



**AN INTERNSHIP REPORT AT
BUSINESS ENGLISH/ BUSINESS ENGLISH COMMUNICATION
STUDY PROGRAM FBS UNM**

**Submitted to the Faculty of Languages and Literature
Universitas Negeri Makassar
As the Partial Fulfillment of the Requirement for the Diploma Degree**

**HARDITA ARIYANI
1852132026**

**BAHASA INGGRIS DIPLOMA III STUDY PROGRAM
ENGLISH DEPARTMENT
FACULTY OF LANGUAGES AND LITERATURE UNIVERSITAS
NEGERI MAKASSAR
2021**

**PENGESAHAN HASIL AKHIR
LAPORAN PKL**

Laporan dengan judul **AN INTERNSHIP REPORT AT BUSINESS ENGLISH / BUSINESS ENGLISH COMMUNICATION STUDY PROGRAM FBS UNM** atas nama Hardita Ariyani, 1852132026 diterima oleh Panitia Seminar Laporan PKL, Program Studi Bahasa Inggris Diploma III, Jurusan Bahasa Inggris, Fakultas Bahasa dan Sastra, Universitas Negeri Makassar, dengan SK No. 9742/UN36.5/EP/2020 untuk memenuhi persyaratan guna memperoleh gelar Ahli Madya pada Program Studi Bahasa Inggris Diploma III pada hari Senin, 21 Desember 2020.

Makassar, 21 Januari 2021

Disahkan:
Dekan Fakultas Bahasa dan Sastra UNM


Prof. Dr. H. Syukur Saud, M.Pd.
NIP. 19620930 198803 1 003

Panitia Ujian:

1. Ketua Panitia
Prof. Dr. H. Syukur Saud, M.Pd.
2. Sekretaris
Dr. La Sunra, S.Pd., M.Hum.
3. Ketua Jurusan
Samtidar, S.Pd., M.Ed., TESSOL., Ed.D
4. Ketua Prodi
Dr. Fatimah Hidayahni Amin, M.Pd., M.A.
5. Pembimbing
Dr. Fatimah Hidayahni Amin, M.Pd., M.A.
6. Penguji 1
Seny Luhriyani Sunusi, S.Kom., M.T.
7. Penguji 2
Lely Novia, S.Pd., M.Hum.


(

)

(

)

(

)

)



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SAstra
JURUSAN BAHASA INGGRIS

Alamat: Kampus UNM Parangtambung, Jl. Mallengkeri Makassar 90224
Laman: <http://fbs.unm.ac.id/>

SURAT KETERANGAN UJI KEMIRIPAN

Nomor: 0079/BING/BE/X/2020

Yang bertanda tangan dibawah ini Ketua Jurusan Bahasa Inggris FBS UNM menerangkan bahwa laporan "An Internship Report at Business English Study Program FBS UNM".

Nama Mahasiswa : Hardita Ariyani

NIM : 1852132026

Program Studi : Business English

Telah diuji kemiripan dengan Aplikasi Turnitin pada tanggal 2 Nopember 2020 dengan hasil sebagai berikut: 19%.

Demikian surat keterangan ini dibuat untuk digunakan seperlunya.

Makassar, 13 Nopember 2020

Ketua Jurusan Bahasa Inggris,



Santidur, S.Pd., M.Ed., TESOL., Ed.D.

NIP. 19740905 200112 1 002

TABLE OF CONTENT

COVER.....	i
PENGESAHAN SEMINAR AKHIR LAPORAN PKL	ii
TABLE OF CONTENT.....	iii
LIST OF FIGURE	iv
LIST OF APPENDICES.....	v
ACKNOWLEDGEMENT	vi
CHAPTER I. INTRODUCTION	2
A. Background.....	2
B. The Objectives of Internship.....	4
C. The Significances of Internship	5
CHAPTER II. GENERAL DESCRIPTION	6
A. General Description of Company.....	6
B. Organizational Structure of Company.....	10
C. Positions and Personnel.....	11
D. Job Description	12
E. The Activities of Organizational Structure.....	17
CHAPTER III. SPECIFIC DESCRIPTION	20
A. Place of Internship.....	20
B. Time of Internship.....	20
C. Internship Procedure	20
CHAPTER IV. OUTCOMES AND BENEFITS	22
A. Outcomes	22
B. Benefits.....	31
CHAPTER V. CONCLUSION AND SUGGESTION.....	33
A. Conclusion	33
B. Suggestion.....	33
BIBLIOGRAPHY	35
APPENDICES.....	36
CURRICULUM VITAE.....	43

LIST OF FIGURE

	Page
2.1 The Organizational Structure of BE/BEC Study Program.....	10
4.1 The PowerPoint report of observation	25
4.2 Information post in the website of Study Program.....	25
4.3 Facility post in the website in Study Program.....	26
4.4 YouTube account of the Study Program.....	26
4.5 Instagram account of the Study Program.....	27
4.6 Participating in the Webinar using Zoom application	27
4.7 Editing process of the videos.....	28
4.8 The posted videos in the YouTube	29
4.9 The participant certificate of the online seminar	29
4.10 The backdrop of the RPS Workshop	30
4.11 The speaker of the RPS Workshop.....	30

LIST OF APPENDIX

	Page
I. Attendance List	36
II. Evaluation Form.....	37
III. Internship Products	38
IV. Documentations	43

ACKNOWLEDGEMENTS

Alhamdulillah Rabbil Alamin. This is worthy enough for the writer to express her gratitude to the god almighty, Allah SWT. Praise Him for His blessing so that the writer could finish writing this report of internship. Salam and Shalawat are addressed to the beloved and chosen prophet Muhammad SAW.

She also realizes that in doing and writing this report of internship many great people helped her along the way with their valuable suggestions, guidance, assistance, advice, and also for people who has inspired her point of view about life. Her most profound and sincere thanks to:

1. Prof. Dr. H. Husain Syam, M.TP., the Rector of Universitas Negeri Makassar,
2. Prof. Dr. Syukur Saud, M.Pd., as the Dean Faculty of Languages and Literature,
3. Samtidar, S.Pd., M.Ed., TESOL, Ed.D., as the Head of English Department.
4. The lecturers of Business English / Business English Communication Study Program and administrative staff for their valuable knowledge, advice, and service from beginning up to the end of her study.

My deepest gratitude goes to Dr. Fatimah Hidayahni Amin, M.Pd., M.A., as the Head of Business English / Business English Communication Study Program and as well as her academic advisor. Thanks for her guidance, suggestion, advice, correction, and overall support for the finishing of this report.

Her special thanks for her lovely parents, Haris HS and Dra. Hj Sadariah for their love and care, also her siblings Harda Ningsih S.Pd., Hardyanti Astuti S.Kep., and Hady Hariady A.Md for their advice.

Thanks are also extended to all her friends in campus especially Business English A 2018 for togetherness, help, and support. The writer say thanks a lot to everyone that could not mentioned here one by one.

Finally, she realizes that this report is so far from being perfect. Therefore, the constructive suggestion and criticism will be appreciated. May Allah SWT bless you all, Aamiin.

Makassar, 01 October 2020

The Writer

CHAPTER I

INTRODUCTION

A. Background

An Internship is a professional learning experience that offers meaningful, practical work related to a student's field or career interest. The real workplace, an internship offers the employer the opportunity to bring new ideas and energy into the workplace. The internship program will open opportunities when interacting and communicating in the working place as well as when finishing the working assignments. The opportunities are how the worker collaborates and cooperates with co-workers and employers, how to have good discussions, and create positive energy in developing skills.

According to the National Association of Colleges and Employee (NACE), an internship is:

“a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in the professional fields they are considering for career paths and give employers the opportunity to guide and evaluate talent.”

The students who are an internship program may work part-time and volunteer. As defines above, an internship program is related to the professional goals of the student academic. In addition, there is supervision by a professional who has qualified expertise and educational/professional

background in the field of the experience.

Meanwhile, Rothman (2007) explained that internship is an essential part of recruitment success for many companies where a specific department often manages the internship program with the educational institutions. This will ensure that internship is a meaningful experience that will develop the human capital and will result in better learning experiences for the interns. In a school program, an internship is a part of the vocational training system in which the student as the intern directly works under the guidance of an instructor and well-experienced employee. Specifically, an Internship gives the students the opportunity for career exploration, development, and to learn new skills.

Furthermore, by conducting an internship, the students will have “real world” work experience that can display maturity levels, high responsibilities, discipline, and get a positive recommendation that can be used for future employers, college admission and scholarship applications. Having an internship can get better work habits, increasing the soft skills, and technical skills in technology. There is an increase the ability in managing time, working in teams, and developing computer technology skills in using various applications.

In relation to the school program, an internship has also been a part of fulfillment to complete the study in Business English/ Business English Communication Study Program, Universitas Negeri Makassar. The student in this program, are obliged to take and conduct this internship to have a

working opportunity to improve their qualities and skills, particularly in English, Computer, and Accounting and Management. In this report, the writer described her internship program conducted in the Business English/ Business English Communication Study Program. She has been appointed to this work in this Study Program. Business English / Business English Communication Study Program is one of the programs in the English Department, Faculty of Languages and Literature, Universitas Negeri Makassar. This study program has been founded since 1999. Starting in 2019, this program has transitioned to Business English Communication or Diploma IV with the applied bachelor is degree.

During the internship, she became a part of Prodi's Team who carried out several tasks and activities in both that applied knowledge and skills in various fields, such as: computer, management, and communication. To further illustrate this report, the following illustrations are given.

B. The Objectives of Internship

- 1) To provide opportunities to the student to apply computer, management, and communication skills and knowledge based on the main purposes of the Business English Study Program.
- 2) To practice and develop the use of CorelDRAW, Canva, Filmora in the workplace.
- 3) To practice and improve certain soft skills such as discipline, cooperation, and collaboration, confidence, responsibility.

- 4) To practice and improve communication skills in the workplace such as being more initiative in asking question and giving responses

C. The Significances of the Internship

- 1) For the students of the Business English / Business English Communication Study Program, this report can be a reference to prepare and to conduct an internship.
- 2) For the Business English / Business English Communication Study Program, this report can be a supplementary and inventory to list the internship and to anticipate and prepare the students of the Business English / Business English Communication Study Program to conduct the program of internship.
- 3) For Universitas Negeri Makassar, this report can be a supplementary and inventory to list the internship program and to welcome other students from other departments to conduct an internship in the Business English / Business English Communication program.

CHAPTER II

GENERAL DESCRIPTION

A. General Description

1. Brief History

Business English Study Program Diploma III Degree is one of the programs in the English Department at the Faculty of Languages and Literature, Universitas Negeri Makassar. It was established in July 1999 based on Decree No. 344/DIKTI/KEP/1999 (Program Studi Bahasa Inggris Diploma III, 2017).

Here are the Heads of Business English Study Program:

1. From 1999 – 2007 (2 periods): Dr. Abd. Halim, M.Hum.,
2. From 2007 – 2010: Samtidar, S.Pd., M.Ed, TESOL, Ed.D.,
3. From 2010 – 2016: Dr. La Sunra, S.Pd., M.Hum.
4. From 2016 - 2019: Muhammad Tahir, M.Pd., M.Ed., EREA..
5. From 2019 – recent: Dr. Fatimah Hidayahni Amin, M.Pd., M.A.

Business English Study Program has established its current presence as a well-established higher education institution in the vocational field with English, Computer, and Accounting Management expertise. The Curriculum for the Business English Study Program has been designed and updated to be responsive to the needs of the working world and the development of society. The outputs of the Study Program have been designed to meet the standard of Kerangka Kualifikasi Nasional Indonesia

(KKNI) and Standard Nasional Pendidikan Tinggi (SNPT) (Prodi BE/BEC, 2019). Therefore, the Curriculum is implemented highly by qualified lecturers who are certified as professional educators.

Business English Study Program succeeded in obtaining a **B** predicate in accreditation assessed by Badan Akreditasi Nasional Pendidikan Tinggi (BAN-PT) in 2017. With the result of accreditation, Business English Study Program is still facing challenges and competition in the world of Business and Industry especially in the era of “Disruptive Technology” and “Industrial Revolution 4.0”. Therefore, in October 2019, the study program has transitioned and increased its capacity and status to a higher level. That is Business English Communication Study Program Diploma IV, with the degree of applied bachelor. This change has been stipulated based on Decree No. 1062/KPT/I/2019 by the Menteri Riset, Teknologi, Pendidikan Tinggi Republik Indonesia.

2 Vision and Missions

1. a) Vision of Business English Study Program Diploma III Degree

In 2023, Business English Study Program FBS UNM will serve as a center for providing education, study, training, and development of Business English with excellent and professional entrepreneurial insight at the national and international levels.

b) Vision of Business English Communication Program Study Diploma IV

Business English Communication Program Study FBS UNM, as a

Service center and applied education development in the fields of such as Business, English, technology, communication, and entrepreneurship to produce professional graduates.

2. a) Missions of Business English Study Program Diploma III Degree

1. Organize education and training in Business English to answer the challenges of the times towards the era of globalization.
2. Conduct applied research in Business English.
3. Organize community service activities.
4. Organize competency-based learning with a focus on science and technology.
5. Cultivate a student entrepreneurial culture both through national and international internship programs.
6. Organize mutually beneficial cooperation with the government and private institutions at the local, national, and international levels in the field of Business English.

b) Missions of Business English Communication Program Study Diploma IV

1. Present and implement an academic culture of integrity for the academic community.
2. Implement accountability in governance.
3. Provide excellent educational services to students and lecturers in the fields of Business English, technology, communication, and entrepreneurship.

4. Carry out and develop the quality of education and teaching, research, and community service in the fields of Business English, technology, communication, and entrepreneurship.
5. Develop Business English Communication Study Program as a service center and applied education development in the fields of Business English, technology, communications, and entrepreneurship, to produce global graduates.

B. Organizational Structure of Business English/Business English Communication Study Program

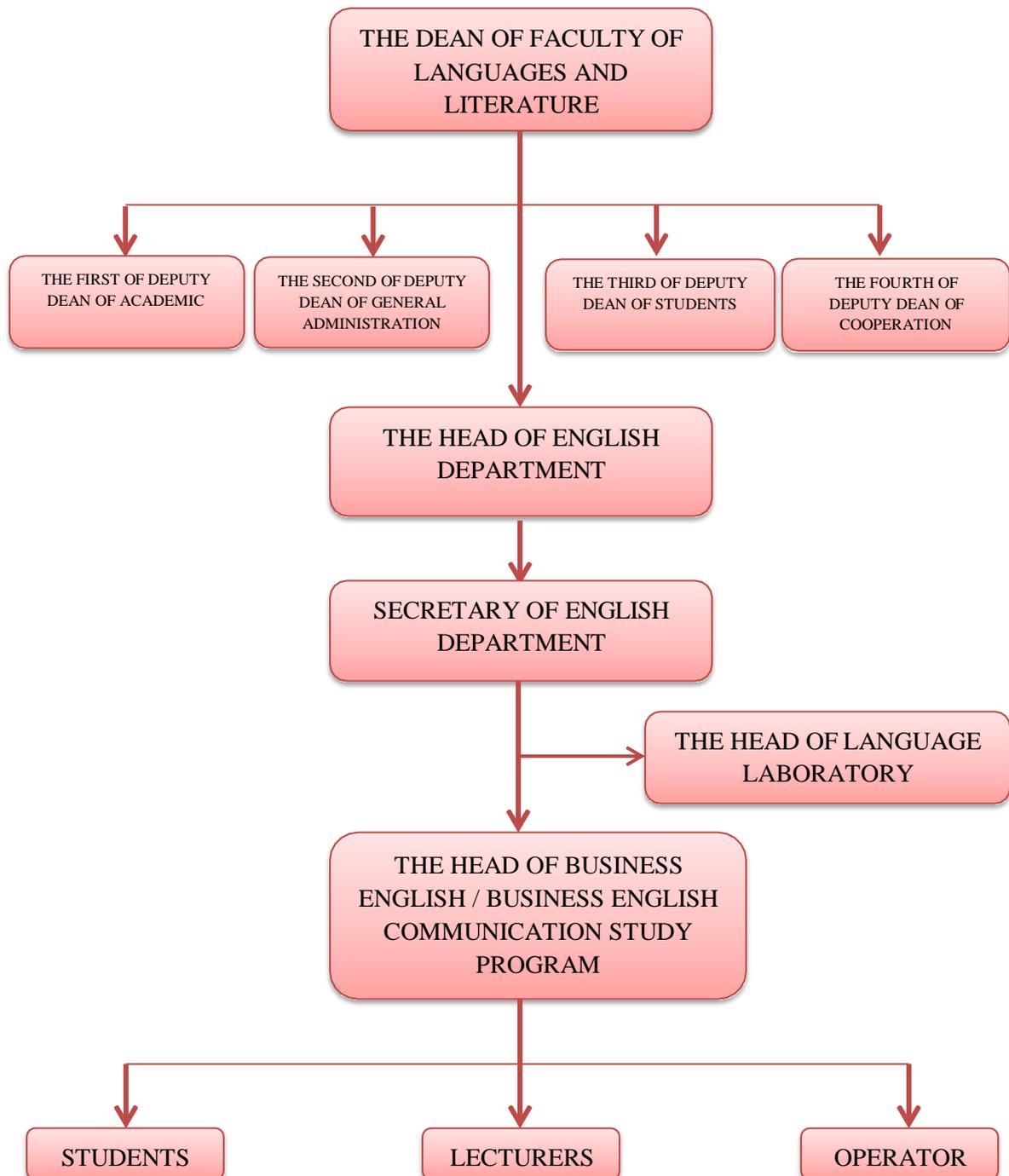


Figure 2.1 Organizational structure of BE/BEC Study Program

B. Positions and Personnel

1. The Dean of Faculty of Languages and Literature
Prof. Dr. Syukur Saud, M.Pd.
2. The First of Deputy Dean of Academic
Dr. Sahril, M.Hum.
3. The Second of Deputy Dean of General administration
Dr. Muhammad Saleh, S.Pd., M.Pd.
4. The Third of Deputy Dean of Students
Dr. Azis, S.Pd., M.Pd.
5. The Fourth of Deputy Dean of Cooperation
Dr. Nurming Saleh, M.Si.
6. The Head of English Department
Samtidar, S.Pd., M.Ed. TESOL, Ed.D.
7. Secretary of English Department
Dr. La Sunra, S.Pd., M.Hum.
8. The Head of Laboratory
Munir, S.Pd., M.Ed.TESOL.
9. The Head of Business English / Business English Communication Study
Program
Dr. Fatimah Hidayahni Amin, M.Pd., M.A.
10. Administration Staff / Operator
Yustika Waqiah

C. Job Description

The following illustrations are the job description performed and conducted by the organizational structures in the Business English/ Business English Study Program.

1. The Dean of Faculty

The Dean is in charge of leading, managing, coordinating, developing and overseeing academic programming, policies and procedures, and admissions. (Windy Rizki, 2012)

2. The first of Deputy Dean

The First Deputy Dean is in charge of:

- a) assisting the Dean in leading the implementation of education, research, and community service, as well as is responsible to the Dean
- b) representing the Dean in academic activities planning and cooperation
- c) regulating legislation in the academic field to describe its implementation
- d) determining technical policies in the fields of education and teaching, research community service, and cooperation for smooth tasks
- e) providing technical services in the fields of education and teaching, research, community service, and cooperation

- f) carrying out lecturers coaching at the Faculty through further studies, seminars, workshop to improve their academic abilities.

(Windy Rizki, 2012)

3. The second of Deputy Dean

The Second Deputy Dean is in charge of:

- a) assisting the Dean in leading the implementation of activities in the field of finance and general administration, as well as is responsible to the Dean
- b) establishing technical policies in finance and general administration
- c) developing a budget and the facilities and infrastructure needs of the Faculty to be submitted to the university
- d) regulating the legislation in the field of finance and general administration
- e) determining priorities for the use of faculty funds, facilities and infrastructure for smooth tasks
- f) providing technical services in finance and general administration.

(Windy Rizki, 2012)

4. The third of Deputy Dean

- a) in charge of assisting the Dean leading the implementation of activities in the field of student development, student organizations, fostering student talent interest and alumni welfare services
- b) responsible to the Dean
- c) conducting student institutional development in accordance with applicable regulations

- d) establishing technical policies in the field of student development and welfare
- e) providing technical services in the field of student development welfare. (Windy Rizki, 2012)

5. The fourth of Deputy Dean

Cooperate with work units within university and outside agencies in the context of implementing campus learning and investment programs.

6. The Head of the English Department

The Head of the English Department is the position who holds a responsibility to the Dean of Faculty of Languages and Literature. He is required to lead, manage, and develop the department to ensure it achieves the highest possible standards of excellence in all its activities.

Details of principal duties (Masthurah, 2018; Yahya, 2013) are as follows.

- a) coordinate and monitor the duties of all lecturers in the English Department based on *Tridharma activities* (education and teaching; research and development; and community service)
- b) coordinate with Secretary the administration, service, and management work in the department
- c) execute facilities empowerment and resources efforts with Secretary and Head of Laboratory, including efforts to coordinate with institution and organizations.

- d) coordinate and monitor the executing of the duties of the Head Study Programs, especially in curriculum implementation and development
- e) coordinate efforts for the development and improvement of the staff quality.

7. Secretary of the English Department

Secretary of the English Department is the position who executes all the activities of administrative service. He is required to help the Head of the English Department in executing all the activities at the department level. Details of principal duties (Masthurah, 2018; Yahya, 2013) are as follows.

- a) is responsible for administrative orders in English Department.
- b) arrange and make lecturers' schedules.
- c) make and prepare attendance list for lecturer meeting.

8. The Head of Language Laboratory

The Head of a language laboratory is the position that organizes the laboratory, whether it is for lecturers' research or student's lab work. He is responsible to prepare additional services for every activity, develop programs and facilities of the laboratory (Masthurah, 2018; Yahya, 2013).

9. The Head of Study Program

The Head of Study Program is more oriented in the implementation of the educational program. She is responsible to the Head of English Department and the Dean who supervise her. Her duties (Masthurah,

2018; Yahya, 2013) are:

- a) control and observe the implementation of applicable curriculum, especially course activity, practice, internship, seminars and research for the preparation of the thesis in each study program
- b) arrange and propose a teaching schedule
- c) provide guidance, verification, and validation of several documents of the students within teaching-learning process
- d) manage the data of academic administration
- e) Execute the development of student activities.

10. Administration Staff / Operator

The main duties of the administration staff of BE / BEC Study Program are to provide facilities and administration services, and execute them in accordance with the administrative regulations.

D. The Internship Activities

The following illustrations are the activities which are the Intern has done and completed during the internship. They are:

1. Observation
 - a) Search information about the design and features of the website on the Internet from overseas and national universities, such as National University of Singapore, IPB, UB.
 - b) Report and communicate the result of observation to the Head of Program.
 - c) Photograph facilities of Faculty of Languages and Literature, English Department, and Business English / Business English Communication Study Program.
 - d) Classify and post information description of the Business English / Business English Communication Study Program website content and sharing to another intern.
2. Making social media accounts of Business English / Business English Communication Study Program, such as YouTube and Instagram
 - a) Sign up in G-mail for YouTube and Instagram.
 - b) Post photos and information to YouTube and Instagram.
 - c) Report to and communicate with the Head of Business English / Business English Study Program about social media accounts and sharing Instagram accounts to the students of Business English.

3. Participating in Webinar Marketing Tips
 - a) Prepare the webinar and attending a briefing.
 - b) Coordinate the webinar time and prepare the moderator's agenda script.
 - c) Admit participants in the zoom application.
 - d) Communicate with other interns about operational activities.
 - e) Operate the communication via Zoom between the speaker and the participant.
4. Making videos of Business English / Business English Communication Study Program.
 - a) Collect information about welcoming students of 2020 and lecturers of Business English / Business English Communication.
 - b) Edit and arrange the videos using Filmora and Inshot application.
 - c) Add music set in the videos
 - d) Communicate with and report to the head of the Business English / Business English Study Program about the resulting video.
 - e) Post the videos in Business English / Business English Communication Study Program on YouTube and Instagram accounts.
5. Participating in Online Seminar "Penulisan Karya Ilmiah Berbasis Mendeley" as a participant.
6. Participating in RPS Workshop
 - a) Prepare and attend a briefing for the workshop.
 - b) Design and Edit backdrop of the workshop.

- c) Collect information and photos for the billboard.
- d) Input names of the participant, digital-stamp the participants' certificates, and operate Zoom meetings.
- e) Distribute the digital certificate to the participants via WhatsApp.

CHAPTER III

SPECIFIC DESCRIPTION

A. Place of Internship



The internship was conducted in the English Department (Business English Study Program), Faculty of Languages and Literature, Universitas Negeri Makassar. The Study Program is Located in Jl. Dg Tata Raya, Parang Tambung, Makassar.

B. Time of Internship

The internship has been conducted in two months from June 17 until August 18, 2020. It was administered through online chats and offline meetings. Online chats were conducted an uncertain time every week, and offline meetings were executed mostly in the afternoon in several days.

C. Internship Procedure

a. Before Internship

The Internship preparation was conducted on June 11, 2020. In the

preparation, the intern was given information about how to do an internship. She was also informed about the place of the internship and the schedule. She was appointed to the Business English / Business English Communication Study Program.

b. Whilst Internship

During the Internship, all information in the observation activity was obtained via the Internet, discussion, and sharing with the Head of Study Program and other interns.

CHAPTER IV

OUTCOMES AND BENEFIT

A. Outcomes

The outcomes of this internship are the challenges, weaknesses, strengths, and actions which have been used and applied by the intern to complete the internship program. There are promising opportunities and real practices which encompass the internship works. The ensuing illustrations will depict the challenges, weaknesses, strengths, and actions.

1. Challenges

A challenge is something new and difficult that requires great effort and determination. The challenge helps to shape character in a certain process to achieve goals. In this internship, the intern has faced several challenges. They are:

- a Being more responsible for the main activities of the Study Program, such as Webinar Marketing Tips and RPS Workshop, and the posted videos. The intern has been appointed to be in charge of operating zoom in the webinar and workshop. She has to make sure that participants of those events were clear to hear and see the material in the venue. She was also in charge of operating the social media accounts of the Study Program. As assigned by the Head of the Program, she had to make, edit, and post some information about the study program activities.

b. Being more time-managing

The intern was challenged to finish and complete all the assigned works before the deadline. This means she was challenged to work faster with satisfactory results.

c. Being self-managed. The intern was challenged to organize her daily routines with the works assigned in the Study Program. She had to balance the time, the energy, and the activities among the internship program, classes in the short semester program, and personal life.

2. Weaknesses

Weakness is defined as a lack of strength or a character flaw, or something that you cannot resist. Weakness can be in the form of various things such as influence, behavior, or state of being physically weak. In this internship, the intern has experienced a few weaknesses. They are:

a. The lack of understanding in writing information. When assigned to work on editing information in the backdrop, leaflet, and certificate, and videos, the intern missed some information and was inaccurate in spelling and sentence fragments or lines.

b. Miscommunication with the co-interns. Initially, the intern was reluctant to speak up about her ideas when working together in the team. She felt retreated when her ideas were not accepted by the team members. She took some time to understand the unaccepted situation.

3. Strength

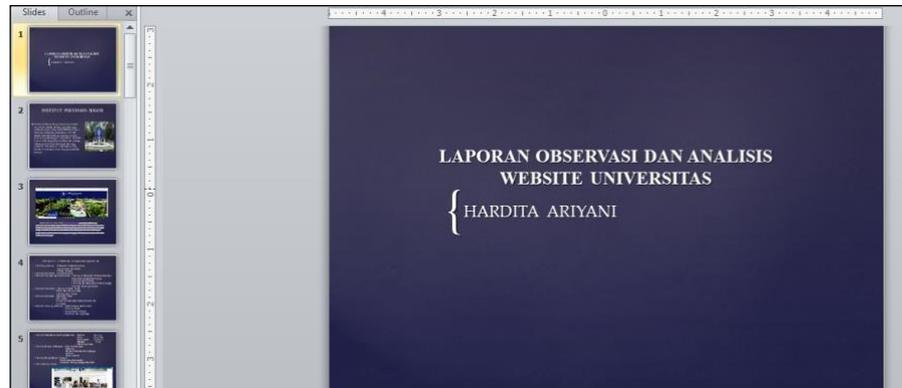
Strength is the property of being physically strong or a quality of courage and determination in dealing with difficult situations. Strength shows how strong feelings, beliefs, abilities, and mutually beneficial quality relationships. During the internship, the intern was supported by the following factors:

- a. Being initiative and communicative. The intern was open and being the first to ask questions if there was unclear information about the works both to the Head of Program and to the members of the team. She was also willing to share and forward the information needed in the works.
- b. Building up a good relationship with the Head of the Program and co-interns. In the first place, the intern always put mutual understanding as the principle to get along well with the Head of Program and the co-interns. She tolerated and accepted ideas when discussing and meeting with co-interns.
- c. The ability to prioritize. The intern listened attentively towards the instructions from the Head of the Program so she could manage to prioritize the details of the assignments. She also could select the main works and the supporting works.

4. Actions

Actions are the main and supporting activities that were completed by the intern during the internship.

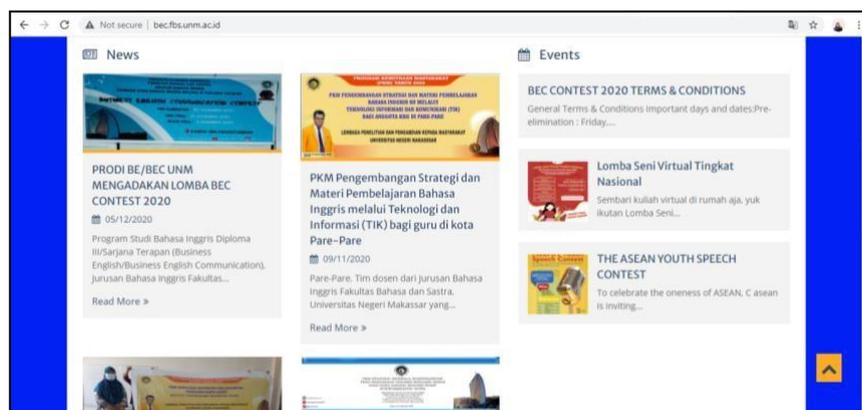
a) Observation



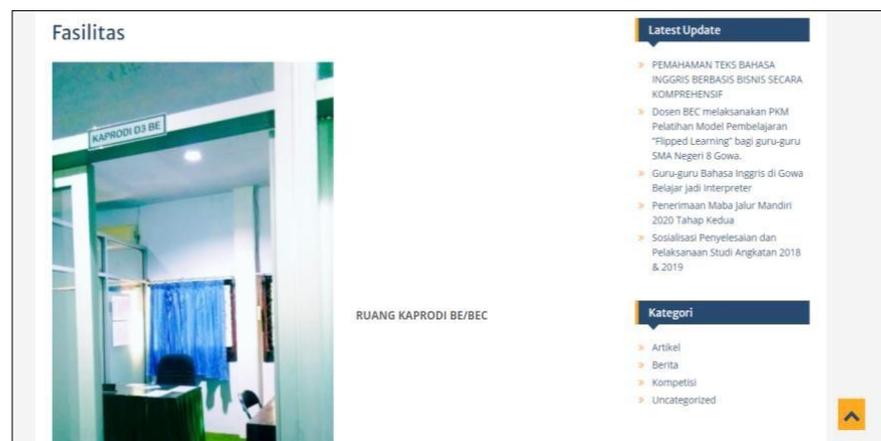
4.1. The PowerPoint report of observation

In this section, the observation was carried out by searching for information about features, design, and information from other campus websites, such as: National University of Singapore, IPB, and UB. And then, the results of the observations were reported to the Head of Business English Study Program.

b) Posting information on the website of Study Program



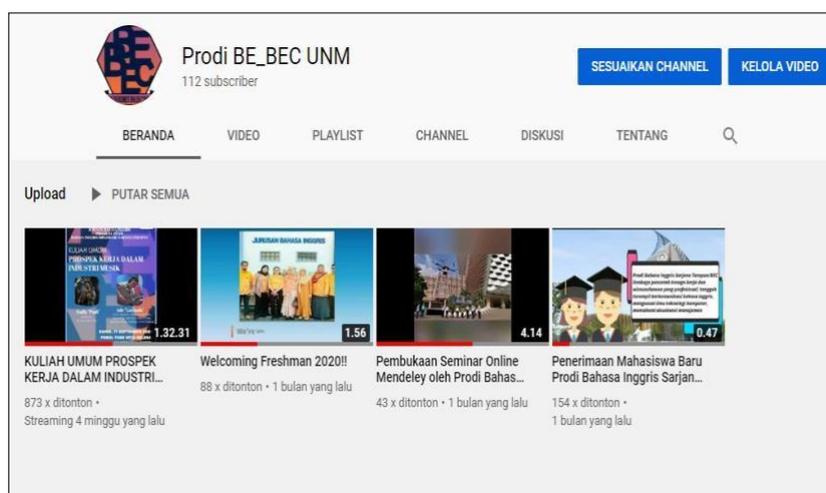
4.2. Information post on the website of Study Program



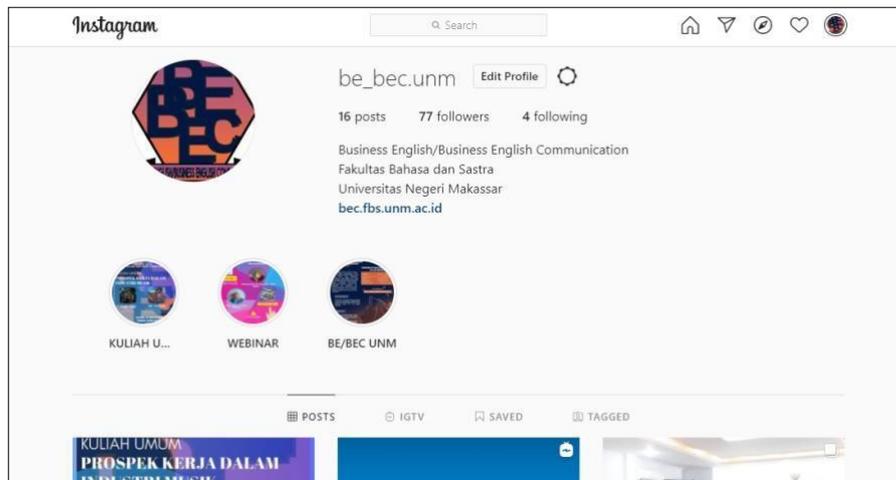
4.3. Facility post in the website in Study Program

In this main activity, the intern photographed facilities of the Business English / Business English Communication Study Program and posted on the website. She also posted information to put in the description of the posted photographs in the website. In addition to this work, the intern discussed and shared with other interns to classify the content of the website.

- c) Making Business English / Business English Study Program Social Media accounts, such as YouTube and Instagram.



4.4. YouTube account of the Study Program



4.5. Instagram account of the Study Program

The intern signed up for YouTube and Instagram accounts of the Study Program. She signed up using a fabricated email. Then, she posted information, photographs, and videos in the social media accounts and reported to the Head of Study Program.

d) Participating in Webinar Marketing Tips



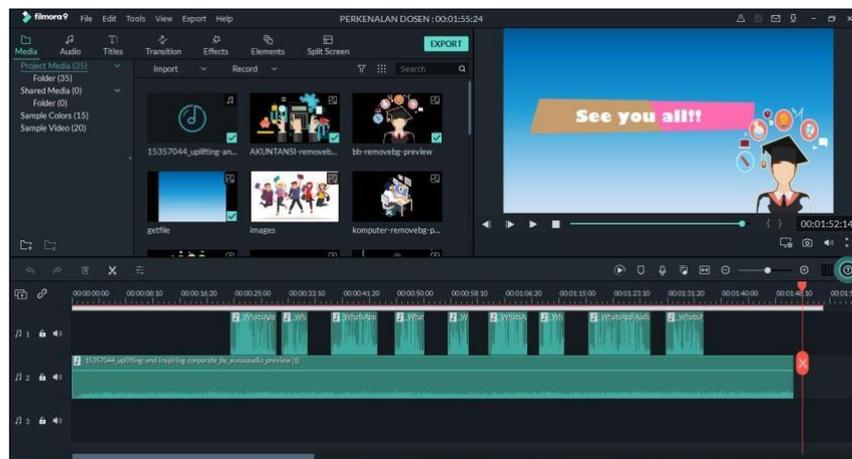
4.6. Participating in the Webinar using the Zoom application

In this activity, the intern prepared and attended a briefing for the Webinar with other interns and the Head of Business English Study Program.

She also coordinated the webinar time and prepared the moderator's agenda script. The intern operated the communication via Zoom between the speaker and the participants. The Webinar of Marketing Tips was held on July 21, 2020.

e) Making Videos of Business English / Business English Communication

In this activity, the intern collected information regarding the content of the video and selected the concept of the video. The videos were about welcoming students of 2020, and the introduction of the lecturers of the Business English / Business English Communication Study Program. To make these videos, the intern edited several clips. Here is the screenshot.



4.7. The Editing process of the videos

The editing and organizing clips of videos used the Filmora application. Using this application, the intern added a music setting and some animated pictures to complement the video.



4.8. The posted videos on the YouTube

Initially, the intern communicated with and reported to the Head of Study Program about the results of videos and after that posted the videos in social media accounts.

f) Participating in Online Seminar as a Participant



4.9. The participant certificate of the online seminar

In this activity, the intern registered as a participant in the Online Seminar “Penulisan Karya Ilmiah Berbasis Mendeley” which was held on August 11, 2020. This activity is one of the main activities in the Study Program.

g) Participating in RPS Workshop

In this activity, the intern prepared and attended a briefing for the RPS Workshop with other interns and the Head of Business English Study Program. Her tasks were to assist the technical activities, such as: completing the design of the backdrop, operating zoom, and distributing digital workshop certificates to the participants.



4.10. The backdrop of the RPS Workshop

To complete the design of the backdrop, the intern collected information and photos and edited the backdrop using the CorelDRAW application.



4.11. The speaker of the RPS Workshop

To operate zoom in the workshop, the intern sat close to the speaker and adjusted the speaker's sound with the audio in the zoom using a hand phone and a laptop.

To distribute the digital certificates, the intern listed the names of the participant and arranged their names in the folder. After that, she sent the link to the Head of Study Program.

B. Benefit

This internship has been giving significant contributions to the intern's quality and skills improvement. The following illustration is the benefits that the intern experienced during the internship.

a) Improvement in communication skills

There are a few improvements in certain communication skills, such as: being more initiative in asking questions and giving responses to the Head of Study Program and other interns, being more open to express and accept ideas and opinions in teamwork. These communication skills were generated along with the execution of all the activities done by the intern.

b) Improvement in computer skills

There are a few improvements in utilizing computers and the Internet as the tools and software used in the work. Certain improvement in computer skills: more practices and getting accustomed to the uses of CorelDRAW and Canva applications to edit and design the backdrop and the certificate of the events in the Study Program, and getting familiar to the use of Filmora application to edit the video making, being more customary as a host and

The participant with the use of Zoom application and as an operator in Streaming YouTube in the virtual meetings.

c) Management

There are a few improvements in self-management in terms of time and integrity. By managing time more efficiently, the intern prioritized and arranged the work schedules. By managing self-quality, the intern practiced more to be responsible, more accountable, and more reliable in finishing and completing the works assigned during the internship.

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the outcomes and the benefits of the internship in the Business English/ Business English Communication Study Program, it can be concluded that:

- 1) Business English / Business English Study Program has provided opportunities to the intern to apply skills, knowledge, and became a part of Prodi's team in the areas of communication, computer, and management.
- 2) The benefits of the internship are improvements in communication (socializing with the Head of Study Program and other interns), computer (using Coreldraw, Canva, and Filmora, Zoom, and YouTube), and management (discipline and responsibility) skills.

B. Suggestion

Based on the conclusions above, the writer gives several suggestions as follows:

- 1) For students of the Business English / Business English Communication Study Program, it is suggested to be able to work in a team, to possess a basic knowledge about the internship, and to be interested in improving skills (communication, computer, management) during the internship.
- 2) For the Business English / Business English Communication Study Program, it is suggested to be more organized and anticipate coordination and orientation about the internship program, and to provide more

Explanation on the procedures of the internship program.

- 3) For Universitas Negeri Makassar, it suggested having further cooperation with other companies for the internship program.

BIBLIORAPHY

Buku IIIA Borang Program Studi Bahasa Inggris (D3). (2017). *Badan Akreditasi Nasional Perguruan Tinggi*. Jakarta.

Career & Professional Development Center. (2020). *careers.utah.edu/student-pathways*. Retrieved from <https://careers.utah.edu/internship-overview/>.

Masthurah, Nur. (2018). *A Report of Internship at English Department (Bahasa Inggris D-III)*. Makassar: Universitas Negeri Makassar.

Windy, Rizki. (2012). *Struktur dan Tugas Dekan –Integral*. Retrieved from <http://integral-math12.blogspot.com/p/struktur-dan-tugas-dekan.html>

Yahya, Besse. (2013). *A Report of Internship at English Department, Faculty of Languages and Literature, State Universitas Negeri Makassar*. Makassar: Universitas Negeri Makassar.

APPENDIX I
(ATTENDANCE LIST)



PELAKSANAAN PRAKTEK KERJA LAPANGAN
PROGRAM STUDI BAHASA INGGRIS D-III
AGENDA HARIAN PESERTA PRAKTEK KERJA LAPANGAN

Nama : HARDITA ARIYANI
 Nim : 1852132026
 Tempat/Unit Kerja : BUSINESS ENGLISH STUDY PROGRAM FBS UNM
 Waktu PKL : June 17 – August 18 2020

No.	Hari / Tanggal	Kegiatan		Hasil Kegiatan	Manfaat Kegiatan
		Tahapan	Tindakan		
1.	Senin / 15 Juni	Pembagian Jobdesc Magang di Prodi BE/BEC	Melakukan Observasi terhadap tugas yang diberikan	Mengumpulkan hasil observasi website kampus	Mengetahui fitur dan tampilan website kampus lain.
2.	Rabu / 24 Juni	Pertemuan ketua Program Studi dan Pembahasan mengenai pelaksanaan Webinar	Menyampaikan hasil observasi	Website BE/BEC	Mempelajari fitur website
3.	Selasa / 30 Juni	Pembahasan akun sosial media Prodi BE	Pembuatan akun sosial media Prodi BE (IG & Youtube)	Akun media sosial BE/BEC (IG&YouTube)	Pengoperasian Sosial Media
4.	Selasa / 14 Juli	Pembahasan Webinar Marketing Tips	Mengatur agenda dan Moderator Webinar	Agenda Webinar	Penyusunan agenda webinar
5.	Selasa / 21 Juli	Pelaksanaan Webinar Marketing Tips	Menyiapkan Script Moderator dan Mengoperasikan zoom	Pelaksanaan Webinar	Terlaksananya Webinar Marketing Tips

6.	Rabu / 5 Agustus	Tugas Pembuatan Video Penerimaan Maba	Mengumpulkan informasi dan melakukan proses editing video penerimaan maba	Video Penerimaan Maba	Mengetahui fitur proses editing
7.	Selasa/ 11 Agustus	Pertemuan Pembahasan Workshop RPS	Membuat Spanduk dan sertifikat Workshop	Agenda Workshop	Penyusunan agenda webinar
8.	Jumat / 14 Agustus	Pelaksanaan Workshop RPS	Mengoperasikan zoom dan mendistribusikan sertifikat kepada peserta RPS	Pelaksanaan Workshop RPS	Terlaksananya Workshop RPS
9.	Senin / 24 Agustus	Penutupan dan Evaluasi PKL dengan ketua Prodi BE	Diskusi dan evaluasi oleh pembimbing PKL	Evaluasi dan Penutupan	Evaluasi dan Sharing

Mengetahui Pembimbing

PKL



Nama : Dr. Fatimah Hidayahni Amin, M.Pd., M.A.

Posisi : Ketua Program Studi Business English / Business English Communication

APPENDIX II
(EVALUATION FORM)



LEMBAR NILAI PRAKTEK KERJA LAPANGAN

Nama Mahasiswa : Hardita Ariyani
NIM : 1852132026

PENILAIAN		SKOR
SIKAP	Penampilan	9
	Disiplin	9
	Perilaku	9
	Tanggungjawab	9
	Inisiasi	9
	Kreativitas	9
	Kepercayaan Diri	9
	Kerjasama	9
KOMUNIKASI	Formal	9
	Informal	9
PRESTASI	Pengetahuan dan Kerampilan Bahasa Inggris	9
	Pengetahuan dan Keterampilan Komputer	9
	Pengetahuan dan Keterampilan Akuntansi & Manajemen	9
TOTAL		Angka: 9 Predikat:

*Rentang Nilai 1-10

Keterangan Nilai

PREDIKAT	NILAI
Sangat Baik	8,5 – 10
Baik	7,5 – 8,4
Cukup	5,5 – 7,4
Kurang	3,5 – 5,4
Sangat Kurang	1,0 – 3,4

Makassar, 03 Desember 2020

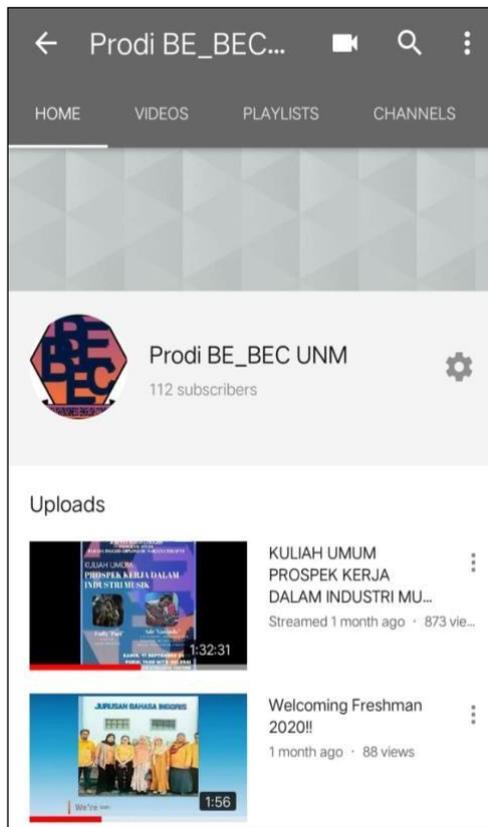
Yang bertanda tangan di bawah ini,
Pembimbing PKL,

Dr. Fatimah Hidayahni Amin, M.Pd.,MA.
NIP: 198302222005012002

Yang mengetahui,
Ketua Program Studi Business English
Jurusan Bahasa Inggris FBS UNM,

Dr. Fatimah Hidayahni Amin, M.Pd.,MA.
NIP: 198302222005012002

APPENDIX III
(INTERNSHIP PRODUCTS)



(Designing and making Business English / Business English Communication Study Program social media account, such as YouTube and Instagram)



(Editing Backdrop RPS Workshop)



(Making videos of Business English / Business English Communication Study Program)

APPENDIX IV
(DOCUMENTATION)



(Preparing and Attending Webinar Marketing Tips)



(Operating zoom meeting RPS Workshop)



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SAstra

Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

BERITA ACARA SEMINAR LAPORAN PKL

Pada hari Selasa, 5 Januari 2020, Jam 11.00 Wita. Seminar Laporan PKL Program Diploma 3 (D-3) bagi mahasiswa :

Nama : **Hardita Ariyani**
No. Stambuk : 1852132026
Jurusan / Prodi : Bahasa Inggris / Business English (D3)
Fakultas : Bahasa dan Sastra, Universitas Negeri Makassar
Tempat : Online

Dengan judul Laporan PKL sebagai berikut :

AN INTERNSHIP REPORT AT BUSINESS ENGLISH/BUSINESS ENGLISH COMMUNICATION STUDY PROGRAM FBS UNM

Dihadapan Panitia Seminar Laporan PKL Diploma 3 (D-3) yang terdiri dari :

- | | | |
|------------------|--|---------|
| 1. Ketua Panitia | : Prof. Dr. Syukur Saud, M.Pd. | (.....) |
| 2. Sekretaris | : Dr. La Sunra, S.Pd.,M.Hum. | (.....) |
| 3. Pembimbing | : Dr. Fatimah Hidayahni Amin, M.Pd.,M.A. | (.....) |
| 4. Penguji I | : Seny Luhriyani Sunusi, S.T.,M.Kom. | (.....) |
| 5. Penguji II | : Lely Novia, S.Pd.,M.Hum. | (.....) |

Hasil Ujian diputuskan sebagai berikut :

1. Nilai Seminar Laporan :
2. Hasil Ujian Ulangan :
3. Lulusan dengan Nilai Yudisium :



Prof. Dr. Syukur Saud, M.Pd.
0930 198803 1 003

Catatan :

- a. Dibuat dua rangkap dan setelah selesai ujian, satu rangkap dikirim kembali ke Biro Administrasi Akademik dan Kemahasiswaan Universitas Negeri Makassar bersama lampiran untuk penyelesaian ijazah
- b. Terlampir 1 (satu) Exlampar skripsi dan kelengkapan penerbitan ijazah



KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SAstra

Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

PENILAIAN SEMINAR PKL

Nama : Hardita Ariyani
Nim : 1852132026
Program Studi : Business English

NILAI 1. Metode Penulisan Laporan :
2. Hasil PKL :
3. Penulisan Laporan PKL :
4. Penguasaan Materi :
5. Cara Presentasi :
Nilai Rerata : ...93..... (...A.....)

Pedoman Penilaian:

> 91 = A
86 - 90 = A-
81 - 85 = B+
76 - 80 = B
71 - 75 = B-
66 - 70 = C+
61 - 65 = C
56 - 60 = C-
< 56 = E

Makassar, ⁰⁸ - 01 2020

Penilai,



KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SAstra

Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

PENILAIAN SEMINAR PKL

Nama : Hardita Ariyani

Nim : 1852132026

Program Studi : Business English

NILAI	1. Metode Penulisan Laporan	: 92	
	2. Hasil PKL	: 95	
	3. Penulisan Laporan PKL	: 94	
	4. Penguasaan Materi	: 95	
	5. Cara Presentasi	: 97	
	Nilai Rerata	: 95	(A)

Pedoman Penilaian:

> 91	= A
86 - 90	= A-
81 - 85	= B+
76 - 80	= B
71 - 75	= B-
66 - 70	= C+
61 - 65	= C
56 - 60	= C-
< 56	= E

Makassar, 5 Januari 2020

Penilai,

Lely Novia



KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SASTRA

Alamat: Kampus UNM Parangrambung, Jl. Dg. Tata, Makassar, 90224 Telp. 0411-861509, 861510

PENILAIAN SEMINAR PKL

Nama : Hardita Ariyani

Nim : 1852132026

Program Studi : Business English

NILAI 1. Metode Penulisan Laporan :
2. Hasil PKL :
3. Penulisan Laporan PKL :
4. Penguasaan Materi :
5. Cara Presentasi :
Nilai Rerata : **91** (**A**)

Pedoman Penilaian:

> 91 = A
86 – 90 = A-
81 – 85 = B+
76 – 80 = B
71 – 75 = B-
66 – 70 = C+
61 – 65 = C
56 – 60 = C-
< 56 = E

Makassar, 5 / 01 2020

Penilai,


Seny Luhriyani



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
UNIVERSITAS NEGERI MAKASSAR
FAKULTAS BAHASA DAN SASTRA

Kampus UNM Parangtambung, Jalan Daeng Tata Raya Makassar, 90224
Telepon: (0411) 861508, 861509, 861510 Faksimile: (0411) 861508

LEMBAR PENGESAHAN
PERSETUJUAN PERBAIKAN LAPORAN PKL

Nama : Hardita Ariyani
NIM : 1852132026
Program Studi : Business English
Judul Laporan : AN INTERNSHIP REPORT AT BUSINESS ENGLISH/BUSINESS
ENGLISH COMMUNICATION STUDY PROGRAM FBS UNM

No	Nama Dosen	Jabatan	Tanggal	Tanda tangan
1	Dr. Fatimah Hidayahni Amin, M.Pd.,M.A.	Pembimbing	19-01-2021	
2	Seny Luhriyani Sunusi, S.Kom.,M.T.	Penguji I	19-01-2021	
3	Lely Novia, S.Pd.,M.Hum.	Penguji II	19-01-2021	

Makassar, 2021

Megetahui:
Ketua Prodi Business English

Dr. Fatimah Hidayahni Amin, M.Pd.,M.A.
NIP 19830222 200501 2 002

CURRICULUM VITAE



The writer, Hardita Ariyani was born in Makassar on June 30th, 2000. She lives on Jl. Dg Tata VI No. 88, Makassar. She is the daughter of Haris HS and Dra. Hj. Sadariah. She was the last of four children. Her educational background started in SD Negeri Parang

Tambung 1 until 2012. She continued her study in Junior High School 18 Makassar until 2015. Then she continued her study in Senior High School 14 Makassar until 2018. In 2018, she was accepted as a student of Business English Study Program, Faculty of Languages and Literature, Universitas Negeri Makassar.

