
4. Having the fresh experience of world of business before getting Bachelor Degree.

## **CHAPTER II**

### **COMPANY PROFILE**

#### **II. 1. History of the Organization**

PT. Mead Johnson Nutrition is one of the initial American Corporations that focused on science for Infant and Children that headquartered in Glenview, Illinois, US. It was established in 1905, in Jersey City, New Jersey, by Edward Mead Johnson, Sr. He started this Company after leaving Johnson & Johnson, the Company that he established with his brothers, Robert Wood Johnson and James Wood Johnson.

Dextri-Maltose was introduced in 1911 as the first infant feeding product of this company. Over the next decades, built upon its leadership in science-based nutrition, PT. Mead Johnson Nutrition was introducing many innovative infant feeding products while expanding into vitamins, pharmaceutical products and adult and children's nutrition. Some of its products, developed in cooperation with clinicians and leading nutrition researchers, established a partnership between Mead Johnson and the scientific community that continues to this day.

Along the history of PT. Mead Johnson Nutrition, the commitments to support good nutrition early in life and to improve the health and development of infants and children around the world have been hallmarks of this organization.

Nowadays, PT. Mead Johnson Nutrition markets its portfolio of more than 70 products to mothers, healthcare professional, and retailers in more than 50 countries in North America, Latin America, Europe and Asia, including Indonesia. Hence, PT. Mead Johnson Indonesia is a part of Mead Johnson Nutrition. The product of this Multinational Company has been entering Indonesian market since 1920's. This company is concerned as one of super-premium brand of milk in Indonesia.



## **II. 2. Vision, Mission, and Values**

### **The Vision of PT. Mead Johnson Nutrition is**

To be the world's leading Nutrition Company for babies and children.

### **The Mission of PT. Mead Johnson Nutrition is**

To nourish the world's children for the best start in life.

### **Values:**

- Passionate pursuit of continuous improvement in all we do
- Uncompromising commitment to scientific rigor and product quality
- Unwavering integrity in every relationship we have and action we take
- An environment of openness, respect, and high performance

In PT. Mead Johnson, employees are guided by its Core Behaviors, which further enhance its culture and define how it can best demonstrate its Mission, Vision and Values in daily work.

### **The four Core Behaviors are:**

- Drive Performance with Focus
- Communicate with Clarity
- Innovate and Improve
- Develop and Engage

*Source: <http://www.meadjohnson.co.id/>*

### II. 3. Organization Chart

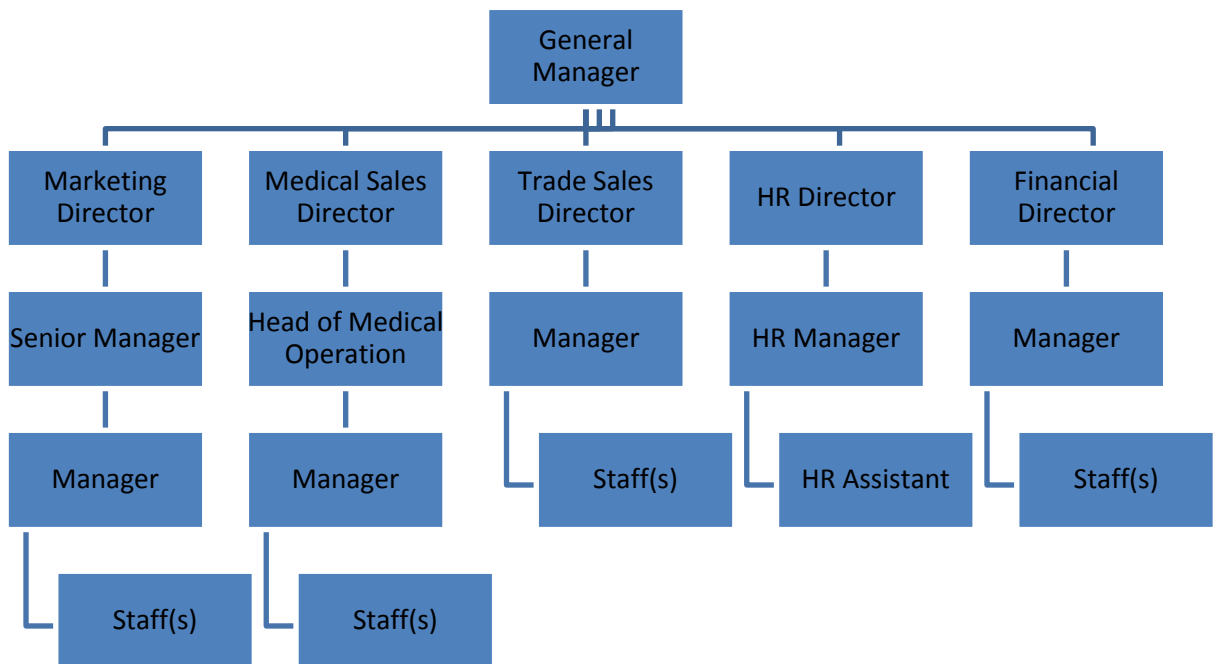


Figure 1. Organization Chart

### II. 4. Core Organization Activities

The core activities of PT. Mead Johnson Nutrition are done based on the commitment to be the world’s leading nutrition company for infants and children and to help nourish the world’s children for the best starts in their life. To accomplish this vision and execute the mission, they have been developed in cooperation with clinicians and leading nutrition researchers to establish a partnership between Mead Johnson and the scientific community that continues to this day.

The only focus on pediatric nutrition and the implementation of a business model that integrates nutritional science with healthcare and consumer marketing expertise differentiate this company from the competitors. PT. Mead Johnson Nutrition markets its portfolio of more than 70 products to mothers, health care professionals and retailers in more than 50 countries in North America, Europe, Asia and Latin America.

## II. 5. Products

PT. Mead Johnson Nutrition is concerning to develop products designed to help meeting the nutritional needs of infants and children. Its pediatric nutrition products are grouped by category of feeding: (1) infant formula products, (2) children’s nutrition products and (3) other products.

### Infant Formulas

The infant formula products include *routine formula*, *solutions formulas* for mild feeding problems and *specialty formula* products, including formulas for severe intolerance, formulas for premature and low birth weight infants and medical nutrition products. The table below illustrates the key infant formula brands and products:

ROUTINE INFANT FORMULA	SOLUTIONS INFANT FORMULAS FOR COMMON FEEDING PROBLEMS	SPECIALTY INFANT FORMULAS AND SUPPLEMENTS
<ul style="list-style-type: none"> <li>• <i>Enfamil Premium</i></li> <li>• <i>Enfamil Premium Newborn</i></li> <li>• <i>Enfamil A+</i></li> <li>• <i>Enfalac A+</i></li> <li>• <i>SanCor Bebé</i></li> <li>• <i>SanCor Bebé Premium</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Enfamil Gentlease</i>: for gas/fussiness</li> <li>• <i>Enfamil ProSobee</i>: soy formula</li> <li>• <i>Enfamil LactoFree</i>: for lactose intolerance</li> <li>• <i>Enfamil AR</i>: for anti-regurgitation</li> <li>• <i>Enfamil HA</i>: for infants at risk of cow’s milk protein allergy</li> <li>• <i>Enfamil Comfort</i>: for gas/fussiness</li> <li>• <i>Enfamil for Supplementing</i>: for when mothers choose to introduce formula</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Nutramigen</i>: for mild to moderate cow’s milk or soy allergies</li> <li>• <i>Puramino</i>: for severe cow’s milk protein or multiple food allergies</li> <li>• <i>Pregestimil</i>: for fat malabsorption</li> <li>• <i>Enfamil Premature</i>: for premature infants</li> <li>• <i>Enfacare</i>: for premature infants when they are able to go home</li> <li>• <i>Enfamil Human Milk Fortifier</i>: liquid supplement added to human milk for premature and low birth weight infants</li> <li>• <i>Other Medical Nutrition Products</i>: for children with metabolic disorders</li> </ul>

**Table 1. MJN Pediatric Nutrition Products**

*Source: MJN Annual Report (2013) Pursuant to section 13 or 15(d)*

### 1. Routine Infant Formulas

PT. Mead Johnson Nutrition designs routine infant formula as a breast milk substitute for healthy, full-term infants without special nutritional needs both for use as the infant’s sole source of nutrition and as a supplement to breastfeeding. It endeavors to develop routine infant formula closer to breast milk.

It markets the same product under different names in different regions, based on regional marketing strategies and regional brand recognition. For example, the premium infant formulas containing DHA and ARA are sold under the

brands Enfamil Premium and Enfamil Premium Newborn in the United States. Outside the United States, it uses the brands Enfamil A+ and Enfalac A+ for the DHA and ARA supplemented formulas.

## **2. Solutions Infant Formulas for Common Feeding Problems**

PT. Mead Johnson Nutrition also designs several solutions infant formulas to address common feeding tolerance problems in normal infants, including spit-up, fussiness, and lactose intolerance. It markets the solutions infant formulas for mild intolerance such as Gentlease and Prosobee under the Enfa family of brands name.

## **3. Specialty Infant Formulas and Supplements**

The specialty infant formulas include: (1) formulas for severe intolerance, (2) formulas for premature and low birth weight infants and (3) medical nutrition products.

- 1) It designs formulas for severe intolerance to be used on the specific recommendation and under the supervision of a doctor. It specially formulates these products for use by infants displaying symptoms of certain conditions or diagnosed with special medical needs.
- 2) It also designs products for premature and low birth weight infants to meet these infants' unique needs under the supervision of a doctor, most often in the hospital. Typically, such infants need extra assistance obtaining the needed nutrition. They require a higher density of nutrients and calories because they cannot take in enough volume of breast milk or routine infant formula.
- 3) It produces medical foods or foods for special medical purposes as well, for nutritional management of individuals with rare, inborn errors of metabolism such as maple syrup urine disease (Mead Johnson BCAD) and phenylketonuria (Mead Johnson Phenyl-Free). We can find these products in US, not in Indonesia.

### **Children's Nutrition Products**

Children's nutrition products are designed to provide children with enhanced nutrition. The children's nutrition business is present primarily in Asia and Latin America. The children's nutrition products are separated into two categories: (1) Enfa branded children's nutrition products and (2) other children's nutrition products. The table below illustrates the key children's nutrition products:

<u>ENFA BRANDED CHILDREN'S NUTRITION PRODUCTS</u>	<u>OTHER CHILDREN'S NUTRITION PRODUCTS</u>
<ul style="list-style-type: none"> <li>• <i>Enfagrow</i></li> <li>• <i>Enfagrow A+</i></li> <li>• <i>Enfagrow Premium</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Sustagen KID</i></li> <li>• <i>Lactum</i></li> <li>• <i>Alacta</i></li> <li>• <i>ChocoMilk</i></li> <li>• <i>Cal-C-Tose</i></li> <li>• <i>SanCor Beb�</i></li> <li>• <i>SanCor Beb� Premium</i></li> </ul>

**Table 2. MJN Children's Nutrition Products**

#### 1) Enfa Branded Children's Nutrition Products

These products are designed to meet the changing nutrition needs of children at different stages of development. The products are not breast milk substitutes and are not designed for use as the sole source of nutrition but instead are designed to be a part of a child's appropriate diet.

#### 2) Other Children's Nutrition Products

We also offer other children's products in select markets to meet specific nutritional needs. These products are designed to complete children's dietary requirements. For instance, Sustagen Kid is a nutritionally-balanced milk supplement for children targeting unique nutritional needs during specific stages of development.

### **Other Products**

PT. Mead Johnson Nutrition also produces a range of other products, for expectant and nursing mothers, including Expecta and EnfaMama. The products for expectant or nursing mothers provide the developing fetus or breastfed infant with vitamin supplements and/or an increased supply of DHA for brain development.

PT. Mead Johnson Indonesia provides several products that aimed to meet the needs of Indonesian infants and children. The products are as follow:

1. **Enfamil A+ 1** is an infant formula with DHA and ARA that formulated to meet the nutrition need of Infant at age of 0 – 6 months.
2. **Enfamil A+ 2** is an advanced formula with DHA and ARA that formulated to meet the nutrition need of Infant at age of 6 – 12 months.
3. **Enfagrow A+ 3** is a growth formula with DHA and ARA that formulated to meet the nutrition need of Children at age of 1 – 3 years old.
4. **Enfagrow A+ 4** is a growth formula with DHA and ARA that formulated to meet the nutrition need of Children at age of 3 - 12 years old.
5. **Sustagen Junior 1+** is a growth formula with completed and balanced nutrition that formulated to meet the 100% AKG of Children at age of 1 – 3 years old.
6. **Sustagen Kid 3+** is a growth formula with completed and balanced nutrition that formulated to meet the 100% AKG of Children at age of 3 – 6 years old.
7. **Sustagen School 6+** is a growth formula with completed and balanced nutrition that formulated to meet the 100% AKG of Children at age of beyond 6 years old.

Moreover, there are also Infant formulas that provided for Infants who need the Special Medical Purposes/Needs. The products are as follow:

1. **Enfamil A+ HA** is an infant formula at age 0 – 12 months provided with partially hydrolyzed protein, especially for infant with family who has history of allergy or allergy risk.
2. **Enfamil A+ Olac** is an infant formula free of lactose that helps to shorten the duration of diarrhea for Infant at age 0 – 12 months.
3. **Enfamil A+ PF** is formula for premature infant & low-birth weight infants.
4. **Gentle Care** is Infant formula that has partially broken down whey protein for easier digestion.
5. **Nutramigen** is a nutritional supplement for children with dairy allergies.

6. *Pregestimil* is designed for infants who experience fat malabsorption and who may also be sensitive to intact proteins.

Besides for Infant and Children, the company also provides *Enfamama A+* that specially formulated by DHA and Colin that suited for pregnant and breastfeeding moms.

## **II. 6. Review on the Organization Growth and Trend**

Starting from the year of 2014, Mead Johnson Indonesia is using the motto of 'Simply the Best'. This motto is aimed to make all processes of business activities are getting simpler than before, or in other words, the effectiveness is becoming a main concern to execute business process. So far, the result that given by this motto has been felt by all employees since it influences to its business performance improvement compared to the last years.

Medical Sales division employees also have experienced the simplified business process, especially in daily detailing report that has to be sent after detailing to Healthcare Professional (HCP). Previously, they had to type the report manually in Ms. Excel after detailing the products to HCP. This process was very complicated and taking lots of times for them. However, after applying this motto, they do not need to do so, since Mead Johnson Indonesia has provided iPad for all of ABM and RBM to do daily detailing activities. By utilizing this iPad, their work is becoming simpler than before, and the customers' perception about the company also will be increased, since they know that Company of Super Premium Infant Formula is up to date with the advance technology.

## **CHAPTER III**

### **INTERNSHIP ACTIVITIES**

#### **III. 1. Introduction**

I did my internship program in my ninth semester during three months period in PT. Mead Johnson Indonesia that located in The Plaza Office Tower, 43rd Floor, Jl. M.H. Thamrin Kav 28-30 Jakarta 10350. I was given the opportunity to be an Intern in one of its divisions, Medical Sales Department. In this division, I was supervised by Medical Effectiveness Manager, Mr. Afrizal to cooperate with Medical Sales System, Ms. Erva to handle the iPad reporting program that nowadays executed as one of core activities of Medical Sales Department in order to provide necessary business-related information for Medical Sales Division.

This iPad reporting is the new method of sending the daily report that sent by employees who are placed in field. They are placed in several cities of Indonesia. These employees are consisting of Region Business Managers (RBM) and Area Business Managers (ABM). Here, to deal with the daily iPad reporting, the tasks are divided to two persons as the person in charge for producing the daily reports that are necessary to know on how the business runs. Therefore, in this occasion, Medical Sales System, Ms. Erva has the responsibility to provide the Draft Call Plan, the plan which would be executed in field that made before entering a new month by matching the schedule of RBM & ABM. This Call Plan will be executed in working day. Moreover, I was given the responsibility to compile the daily report data from the realization plan of RBM and ABM as well as monitor them whether or not they sent the report on time because the lateness of their report would influence to my working activity since every working day I compiled the data from them, that is why my job desk was depend on their report. After combining and gaining the data for a month, later I had the responsibility to make a report from daily detailing report to Head of Medical Operation (HMO), Ms. Nani Santoso and my user, Mr. Afrizal. This detailing report is a



report of ABM after detailing or explaining the products to Healthcare Professionals (Doctors, Midwives, etc).

For your information, Medical Sales Department only handles the specialty solution products that targeted only for Infant who are needed the special Infant formula. Hence, the recommendation from Healthcare Professional for using our product is needed to make the parents aware that Mead Johnson Indonesia provides this kind of specialty solution formula for dealing with the case that experienced by their infant.

### **III. 2. Internship Activities**

In this opportunity, I was placed in Medical Sales division, one of PT. Mead Johnson Indonesia divisions. Medical Sales

#### **Daily Activities in PT. Mead Johnson Indonesia**

1. *My main task in every working day was to compile and combine the data from daily detailing report into Ms. Excel.* This data was got from the record of detailing process. The detailing process is done by ABM who used the iPad in every working day. They would send this report to my email. Basically, this iPad is used to be the tool for them to see which plan that should be done in certain day and to do detailing. The detailing process is about explaining the products specification in order to give the insight as well as the new knowledge to the Healthcare Professional regarding the product specification and its functions to infant and children.
2. *Monitoring ABM in submitting their daily detailing report through email.* Not only receiving the daily detailing report, but also I had a responsible to note the persons who were late in submitting this report and those who were not sending it. This monitoring process is aimed to know the performance of employees who worked in field. Technically, they had the responsibility to send this report every day before 12 am, however, because of sometimes there was signal trouble for sending the report by iPad in certain location, and then they are given the chance to send the report before 6 am. After recording the result of monitoring, then I had to report this monitoring report to my user and Head of Medical Operation (HMO) to make them know about the ABM daily

performance. Furthermore, starting my fifth week working in this company, I had to report the monitoring result of ABM. This would be reported as the weekly report not only to Medical Effectiveness Manager (Mr. Afrizal) but also to RBM as well as ABM in order to provide them the information who was on time, late and who was not sending the report.

### **Quarterly Report**

3. *Reporting the whole data result from everyday compiling activities to Head of Medical Operation (HMO) and Medical Effectiveness Manager in quarterly to provide them the information about the ABM performance during these three months.* This information was used to control the job performance of ABM.

### **Audit Preparation Activities in PT. Mead Johnson Indonesia**

4. After several weeks to be an intern in this company, there was announcement from my user that there would be an Audit on 9<sup>th</sup> – 27<sup>th</sup> of June 2014. Then, he asked me to assist and cooperate with other employees to complete several documents that needed in Audit later. Therefore, during this Audit preparation, *I helped Investment Support Analyst (Ms. Helda) and Medical Sales System Specialist (Ms. Erva) to short and complete some required documents.* One of these required documents was the PEP (Professional Evaluation Product). For your information, PEP is the products that are provided to be evaluated by Doctor who requested it. The purpose of this product evaluation is to know whether or not a certain product that requested to be evaluated is having a good quality to meet the need of infant and children who have special cases. In order to get this evaluation product, Healthcare Professional should propose the request first by filling out the PEP Proposal. This proposal and its completeness (appendix) are one of the needed documents for Audit later. Hence, I assisted them to check the completeness of each PEP document.

### **Brain-X Training**

Brain-X Training was a training that arranged by Marketing Department for Medical Sales and Trade Sales Division. The main purposes of this training are to enrich and refresh the knowledge of participants (employees) who work in field regarding The Growth and Development of Children's Brain with the

essential nutrition for supporting, and then to socialize the new communication for routine formula (Enfamil A+1 & 2, Enfagrow A+ 3 & 4) by inviting Pediatric Neurology (dr. Attila Dewanti, SpA) and Pediatric Nutrition (dr. Tinuk A. Meilany, SpA) from Harapan Kita Hospital. Hence, there were several tasks that I have done for participating in preparing and conducting this training.

#### Before the Training

5. Several days before conducting this training, *I and Ms. Desliana were asked to participate to be the role model (Doctor as well as ABM) for taking the photos to be used in a topic of presentation in Brain-X Training.* The purpose of this role model was to describe the circumstance that would be faced and perhaps frequently faced by ABM in field when they did detailing to Doctors.
6. *Helping Training and Development Manager (TDM) to translate Test of Training into English that would be used in Brain-X Training on June 23-24, 2014.*

#### During the Training

7. *Assisting Medical Sales Admin to print and copy the test as well as questionnaire that would be distributed to the participants in the end of training.*
8. *I also assisted TDM to check out the assessment of ABM role play that assessed by Medical Sales Director, Marketing Director, Trade Sales Director as well as HR Directors.*
9. After the overall topics had been discussed in this training, then, there was a test that examined to participants. The result of this test was taken to know the comprehension of participants after following this training during two days. *Therefore, I assisted the committees (from Marketing division) to check out and give the score to this test.*

#### End of the Training

10. In the end of this event, *I was asked by Ms. Nani, Head of Medical Operation (HMO) to recapitulate the result of training evaluation that written by every participant in the questionnaire.* This training evaluation is really important to be known for taking the critics and suggestion as if we conduct this kind of training later.

### **Other Activities**

11. *Reporting RBM Survey report to my user in order to define the incentive during Q2 (April – June 2014).* This report is aimed to know the amount of Doctors that had been visited and surveyed by RBM regarding their comprehension of the explained products by ABM. After gaining the amount of Doctors that have been surveyed by each RBM, then my user will calculate the incentive later.
12. *Replacing the receptionist for break time hours (12 pm – 1 pm) in every month as some employees were scheduled as well.* Here, I had a chance for having additional responsibility to welcome guest, receive shipments that will be given to the aimed employee as well as receive calls that have to be transferred to the aimed extension number.
13. *Checking out stock of iPad(s) inventory and its completeness that previously actively used by ABM.* However, now some of these iPad(s) are not active since the number of ABM was being cutting due to Mead Johnson Indonesia targeted for having the effective position. Then these inactive iPad(s) are kept in the inventory. I assisted Medical Sales System Specialist who handled this to check out whether or not the iPad is still in a good shape and to update the list of employees who hold the iPad.

### **The Activities during Expired Brochure Application**

14. In my third month of internship, there was problem from Brochure Application that installed in every iPad of Area Business Manager(s). Hence, ABM could not send their daily survey report as usual to me. Therefore, I could not receive and compile the data as this is my daily core job desk. I consulted this to my user, Mr. Afrizal, and then he explained me that the application was expired, the company was still fixing this by confirming this case to our vendor. Meanwhile, during waiting this application is being fixed, my user asked me to assist Medical Sales System Specialist for receiving another daily report that usually sent to her. This report is contained about Region Business Manager(s) and ABM call plan that they wanted to visit as well as conduct based on the date that already they set up before entering the new month. In this report, we could see the HCP identity, which hospital that they visited, and we also could know what kind of other activities that RBM and ABM have done in field. *Here, I had*

*the responsible to monitor them to note the persons who were late in submitting their daily report and those who were not sending the report.*

15. Due to the Brochure Application was expired, I only had a few task to be done. Therefore, I asked few employees if there was thing that I could help them. Fortunately, there was a task that given to me from Investment Support Analyst, Ms. Helda, *she asked me to assist her to update the Investment Tracking list by inputting the newest data of Speaker Fee 2014.*

## **CHAPTER IV**

### **PERSONAL RESULTS/EVALUATION/POINTS LEARNED**

#### **IV. 1. Personal Results**

In every learning process, we shall obtain our personal result directly or indirectly for the things that we have done. Since learning is the process of knowing nothing to know something. Therefore, in this occasion, I got my personal results that I received from this three months internship period in PT. Mead Johnson Indonesia.

Internship program was really worthwhile or useful for the last semester student like me, since an intern can learn new things and get valuable experiences that never met before in college life. These experiences will develop and improve the skills, ability and knowledge of certain related business information and business process. Therefore, internship program is becoming necessary for today last semester students in order to prepare them to enter their future career later. Through this internship program, students are given several benefits, such as:

1. Providing valuable experiences that can improve the skills and abilities for the future career, include professional skills, interpersonal skills, teamwork and time management and administrative skills.
2. Expanding the business connection by knowing and recognizing new people. The connection is very important for references and future job opportunities since we are doing business with lots of people.
3. Having opportunities to work with equipment and technology that may not be provided and used in campus.
4. Giving the opportunity to work in industries that related to the field of students' major and experiencing to involve in organization business process.
5. Having the fresh experience of world of business before getting Bachelor Degree and entering the new career later.

## IV. 2. Points Learned

During these three months to be an intern in PT. Mead Johnson Indonesia, I have learnt lots of things here that enrich my knowledge and experience.

Type	Points Learned
Professional/office skills	<ul style="list-style-type: none"> <li>- Improving my computer and administrative skills, especially in using Ms. Excel and Ms. Outlook to be linked to professional email for working.</li> <li>- Operating the photocopier machine for copying, scanning and sending the file to email.</li> <li>- Getting skill on how to use and transfer the call to the aimed extension number</li> </ul>
Interpersonal and Self-development	<ul style="list-style-type: none"> <li>- Doing tasks under pressure in order to achieve a certain target, especially in my first week of working</li> <li>- Learning about different types of people characteristic in the real work environment and trying to respect it</li> <li>- Being responsible for duties that given to me</li> <li>- Learning to prioritize and do the tasks from the most important first and exercising the decision making</li> <li>- Improve my confidence and maturity</li> <li>- Being friendlier by showing my enthusiasm to listen to other person.</li> </ul>
Culture	<ul style="list-style-type: none"> <li>- Every working day, employees are required to get formal dressed, except on Friday, the employees are allowed to wear casual clothes.</li> <li>- Only allowed to eat in break-out (kind of an office kitchen), not allowed to bring any food to cubicle working area.</li> </ul>

This internship program helped me to gain the better comprehension about a specific industry by plunging into one division to know its business process. I have given the opportunity as a part of this daily business process of Medical Sales division. By being a part of this business process, I was starting to recognize on how the specific company executes its program to achieve the goals. While a team is really becoming the core subject to execute this process.

I do realize that in a team, we are one. We are familiar about the statement that mention if there is a member of team that wont to cooperate with his or her team, then the result would not like the things that we expected. This statement is really could be found in the real working life and experienced by me. As I worked to compile the detailing data of ABM that everyday will be sent by them through mail. This detailing report was supposed to be sent at specific time, then if there were several ABM who were late in sending their daily report that would influence my task as well since my work depended on their report.

This internship experience also helped me to recognize more myself on how I could improve my perception in doing a task and change my old behavior to be more effective person in the future. I know that I am a kind of person who takes long time in considering something and taking a decision since I have lots of things to be considered. But, after entering the working environment and meeting lots of people, including my user, who occasionally gave me inputs regarding the working things, I feel for being motivated to be a better person in every aspect, especially in dealing something or even taking a decision.

This internship experience has given priceless processes that teach me to look forward to my future career plan since I had an experience in a certain business field. I can learn from my experience before deciding the future career plan.



## **CHAPTER V**

### **CONCLUSION/RECOMMENDATION**

#### **V. 1. Conclusion**

The experience of working and learning at the same time in PT. Mead Johnson Indonesia was awesome to me. This will be an unforgettable experience of my life where I learnt to behave and polish my abilities at the organization level. I really could experience the professional working environment in this company by meeting lots of new people and joining some business activities during this three months period.

This internship experience also has given priceless processes that teach me to look forward to my future career plan since through internship, I am able to develop my professional skills, make connections, learn about a field, assess my interest as well as abilities, and strengthen my resumes when I applying a job later.

From the company's perspective, this internship helped them to fill the empty position to do specific tasks or projects, identify potential future hires, gained short term talent, as well as provided the organization with fresh ideas. Then, from the University's perspective will get the advantages as well by having better relations with the company and having professional graduates.

Overall, Internship is a valuable experience for the last-semester students to introduce the circumstances of real working environment at the first time. This program is necessary to be conducted by the University in order to make the fresh graduates are more ready to face their working life later since they already had the experience as the lesson. This priceless experience will be an added value for the students later when they apply a certain position in their future career.

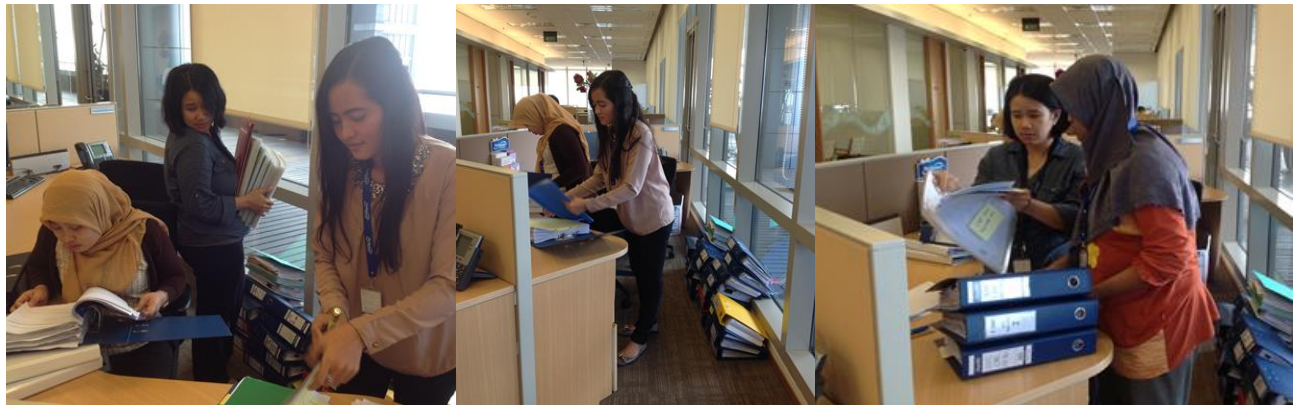
## V. 2. Recommendation

First, PT. Mead Johnson Indonesia should motivate more their employees, especially for those who are placed in field, like ABM in Medical Sales Division. Because as I worked there and cooperated with field employees, I felt that the consistency of sending the daily detailing report was not consistently on time and the willingness to obey some instructions for sending their report was less for some of those. There were some ABM who were late in sending their report and there were of them who did not follow the instruction to put email subject that was required by my user to be recorded even already reminded.

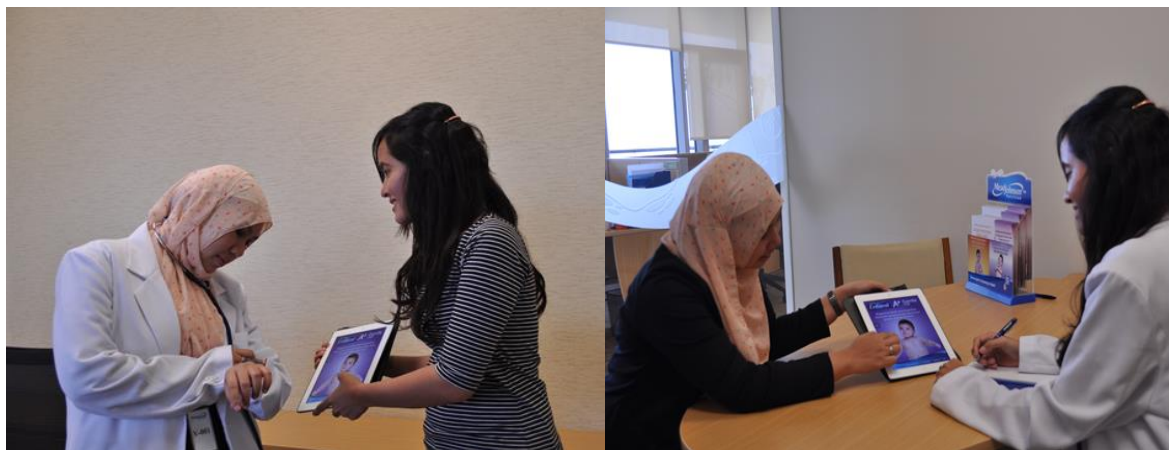
Second, PT. Mead Johnson Indonesia should make interns actively involved in organization activities inside and outside the company (for instance: events, CSR) that can develop and improve their skills, abilities, characteristics and knowledge to related business information in order to explore the talent or interns. In this case, not only the interns who got the benefit, but company also does, because the employees will be assisted by the interns in doing certain tasks. Moreover, company also is able to identify potential future hires and gain short term talent.

Third, PT. Mead Johnson Indonesia should train or teach an intern first when there is another employee who asks his/her assistance, specifically when this is his/her first time to help a certain task. For instance, replacing the receptionist in break time hour (12pm – 1pm), this thing is necessary to be concerned, because in the first time, Intern did not know what things that she should do during the replacing receptionist. Employee should teach the Intern first, in case if there is important matter from the guests, how to open the door from far distance for the guests and how to receive telephone that perhaps having important matter to be discussed.

## **APPENDICES**



**Pictures 1. Audit Preparation**



**Pictures 2. Being the Role Model (Doctor as well as ABM) to be used in a topic of presentation in Brain-X Training**



**Pictures 3. Assisting Training and Development Manager to check out the assessment of ABM role play**



Pictures 4. Assisted Marketing division to assist the Training Test



Pictures 5. Taking a picture with all of Brain-X Training participant