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REPORT OF INTERNSHIP



TRANSLATION OF BUSINESS TEXT DOCUMENTS ON CORPORATE AND INSTITUTIONAL MEMBERSHIP AT BPJS KETENAGAKERJAAN

Zahwa Nur Hikmah

2208411024

**POLITEKNIK
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ENGLISH FOR BUSINESS COMMUNICATION AND
PROFESSIONAL

DEPARTMENT OF BUSINESS ADMINISTRATION

POLITEKNIK NEGERI JAKARTA

DEPOK

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STATEMENT OF APPROVAL OF INTERNSHIP

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Jakarta, 17 December 2025

Supervisor of PNJ

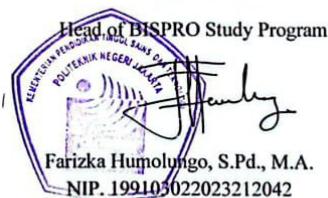
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PREFACE

All praise and gratitude are extended to God Almighty, by whose grace and mercy the author has been enabled to complete the Field Work Practice (PKL) Report undertaken at the Deputy for Corporate and Institutional Membership of BPJS Ketenagakerjaan. This PKL Report has been prepared as one of the requirements for obtaining the Applied Bachelor's degree from Politeknik Negeri Jakarta. Therefore, gratitude is expressed to:

1. Farizka Humolungo, S.Pd., M.A., as the Coordinator of the English for Business and Professional Communication (BISPRO) Study Program.
2. Septina Indrayani, S.Pd., M.TESOL, as the academic supervisor who has guided the author in the preparation of this report.
3. Hendra Nopriansyah, as the Deputy for Corporate and Institutional Membership (KSI), who has provided the opportunity for the author to undertake the internship period at BPJS Ketenagakerjaan.
4. Dhika Primayuda and Arka Auliya Putri, as mentors or industrial supervisors, who have guided and imparted knowledge throughout the internship process.
5. All staff and employees of Corporate and Institutional Membership, who have provided extensive assistance and knowledge with utmost hospitality.
6. The author's parents, extended family, and Farhan Hanif Ridwan, who have offered material support, prayers, and motivation.

In closing, it is hoped that God Almighty will graciously reward all the kindness extended by those who have assisted. May this PKL Report contribute to the advancement of knowledge.

Depok, 17 December 2025

Zahwa Nur Hikmah

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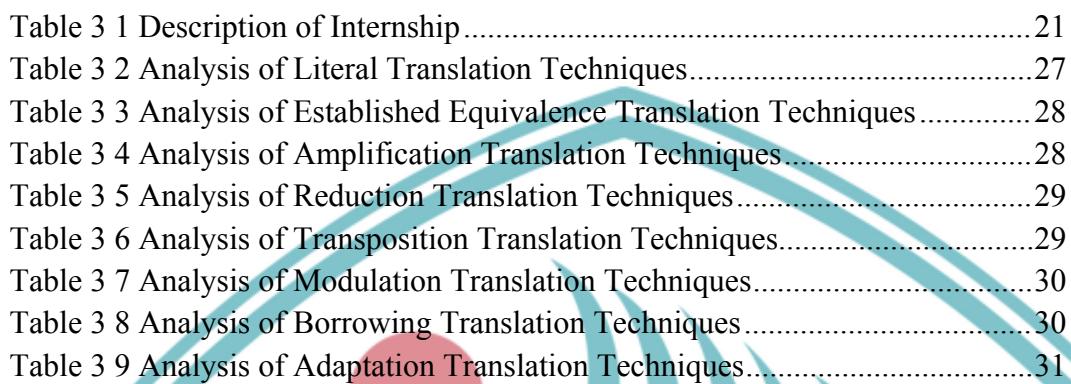
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CHAPTER I

INTRODUCTION

1.1 Background

In the current era of globalization and digitalization, the need for effective business communication is increasingly emphasized, particularly for public institutions playing a vital role in public services. BPJS Ketenagakerjaan, as a public service institution administering social security programs for workers, is required not only to provide administrative services but also to establish professional communication with various stakeholders at both national and international levels. One key unit supporting this role is the Deputy for Corporate and Institutional Membership (KSI), by which worker participation from various corporations and institutions is managed, involving the preparation of administrative documents such as participation reports, official memos, and socialization materials. These documents are primarily utilized as business communication tools that must be composed with clear, accurate, and professional language.

With the expansion of networks and cross-border communication, the translation of business text documents is deemed essential to ensure messages remain contextually appropriate and widely comprehensible. The quality of translation is recognized to influence the success of BPJS Ketenagakerjaan program socialization at national and international levels. Therefore, translating business text documents related to corporate and institutional membership is the primary activity during fieldwork at this institution. Thus, translation in an institutional context serves not only as a cross-lingual communication tool but also as a demonstration of organizational professionalism and integrity.

As a student of the English for Business and Professional Communication (Bispro) program, the Field Work Practice (PKL) at the KSI Deputy provided an opportunity to directly apply translation theory to various business text documents, such as brochures for the Indonesian Migrant Worker (PMI) social



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security program, participation reports, and socialization materials, into English. This activity strengthened professional English skills by emphasizing information accuracy, terminological consistency, and communication effectiveness.

Insights into the development of business communication in public institutions, involving parties ranging from large corporations to government agencies, were also gained, thereby broadening the understanding of the importance of cross-lingual communication for the success of employment social security programs. Accordingly, this PKL report titled "Translation of Business Text Documents on Corporate and Institutional Membership at BPJS Ketenagakerjaan" aims to document translation capabilities for business communication documents in the context of corporate and institutional membership while comprehending professional work practices in public service environments. The knowledge and experience acquired are expected to serve as valuable preparation for a professional career in business communication and translation.

1.2 Scope of Activities

During the PKL implementation at BPJS Ketenagakerjaan KSI Deputy, the scope of activities carried out includes:

1. official documents, including brochures, PowerPoint socialization programs, and presentation materials, were translated from Indonesian to English;
2. administrative documents such as memos, outgoing letters, and meeting minutes were prepared;
3. presentation materials including PowerPoint socialization designs and infographics related to participation programs, were created;
4. participation data was managed, such as receipt data input using Microsoft Excel (Vlookup, Hlookup, Pivot, Average, MIN, MAX, and String);

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5. participation in internal and external meetings and coordination was undertaken, supporting documentation and formal communication needs;

1.3 Time and Place of Implementation

The time and place of implementation of internship carried out as follows:

Time of Implementation	: 14 July 2025 – 29 December 2025
Place of Implementation	: Deputy for Corporate and Institutional Membership (KSI)
Address	: Jl. Setia Budi Utara Raya No.5, RT.5/RW.1, Kuningan, Karet, Kuningan, Kecamatan Setiabudi, Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12940
Time Allocation	: 6 Months

1.4 Objectives and Benefits

1.4.1 Objectives

The objectives of this internship are as follows:

1. translating skills from Indonesia to English in business and professional communication contexts were developed, particularly in translating official documents related to corporate and institutional membership;
2. creating presentation materials, designing infographics, and compiling visual communication content to support BPJS Ketenagakerjaan program socialization were enhanced;
3. communicating formal business practices in government environments were understood, especially interactions with corporations, institutions, and external partners;
4. preparing and managing administrative documents, such as memos, incoming letters, and minutes of meetings were comprehended;



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5. additional technical skills, such as data management with Microsoft Excel for participation administration accuracy, were mastered;

1.4.2 Benefits

The expected benefits from this PKL implementation included:

1. Benefits for PKL Implementer

1. improving business document translation skills, such as brochures, reports, and presentation materials in accordance with Bispro competencies;
2. obtaining direct experience in participation administration management from memo preparation, incoming or outgoing letters, to meeting minutes;
3. developing formal business communication skills in interactions with external partners;
4. enhancing technical data management skills using Microsoft Excel (Vlookup, Hlookup, Pivot) and visual material preparation (PowerPoint, infographics);
5. a professional work ethic encompassing discipline, responsibility, teamwork, and meticulousness was fostered;

2. Benefits for Politeknik Negeri Jakarta Students

1. providing a real depiction of the English for Business Communication curriculum application in the workplace for program evaluation and development;
2. strengthening institutional reputation and relationships through PKL cooperation with BPJS Ketenagakerjaan;
3. supplying data and experiences as learning materials and references for other students undertaking PKL;
4. offering academic and practical references for Bispro students implementing PKL in similar agencies;

3. Benefit for BPJS Ketenagakerjaan



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1. receiving neat administrative assistance and documentation results, along with accurate and comprehensible program communication;
2. obtaining competent PKL personnel in translation and business communication to assist internal administrative and presentation tasks;
3. providing assistance in preparing reports, memos, minutes of meetings, and presentation materials used in socialization and meetings;
4. supporting in participation data management, including input and report recapitulation;





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CHAPTER IV

CLOSING

4.1 Conclusion

Based on the results of the internship conducted over five months at BPJS Ketenagakerjaan, particularly in the Corporate and Institutional Membership (KSI) unit, substantial experiences were gained that support the development of academic and professional competencies in business communication, especially the translation of socialization materials, participation reports, and administrative documents requiring meticulous attention, institutional context understanding, and the ability to select appropriate term equivalents in accordance with institutional standards. Placement in the Deputy for KSI unit provided opportunities to contribute directly to the management of corporate and institutional membership, as well as to support the socialization of BPJS Ketenagakerjaan programs through effective business communication and accurate translations. These experiences also enhanced administrative skills and data management capabilities for the professional workforce.

During the implementation of the PKL at BPJS Ketenagakerjaan, the translation process for business text documents was conducted through three main stages, such as analysis of the content and context of the business text documents, accurate transfer from the source language to the target language, and editing to ensure the translation aligns with the writing style of business texts in the target language. In addition, several translation methods were employed, namely communicative, semantic, faithful, and adaptation translation. The translation techniques applied included literal translation, established equivalence, amplification, reduction, transposition, modulation, borrowing, and adaptation, which were selected according to the needs and characteristics of business document translation at BPJS Ketenagakerjaan.

In practice, several challenges were encountered, such as differences in translation and language context, limitations of reference sources, and



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adjustments to business text language styles. To overcome these challenges, several measures were implemented, including analysis and use of previous translation documents as primary references, consultations with mentors, and repeated revisions with proofreading and cross-checking.

4.2 Suggestion

Based on the internship implementation results, several recommendations are offered to BPJS Ketenagakerjaan, particularly the Deputy for Corporate and Institutional Membership (KSI), as follows:

1. Standardized terminology and an official translation glossary for business text documents should be developed and made accessible to all employees and intern students. This will accelerate the translation process, maintain language consistency, and reduce the risk of misinterpretation in translation and social security policy contexts.
2. Guidelines for document language styles based on target audiences, such as corporate communities, government institutions, or the general public, should be clarified to ensure communicative yet formal and easily comprehensible language.
3. Work tasks should be enhanced to include learning Excel formulas, such as VLOOKUP, Pivot, and others, to enable intern students to manage data more efficiently.

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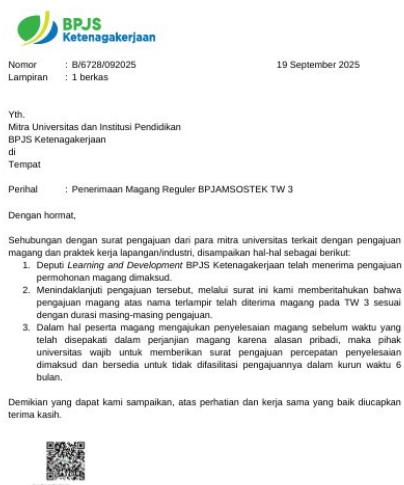
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Attachment 1. Original Certificate from the Company/Industry



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2.	Siti Riska Handayani	Ilmu Komunikasi	Universitas Bina Sarana Informatika	Deputi Bidang Investasi Langsung
3.	Helmalia Putri	Manajemen	Universitas Bina Sarana Informatika	Deputi Bidang Learning and Development
4.	Nasywa Dwi Rachman	Ekonomi Syariah	Universitas Gunadarma	Deputi Bidang Aset dan Sarana Prasarana
5.	Ardelanur Maria	Humanities - I/O Psychology	Universitas Bina Nusantara	Deputi Bidang Aktuaria dan Riset Jamsos
6.	Damar Wahyu Putra	Teknologi Informasi	CCIT FTUI	Deputi Bidang Arsitektur dan Pengembangan TI
7.	Dandi Bestari	Hukum Bisnis	Universitas Bina Nusantara	Deputi Bidang Kepesertaan Korporasi dan Institusi

Attachment 2. Company Overview



BPJS Ketenagakerjaan is established as a public legal entity accountable to the President, with the function of administering social security programs for workers. In brief, BPJS Ketenagakerjaan is a government-formed program aimed at providing protection for workers against certain social and economic risks through a social insurance mechanism. As cited from the brief history of BPJS Ketenagakerjaan (bpjsketenagakerjaan.go.id, 2025), the institution was previously known as PT Jamsostek (Persero).

Its journey has been extensive, beginning with regulations such as Law No. 33/1947, Law No. 2/1951 on work accidents, several Ministerial Labor Regulations from 1952–1957, and culminating in Law No. 14/1969 on labor fundamentals. With evolving regulations and protection needs, Government Regulation No. 33 of



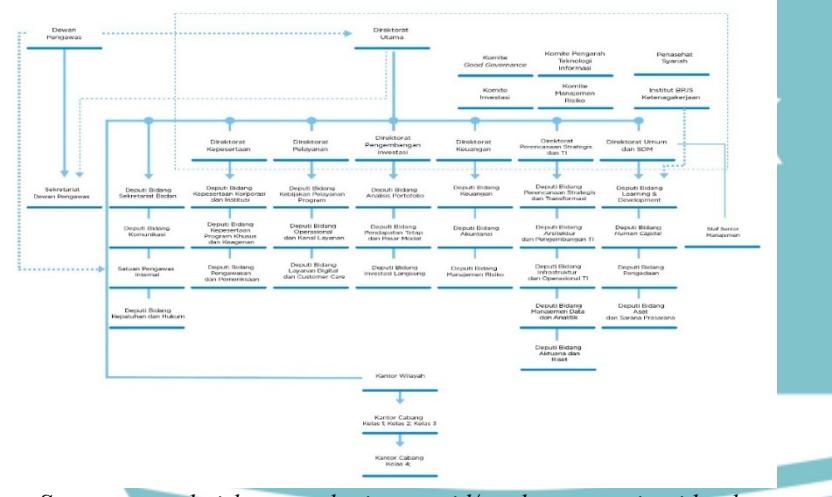
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1977 marked the implementation of the Workers' Social Insurance Program (ASTEK), mandating company participation.

Significant transformation occurred following Law No. 3 of 1992, which established the JAMSOSTEK Program as basic protection for workers and their families. Subsequently, Law No. 40 of 2004 on the National Social Security System (SJSN) was issued as mandated by the 1945 Constitution for developing social security for all citizens. The shift to BPJS was enacted through Law No. 24 of 2011, stipulating that PT Jamsostek transitioned to BPJS Ketenagakerjaan effective 1 January 2014. The institution continues to administer programs including Employment Injury Security (JKK), Death Security (JKM), Old-Age Security (JHT), and Pension Security (JP), the latter effective since 2015. To date, BPJS Ketenagakerjaan operates hundreds of offices across Indonesia, contributing to worker welfare and national economic development.

The organizational structure of BPJS Ketenagakerjaan is presented as follows:



Source: www.bpjsketenagakerjaan.go.id/struktur-organisasi.html



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Attachment 3. Other attachments (real work results, photos, or activity documents)

Documentation of Internship Activities

ISU PELINDUNGAN | PMI

1. Regulasi Jaminan Untuk PMI Peranggangan
Membutuhkan dukungan regulasi untuk menyelesaikan permasalahan perlindungan pekerja migran dan perlindungan pekerja migran saat melakukan perjalanan kerja di negara tujuan.

2. Perlindungan PMI (Indonesian Migrant Workers)
Membutuhkan dukungan regulasi bagi PMI undocumented untuk berjalan dengan program BPJS Ketenagakerjaan.

3. Pembuatan Kanal Pendaftaran di Luar Negeri
Membutuhkan **izin atau izin** dari Kementerian/Lembaga terkait pembuatan kanal layanan PMI di negara tujuan.

4. Perlindungan Awak Kapal PMI
Perlu dukungan terbaik untuk implementasi perlindungan awak kapal PMI sesuai PP Nomor 22 Tahun 2002 tentang Penempatan & Perlindungan Awak Kapal Niaga Migran dan Awak Kapal Perlindungan Migran.

5. Perlindungan Penempatan Luar Negeri
Perlu dukungan regulasi untuk perlindungan bagi pemagang di luar negeri.

6. Portabilitas Jaminan Sosial
Perlu dukungan akses dari Kementerian/Lembaga terkait kerjasama dengan negara tujuan negara lain untuk mewujudkan Portabilitas Mandiri Jaminan Sosial PMI.

7. Meningkatkan Literasi Komunitas Pekerja Migran
Meningkatkan hubungan dengan komunitas pekerja migran untuk meningkatkan pemahaman mengenai pentingnya jaminan sosial ketenagakerjaan.

Indonesian Presentation

PROTECTION ISSUES | INDONESIAN MIGRANT WORKERS (PMI)

1. Social Security Protection for Returning Indonesian Migrant Workers
Requires regulatory support to mandate the registration of employment social security *when returning placement countries in the destination country*.

2. Protection of Undocumented Indonesian Migrant Workers
Requires regulatory support to ensure undocumented migrant workers are processed through the PMI's placement placement programs.

3. Opening of Overseas Registration Channels
Requires access support from relevant Ministries/Institutions for the establishment of overseas registration service channels for Indonesian Migrant Workers.

4. Protection for Indonesian Migrant Ship Crew
Requires support related to the implementation of ship crew protection for Indonesian Migrant Workers in accordance with the PP No. 22 of 2002 concerning Placement & Protection of Migrant Ship Crew and Migrant Fishery Crew.

5. Overseas Apprenticeship Protection
Requires regulatory support for the protection of overseas interns.

6. Social Security Portability
Requires access support from Ministries/Institutions for cooperation with other countries Social Security Countries to realize the Portability of Social Security Benefits for Indonesian Migrant Workers (PMI).

7. Improving Literacy of Migrant Worker Communities
Strengthening engagement with migrant worker communities to improve awareness and understanding of the importance of employment social security.

Translation Presentation

MASA PELINDUNGAN | PMI

5 bulan
24+1 Bulan
12+1 Bulan
6+1 Bulan
1 bulan

Notas:
* Berlaku bagi PMI melalui Delakuan Penempatan
Kepastian masa sebelum bekerja disampaikan jika PMI belum berangkat > 5 bulan.

5 bulan
24+1 months
12+1 months
6+1 months
1 months

Not:
*1) Berlaku bagi PMI melalui Delakuan Penempatan
** Total mandatasi masa sebelum bekerja
*** Ulasan perlakuan perlindungan 1 bulan sebelum keterselepasan.

Indonesian Presentation

TERMO DE COBERTURA | INDONESIAN MIGRANT WORKERS

Before Work*
During Work **
After Work

5 months
24+1 months
12+1 months
6+1 months
1 months

Note:
*1) Applies to Indonesian Migrant Workers (PMI) placed through the Official Placement Implementation
** Not eligible for pre-employment protection
*** Extended protection of 1 month prior to departure

Translation Presentation

Documentation of Internship Activities

Attending BPJS Ketenagakerjaan meetings with KONI

Participating in Friday blessings (Jumat Berkah) at the Amanah Pejompongan Orphanage



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**IGI Activity - Employee
Volunteering Go Green at Angke**



Kapuk TWA

**Activity participating in Together
Toward Greatness Accelerating
Universal Coverage Achievement**

Attachment 4. Internship Mentoring Form



KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN
TEKNOLOGI POLITEKNIK NEGERI JAKARTA
ADMINISTRASI NIAGA
Jalan Prof. Dr. G. A. Siwabessy, Kampus UI, Depok 16425 Telepon (021)7863534,
Fax (021) 7270034, (021) 7270036
Hunting Laman: <http://www.pnj.ac.id> e-pos: humas@pnj.ac.id

INTERNSHIP MENTORING FORM* (SUPERVISOR OF PNJ)

Title of Internship Report : TRANSLATION OF BUSINESS TEXT DOCUMENTS ON
CORPORATE AND INSTITUTIONAL MEMBERSHIP AT
BPJS KETENAGAKERJAAN

No.	Day/Date	Internship Material	Signature
1.	01 October 2025	Chapter I	<i>YK</i>
2.	16 October 2025	Revision of Chapter I & Draft Chapter II	<i>YK</i>
3.	21 November 2025	Revision of Chapter II & Draft Chapter III	<i>YK</i>
4.	02 December 2025	Revision of Chapter II & Chapter III	<i>YK</i>
5.	09 December 2025	Revision of Chapter III	<i>YK</i>
6.	16 December 2025	Revision of Chapter III & Draft Chapter IV	<i>YK</i>
7.	17 December 2025	Revision of Chapter IV & Final	<i>YK</i>
8.			
9.			
10.			

Depok, 17 December 2025

Supervisor of PNJ,
Septina Indrayani, S.Pd., M.TESOL.
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