CHAPTER II

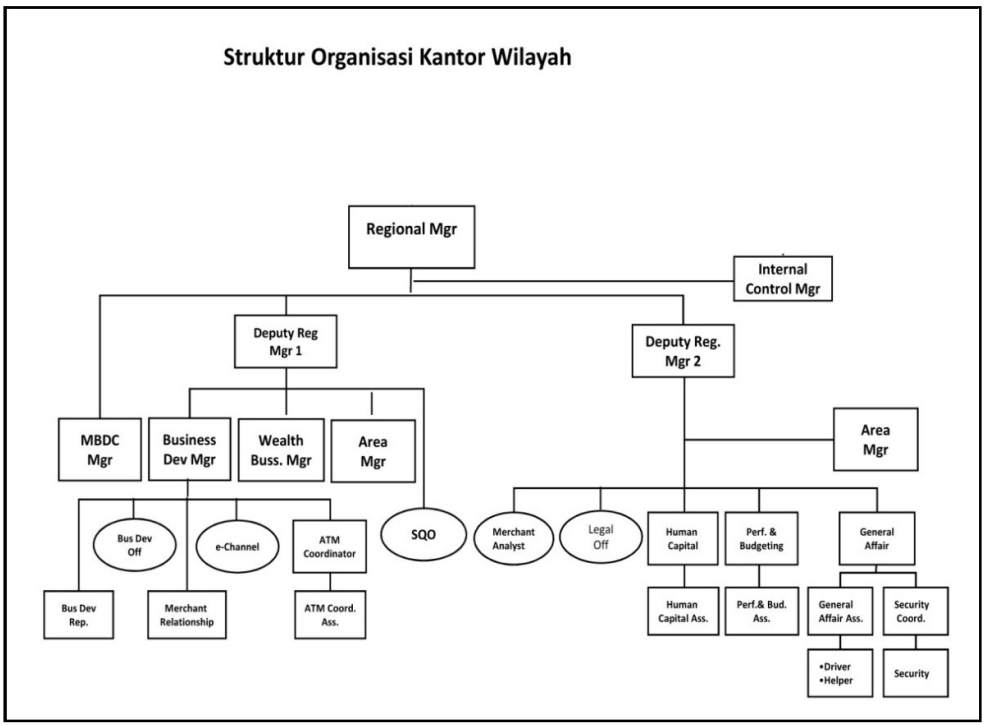
THE GENERAL DESCRIPTION OF BANK MANDIRI

2.1 Description of Bank Mandiri

Bank Mandiri is one of the biggest national banks in indonesia which was formed by merging process of four state-owned banks, namely ; Bank Bumi Daya, Bank Dagang Negara, Bank Exim and Bapindo (Bank Pembangunan Indonesia). Bank Mandiri was found on October 2, 1998 and officially merged and operated in July 1999. Bank Mandiri, centered at Gatot Subroto street kav 38 jakarta, has around 1390 branch offices controlled by 10 regional offices. Bank Mandiri also has more than 24.000 employees which spread in Indonesia and abroad. As the credible financial institution, Bank Mandiri expands its bussiness by founding subsidiary companies which are still running in finance bussiness such as Bank Syariah Mandiri, Bank Mandiri Europe Limited, Mandiri Sekuritas, Bank Sinar Harapan Bali, and many others.

Bank Mandiri provides many financial products such as Consumer Banking, Small and Micro Bussiness, Investment, Loan, Bancassurrance, and another financial products. Bank Mandiri is the best not only in terms of asset, loans, and deposit, but also in terms of services, IT system, and networks which are proved by numbers of awards as The Best Bank Service Excellence, The Best Infrastucture Design, The Best IT system, Best Corporate Gorvernance, and Best Investor Relation.

Bank Mandiri is divided into 10 regional offices shared through Indonesia. Bank Mandiri Regional Office VI where the writer did the job training, covers West Java area such as Bandung, Cirebon, Tasikmalaya, Cianjur, Sukabumi, Sumedang, and many areas in West Java. Regional office VI management is divided into three main units which consist of their own sub-unit; MBDC (Micro Bussiness District Center), Deputy Regional I consists of Wealth Bussines and Bussines Development, and Deputy Regional II consists of Merchant Analyst, Legal Officer, Human Capital, Performance&Budgeting, and General Affairs unit. The structure of organization of Bank Mandiri Regional Office VI as in the following;



In this case, the writer was assigned in General Affair Unit as General Affair assistant, but sometimes the writer also did some works in Human Capital Unit.

2.2 Description of General Affair Unit in Bank Mandiri Regional Office VI

General Affair office is located on the 4th floor. The Head of General Affair is Mr Hadijan Tjitawan, and The Vice of General Affair is Mr Wawan Abdurahman.

General Affair tasks are including, as follows :

1. Purchasing office supplies or inventarisation such as stationery, telephone, electricity and furniture
2. Handling office facilities, asset, vehicles operation and building maintenance
3. Holding official events such as , employee gathering, charity event, annual anniversary, and many others
4. Handling house keeping, security, driver and helper
5. Holding negotiation of business agreement with another institution or vendor
6. Managing accomodation for official visit of the employee
7. Managing and preparing schedule or agenda of official guest arrival such as booking for hotel, reservation plane ticket and providing another accomodation

Holding many works causes General affair have a deal with many institution and companies. All transactions which are handled by general affair should be done through written agreement or known as bussiness letter. However, mostly the letters come in and out are written in english, and it means it also should be replied in english too. In this case, as general affair assistant, the writer was asked to handle this job. The writer not only handled replying letters but also did additional job such as translating document for another division such as Human Capital and Performance&Budgeting Unit. After all letters and documents had been signed, they should be copied and filed based on their categories to prevent violation happened related to the using of these files.

2.3 Job Position and Coordination

2.3.1 Job Position

The writer was assigned as General Affair Assistant and translator in General Affair Unit in Bank Mandiri Regional Office VI Bandung. The jobs that were given to the writer including replying bussiness letter, translating and filing documents.

3.1.2 Coordination

During job training process, the writer coordinated with some staff of Human Capital and General Affair Unit as in the following:

1. Mrs. Trini Ramdani (The Head of Human Capital Unit)

Responsibility : Handling employee affairs such as training and recruitment, financial term, attendance, placement and performance employee.

2. Mr. R. Yoni Wiyarto (General Affairs Assistant)

   Responsibility : Handling procurement and Purchasing order of office supplies.

3. Mr. Topa Lukita (General Affairs Assistant)

   Responsibilty : Handling to hold such official events such as annual anniversary, employee gathering and many others.

4. Mr. Kris Seno Aji (GA assistant / Pramubhakti)

   Responsibility : Handling vehicle operation maintenance, managing driver, and providing office facilities.

3.2 Responsibilities

For about a month while doing the job training, the writer did many things which are related to translation and correspondence. At the first day, the writer got socialization about job description that the writer would have. The writer was informed by General Affair staff Mr Yoni Wiyarto how to handle General Affair jobs. Every Monday and Wednesday the writer should attend morning briefing to discuss about progress of employee performance. Mostly, the writer was asked to reply kinds of bussiness letter and translate documents. The writer made bussiness letter through these steps; first, the writer translated and delivered the message of the letter. Second, the writer collected information about what should be written in

the letter. Third, the writer transferred the information the writer got into written text in english. Last, the writer gave it to general affairs assistant if it needed to be revised or edited. After it finished, the writer needed to copy and file documents based on its type. Beside that, the writer was asked to translate documents like memo, letter of guarantee and invoice. While translating, the writer used google translation first. Then, the writer edited and arranged the sentence into correct and natural language. In addition, the writer was also asked to make archieves collection of letters documents that the writer made. When there was an event *"Buka Bersama Dhuafa dan Anak Yatim "* the writer was involved to help logistic staff. Those mentioned above are all activities the writer did during job training in Bank Mandiri Regional Office VI.