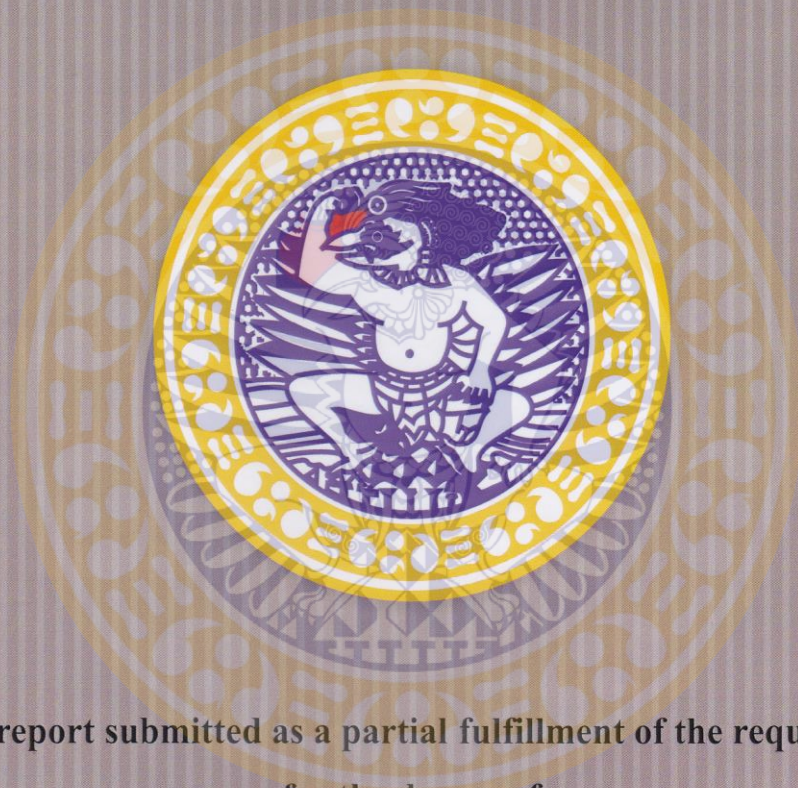


**A Job Training Report
as a Staff of the International Cooperation Sub Division
at Surabaya City Government
from 18th January to 12th February 2016**

By :

Bayu Noer Seto

Std. Nr : 121310113053



**A final report submitted as a partial fulfillment of the requirements
for the degree of
AHLI MADYA (A.Md)**

Major: Business Communication

**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
UNIVERSITAS AIRLANGGA
2016**

A Job Training Report
as a Staff of the International Cooperation Sub Division
at Surabaya City Government
from 18th January to 12th February 2016

By :

Bayu Noer Seto

Std. Nr : 121310113053



A final report submitted as a partial fulfillment of the requirements
for the degree of
AHLI MADYA (A.Md)

Major: Business Communication

ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
UNIVERSITAS AIRLANGGA

2016

FINAL REPORT

A Job Training Report

**as a Staff of the International Cooperation Sub Division
at Surabaya City Government**


By: Bayu Noer Seto

Std. Nr: 121310113053

Approved to be examined

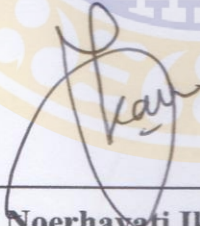
Surabaya, 9 June 2016

Final Report Advisor



**Rina Saraswati, M. Hum.
NIP. 197805182007012002**

Head of English Diploma Program



**Noerhayati Ika Putri, M.A
NIP. 197807162005012002**

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATION

UNIVERSITAS AIRLANGGA

2016

This is to certify that the Final Report of

Bayu Noer Seto

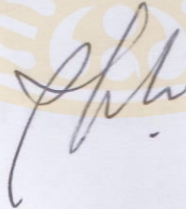
**has met the Final Report requirements of Faculty of Vocation,
Universitas Airlangga**

Surabaya, 15 June 2016

Board of Examiners



**Sidarta Prassetyo, M.A.TESOL
NIP. 198407182015043101**



**Rina Saraswati, M. Hum.
NIP. 197805182007012002**

"I have fought a good fight, I have finished my
course, I have kept the faith"

-2 Timothy 4:7-

"Thank you so much for waiting for me till the
end, for looking at me without shaking, thank you
for being you"

-VIXX-



I dedicate this Final Report to

Kwa Kwie Tjoen (柯贵俊) Family:

Mom, Dad, and my elder and younger Sisters, also Momo and TuiLa

"I'm so thankful every day that you are here. You are gifts from

God, I love you"

TABLE OF CONTENTS

TITLE PAGE	i
ADVISOR’S APPROVAL PAGE	ii
SIGNATURE PAGE	iii
DEDICATION PAGE	iv
TABLE OF CONTENTS	v
LIST OF APPENDICES	vii
ACKNOWLEDGMENTS	viii
CHAPTER I	1
INTRODUCTION	1
CHAPTER II	5
COMPANY PROFILE	5
2.1. Brief History	5
2.2. Description of Institutions	6
2.3. Vision and Mission	7
2.3.1. Vision	7
2.3.2. Mission	7
2.4. Organization Structure of Cooperation Division	8
2.5. Jobs and Responsibilities	8
2.6. Partners	10
2.6.1. Domestic Partners	10
2.6.2. Domestic Third Parties and Membership in the Organization	11
2.6.3. Foreign Partners	12
2.6.4. Foreign Domestic Third Parties and Membership in the Organization	13
2.7. Facilities	14
2.8. Location	14
CHAPTER III	15
JOB ANALYSIS	15
3.1. Job Description	15

3.2. Job Performance.....	16
3.3. Supporting Subjects	20
3.3.1. Etika dan Kepribadian (Ethics and Personalities).....	20
3.3.2. Business Communication.....	20
3.3.3. Structure.....	21
3.3.4. Writing.....	21
3.3.5. Reading.....	21
3.3.6. Speaking.....	21
3.3.7. Listening.....	21
3.3.8. Practice in Translation.....	22
3.3.9. Computer Application.....	22
3.3.10. Business Correspondence.....	22
3.3.11. Cross Cultural Understanding.....	22
3.3.12. English for Office Management.....	22
3.3.13. International Business Communication.....	23
CHAPTER IV.....	24
CONCLUSION.....	24
REFERENCES.....	26
APPENDICES	
BIOGRAPHICAL SKETCH	

LIST OF APPENDICES

1. Images
2. Assessment form
3. Certificate of internship
4. Examples of the writer's works



ACKNOWLEDGMENTS

The writer would like to say much thankfulness to God for His blessing and mercy so the writer could accomplish this Final Report successfully. The writer would like to say his deepest thanks to:

1. Mrs. Noerhayati Ika Putri, M.A as the head of Diploma III English Department, Universitas Airlangga.
2. Mrs. Rina Saraswati, M.Hum. as the final report advisor. Thanks for the time, guidance, and patience given to the writer while doing this Final Report.
3. All lecturers of English Diploma, who have given the writer much knowledge during his study. Also Mrs. Triubaida Maya Ardianti, M.A for proofreading the writer's Final Report, thank you very much.
4. The writer's mother, father, sisters, and extended family for their love, patience, prayers, and big support.
5. Mrs. Dewi Wahyu Wardani, M.Si, as the head of the Cooperation Division, Surabaya City Government. Thanks for the opportunity to do the internship and the advice given during the internship.
6. Mr. Yanuar Hermawan S.S as the head of the International Cooperation Sub Division.
7. Mr. Sony Ahadian, SS as the writer's supervisor during the internship.

8. Mrs. Eka Rahma, Mrs. Rahmasari, Mr. Wawan and all staffs of the Cooperation Division for the goodness given to the writer.
9. Mrs. Lely Wulandari SS, as the head of Rumah Bahasa Surabaya. Thanks for the opportunity to do the internship and the advice given during the internship.
10. Ms. Ika, Ms. Tiwi, Mr. Novan, Mr. Hariadi, Mr. Seno, and other staffs and tutors, thank you for guiding and advising the writer during his internship.
11. The writer's partners during the internship: Irvana Dien S., Annisa City R. and Arinty Yustiara S. We made it guys!
12. All of the writer's best friends, especially Anthea. Thank you very much for the affection and spirit. Do you really think friendships can last more than one lifetime?
13. As we save the best for the last, VIXX. Thank you for guiding the writer while doing this final report. N, Leo, Ken, Ravi, Hongbin, and Hyuk, you guys really give me spirit inside out. 영원히 함께 해.

The writer realized that this Final Report is not perfect. Therefore, the writer expects the readers could give some criticism and suggestions to lead the writer to be better. Hopefully, this Final Report would give some benefits for the readers.

The writer

CHAPTER I

INTRODUCTION

Indonesia or officially Republic of Indonesia, is a country in Southeast Asia. The name Indonesia derives from the words Indus River (in Greek) and the word *nêsos* (Indian island) (Tomascik, Mah, Nontji, & Moosa, 1996) and becomes more common with the name Indonesia after 1900. Indonesia has approximately seventeen thousand islands with 34 provinces divided in eight main islands: Sumatera Island, Kalimantan Island, Sulawesi Island, Maluku Island, Papua Island, Nusa Tenggara Island, Bali Island, and Java Island.

Java, lying between Sumatera and Bali, is an economic center of Indonesia. Java is the fourth largest island in Indonesia. It contains more than half of the nation's population (Britannica, 2016). The Javanese are the largest tribe in Indonesia with about 90 million people. Besides, Java also the most developed island in Indonesian archipelago, since it dominates all politic, economy, and trade sectors. Java has six provinces: Capital District of Jakarta, Banten, West Java, Central Java, Special Region of Yogyakarta, and East Java.

East Java is a province of Indonesia, which is located in eastern Java. It includes the islands of Madura that are connected to Java by the longest bridge in Indonesia, Suramadu Bridge. East Java lies between 111°0' East Longitudes – 114°4' East Longitudes and 7°12' South Latitudes and 8°48' South Latitudes, with width 47,130.15 square meters. It has several main commodities. The farming sectors through the java food plants and plantation subsectors, and subsectors of fishery also play an important

economic role in this province. East Java is also known with its tourism sectors: the natural, cultural, and historical tourism. Its capital is Surabaya. (Jatim, 2016)

The name “Surabaya” already appeared since early Majapahit era. It was believed that the name was from the words *Sura* (Shark) and *Baya* (crocodile). They become the symbol of Surabaya since then. Surabaya was established in 1293, and became the second biggest metropolitan city in Indonesia. Its citizens now are approximately about 3 million people. Most of its people work in service, industry, and trading sectors. (Surabaya, 2016)

Industrial areas such as Surabaya Industrial Estate Rungkut (SIER) and Margomulyo also the manufacture and trading industry, including hotels and restaurants, has a role as the contributors for Surabaya’s economic activity. The city also has some destination sectors, such as historical tourism destinations, shopping attractions, traditional art destinations, natural tourism objects and cultural tourism objects. Those many interesting destination areas and sectors could be promoted to other cities through the cooperation among the local and international cities.

According to Pamudji (Pamudji, 1985), cooperation is a business which is done by two parties or more by doing an interaction between individual who is cooperating for a dynamic goal. There are three elements in cooperation; person that is cooperating, there is an interaction, and have a same goal. In order to establish the cooperation, each city has its own institution which focuses on managing the city. In Surabaya, the institution is called Surabaya City Government.

Surabaya City Government is officially divided into some divisions. The division involved in cooperating is called Cooperation Division. The division has the duty to

implement part of government affair sectors, such as health, public work, development planning, regional autonomy, public administration, regional financial administration, regional equipment, civil service and encoding. The Cooperation Division consists of three sub divisions; they are Domestic Cooperation Sub Division, Control and Evaluation Sub Division, and International Cooperation Sub Division.

The International Cooperation Sub Division has the duty to establish cooperative international relations by cooperating with some international organizations, such as Citynet, UCLG (United Cities and Local Governments), CLAIR (Council of Local Authorities for International Relations), and AUICK (Asian Urban Information Center of Kobe) and becoming a member of sister city program. Some sister cities which have cooperation with Surabaya are Seattle (USA), Busan (South Korea), Kochi (Japan), Monterrey (Mexico), Guangzhou (China), Xiamen (China), Varna (Bulgaria), Kitakyushu (Japan), Marseille (France), Shah Alam (Malaysia) and Jiangmen (China). Furthermore, “sister city is a town or city that shares planned activities and visits with a similar town or city in another country” (Cambridge Dictionaries, 2016). Sister city program is not only helping Surabaya government share and exchange ideas to other cities in the world but also becoming the way for Surabaya government to promote the city.

The writer did his internship as a staff of the International Cooperation Sub Division. The writer also did his internship as a staff of Rumah Bahasa Surabaya since it is an organization under the Cooperation Division. It was challenging to work in two different places. During the internship, the writer could apply his English especially in his writing skill, speaking skill, translation skill, listening skill, and correspondence skill. The writer also got many experiences because during the internship, he was placed in two different places. The first week, the writer was placed in Rumah Bahasa Surabaya as a

front desk officer and he needed to speak English with other staffs and the native tutors. The writer was placed in International Cooperation Sub Division for the rest three weeks. Further explanation about company profile and job description will be described in Chapter II and Chapter III.



CHAPTER II

COMPANY PROFILE

2.1. Brief History

The policy of decentralization and regional autonomy were effectively implemented since 2001, increasing the opportunity for local governments to find alternative innovative solutions for facing challenges. Local governments are required to give greater attention to the quality of basic public service providers as well as how to increase the independence of the region in implementing development. Optimizing the potential for inter-regional cooperation can be an alternative innovation / concept based on considerations of efficiency and effectiveness, synergistic, and mutually beneficial, especially in areas related to cross-border interest. The policy of decentralization and regional autonomy through various regulations has encouraged in inter-regional cooperation. Cooperation is expected to be a bridge that can turn a potential conflict of interest between the regions becoming a potential for mutually beneficial development. (Bagian Kerjasama Pemerintah Kota Surabaya, 2016)

The entry of the world in the globalization era widens the scope of cooperation between regions within a country and between the local and foreign parties. The actor of cooperation was not only government officials, but also private parties. A partnership in order to build the area can be established between the regional administration in states or local governments and governments of other countries. Foreign parties mean that partnerships should not only be a

relationship between countries, but also a relationship of cooperation between the provinces / districts / cities. The fact that the cities in each country have an important role in their capacity as a source of economy and trade, science and technology, as well as potential labor center that supports the course of the globalization process. (Bagian Kerjasama Pemerintah Kota Surabaya, 2016)

Given the need for cooperation that on November 14, 2005 by the Regional Regulation No. 12 Year 2005 concerning Organization Regional Secretariat Surabaya, Cooperation Division was established with the hope to be a facilitator of cooperation forged Municipal Government with various stakeholders including local government (provincial, city, or district), agencies, institutions, universities, organizations, and other stakeholders from local even abroad. (Bagian Kerjasama Pemerintah Kota Surabaya, 2016)

2.2. Description of Institutions

Cooperation Division was a part of the Organization Regional Secretariat Surabaya, which handles and becomes a facilitator of cooperation established by Municipal Government with various stakeholders including local governments (provinces, cities, or country), agencies, institutions, universities, organizations, and other stakeholders from local even abroad.

2.3. Vision and Mission

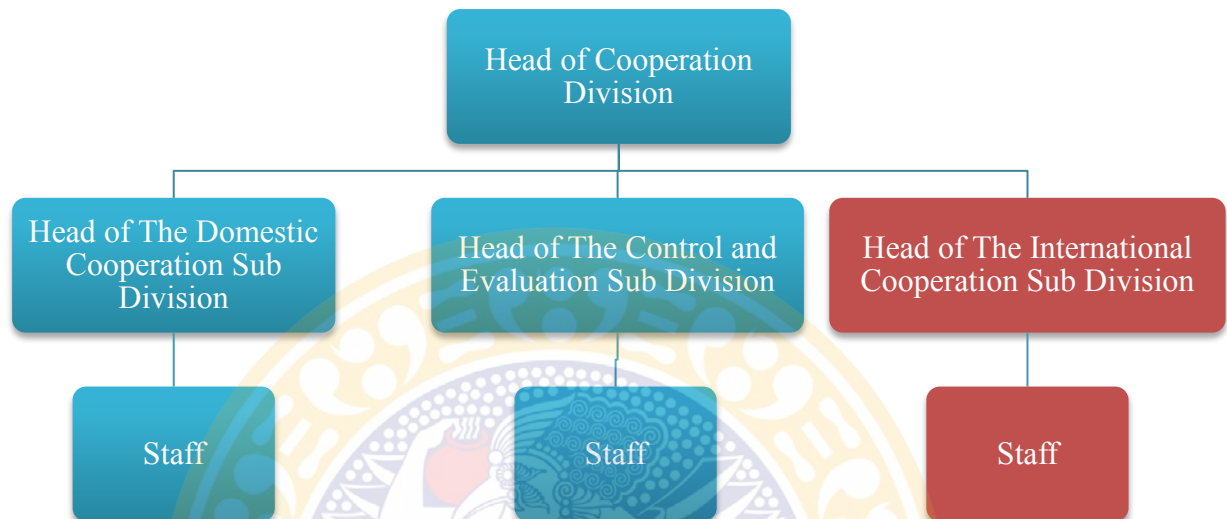
2.3.1. Vision

To become a secretariat staff element in Surabaya city that bridges the realization of mutually beneficial cooperation, equivalent, responsive, effective, and efficient among Surabaya City Government and many domestic and international parties.

2.3.2. Mission

1. Facilitating the process of making decision
2. Coordinating the management and implementation
3. Negotiating to get the fair cooperation results
4. Mediating the problem solving
5. Establishing the strong working network
6. Providing the recommendation policy

2.4. Organization Structure of Cooperation Division



2.5. Jobs and Responsibilities

Cooperation division has the duty to implement parts of government affair sectors:

- a. Health
- b. Public Work
- c. Development Planning
- d. Regional Autonomy, Public Administration, Regional Financial Administration, Region Equipment, Civil Service and Encoding

The Cooperation Division has some duties. Details of the duties of the Cooperation Division, as follows:

- a. Implementing the city-scale international cooperation
- b. Formulating the policy of development cooperation implementation among cities and private sectors in the outer countries
- c. Determining city policy in the cooperation sector with the third parties in the foreign countries
- d. Implementing cooperation or partnership between local government or world enterprises or society in the management and development of city infrastructure in cities environmental
- e. Formulating the implementation of cooperation development policy between local and private sectors in the domestic area
- f. Establishing local association or regional cooperation agency
- g. Determining city policy in the cooperation sector with the third parties in the domestic area
- h. Providing leadership, consultation, and coordination of cooperation development among regions and also between regions and private sectors, outside or inside countries in the city-scale
- i. Providing leadership, consultation, and coordination of cooperation development among sub-districts and also between sub-districts and private sectors, outside or inside countries in the city-scale
- j. Reporting the realization of city government cooperation with the third party to the provincial government

- k. Reporting the realization of the cooperation between districts and cities to the provincial government

The International Cooperation Sub Division has some duties. Details of the duties, as follows:

- a. Implementing the city-scale international cooperation
- b. Formulating implementation of cooperation development policy between cities and private sector in the outer country
- c. Determining city policy in the cooperation sector with the third party in the outer country

2.6. Partners

2.6.1. Domestic Partners

- East Java Provincial Government
- Central Java Provincial Government
- West Sumatra Provincial Government
- Bantul District Government
- North Halmahera District Government
- Jayapura District Government
- Kediri District Government
- East Kotawaringin District Government
- Sidoarjo District Government
- Balikpapan City Government

- Banjarmasin City Government
- Batam City Government
- Depok City Government
- Denpasar City Government
- Kediri City Government
- Makassar City Government
- Medan City Government
- Palopo City Government
- Palu City Government
- Pekanbaru City Government
- Samarinda City Government
- South Tangerang City Government
- Tebing Tinggi City Government
- Tual City Government

2.6.2. Domestic Third Parties and Membership in the Organization

- Universitas Airlangga Surabaya
- Universitas Negeri Surabaya
- Institut Teknologi 10 Nopember (ITS) Surabaya
- Universitas Islam Negeri Sunan Ampel (UINSA) Surabaya
- Universitas Indonesia Jakarta
- Universitas Gajah Mada Yogyakarta
- Universitas Brawijaya Malang
- Institut Teknologi Bandung

- KOPERTIS Wilayah VII Jawa Timur
- Perwakilan Badan Pengawasan Keuangan dan Pembangunan (BPKP) Provinsi Jawa Timur
- Direktorat Jenderal Kereta Api Kementerian Perhubungan
- PT. Kereta Api Indonesia (KAI) Persero
- Kepolisian Daerah Jawa Timur
- Polrestabes Surabaya
- Polresta Tanjung Perak Surabaya
- PT. Pelindo III (Persero)
- APEKSI (Asosiasi Pemerintah Kota Seluruh Indonesia) (Membership)
- Jaringan Kota Pusaka Indonesia (JKPI) (Membership)
- Citynet Indonesia Chapter (Membership)
- AKOPPSI (Asosiasi Pemerintah Kota/Kabupaten Peduli Sanitasi Indonesia) (Membership)

2.6.3. Foreign Partners

- Seattle, US
MoU: Memorandum of Understanding (27 December 1992)
- Busan, South Korea
MoU: Memorandum of Understanding (10 November 1994)
- Kochi, Japan
MoU: Memorandum of Understanding (17 April 1997)

- Monterey, Mexico
MoU: Memorandum of Understanding (19 June 2001)
- Guangzhou, China
MoU: Memorandum of Understanding (21 December 2005)
- Xiamen, China
MoU: Memorandum of Understanding (23 December 2006)
- Varna, Bulgaria
MoU: Memorandum of Understanding (24 November 2009)
- Kitakyushu, Japan
MoU: Memorandum of Understanding (12 November 2012)
- Marseille, France
LoI: Letter of Intent (15 February 2007)
- Shah Alam, Malaysia
LoI: Letter of Intent (22 May 2009)
- Jiangmen, China
LoI: Letter of Intent (30 May 2012)

2.6.4. Foreign Domestic Third Parties and Membership in the Organization

- CITYNET (Membership)
- United Cities and Local Government – Asia Pacific (UCLG ASPAC)
- Asia Urban Information Center of Kobe (AUICK) (Membership)
- Japan Council of Local Authorities for International Relations (CLAIR)

2.7. Facilities

Surabaya City Government provides some facilities to help all staffs do their job. It is also applied in the office of the Cooperation Division. The facilities in the Cooperation Division are the office equipment, such as worktables, computers, printers, file cupboards, telephones, fax, and a copy machine. Other facilities are internet service, air conditioners, mosque, meeting room, and toilet.

2.8. Location

Cooperation Division Office, Surabaya City Government

Address : Jl. Jimerto 25-27, 3th floor of Surabaya City Government Building

Telephone : (031) 5491024

Email : kerjasama@surabaya.go.id
surabaya.city.government@gmail.com

Website : kerjasama.surabaya.go.id

CHAPTER III

JOB ANALYSIS

3.1. Job Description

All staff members of the International Cooperation Sub Division are responsible to both the head of the International Cooperation Sub Division and the head of the Cooperation Division. The staffs of the International Cooperation Sub Division do the tasks, as follows:

1. Facilitating the international cooperation activities
2. Preparing and making the material for delegations who will visit overseas with the relevant institution
3. Communicating with the provincial government and central government regarding international cooperation
4. Translating official letters from domestic and overseas
5. Accompanying the delegations from other countries who visit Surabaya
6. Making documentation for all activities of the delegations who visit Surabaya
7. Arranging draft of the international cooperation agreement
8. Being an interpreter for the visiting guests from abroad and as an assistant to communicate with foreign partners
9. Arranging official travel permits to the Provincial Government, the Ministry of Foreign Affairs, the secretariat of the republic of Indonesia and Embassy
10. Arranging the passport and visa making for staff who will go abroad

11. Sending documents via fax or email to other divisions about the information of event schedule held in the country which cooperate with Surabaya
12. Inventorying data and reporting the result of the implementation of international cooperation activities abroad
13. Arranging budget plan for the International Cooperation Sub Division
14. Participating in a meeting with other divisions to discuss many things related to international cooperation
15. Calling and answering the phone from other divisions or anyone who has purposes with the Cooperation Division

3.2. Job Performance

The writer did his internship as a front desk officer of Rumah Bahasa Surabaya for the first week and as a staff of the International Cooperation Sub Division at Surabaya City Government for the rest three weeks. The internship started from January 18th, 2016 to February 12th, 2016. The writer worked from Monday to Saturday from 9 a.m. to 3 p.m. with an hour lunch break from 12 p.m. to 1 p.m. or the night shift from 3 p.m. to 9 p.m. with an hour dinner break from 6 p.m. to 7 p.m. in Rumah Bahasa. In International Cooperation Sub Division, the writer worked from Monday to Friday from 7.30 a.m. to 4 p.m. with an hour lunch break from 12 p.m. to 1 p.m. All staffs working at Surabaya City Government must wear formal clothes or the government uniforms every Monday until Wednesday. On Thursday and Friday, all staffs have to wear Batik.

The writer did the internship with three other students of English Diploma program. On the first day, Mr. Sony Ahadian, the writer's supervisor, told that for the first week, he would be placed in Rumah Bahasa Surabaya. Then he introduced the writer to the head of Rumah Bahasa Surabaya, Mrs. Lely Wulandari. Mr. Sony also introduced him to the staffs and tutors in Rumah Bahasa Surabaya.

The first week, the writer worked as a Front Desk Officer. The first task given was entering data. It was data of Rumah Bahasa's members. Besides, the writer also helped native tutors when they needed help. Collecting member cards, helping the new member's registration, writing the schedule on attendance list, and giving information were the daily tasks. The writer also got a chance to join the class in Rumah Bahasa so he knew how the teaching systems were. That was all what the writer mostly did in the first week.

On the second week, the writer was moved to the Cooperation Division. He met the head of Cooperation Division, Mrs. Dewi Wahyu Wardani, M.Si. She gave the writer advice and rules that must be obeyed by the writer. On the first day of the second week, he was asked to be a minutes in a meeting and writing the resume. It was about Institut Teknologi Sepuluh November Surabaya's program named COMM-Tech ITS. It was a workshop which the participants were from some countries and ITS needed the mayor of Surabaya to welcome them.

The writer was given a weekly task, that was writing a report of Surabaya sister cities' progress in the last five years. He also did some tasks such as translating an invitation letter about workshop of affordable housing which was hold in Kuala Lumpur, Malaysia, and editing a letter from Kitakyushu, Japan because there were some mistakes that needed to be changed.

On the third week, the writer was continuing the weekly task. He wrote a progress of sister city Busan, South Korea. The report was made for updating Cooperation Division's data. The report consisted of information, profile, reasons, fields of cooperation, and progress of Busan. Besides that, the writer was translating a letter from the Embassy of Belarus which was a request for cooperating between Minsk and Surabaya.

On the last week, the writer was writing the rest of the weekly task which were report of sister city Marseille, France and Shah Alam, Malaysia. The format of the report was the same with the previous report. The writer also entered data of MoU of Surabaya and its sister cities.

On the last three days, the writer was translating the company's articles for updating their website. The writer also finished the reports and compiled them with the rest which were done by his friends.

During the internship, the writer also found some difficulties in doing all of the tasks given, such as:

1. Adapting with new situation

The writer felt difficult to adapt with new environment and situation since he needed to adapt twice. Since it was his first time working in an office, he tried to be friendly to all the staffs and asked when he got confused with the tasks. Fortunately, the staffs were friendly and helpful.

2. Translating

Most of the documents that were given to the writer were legal documents, he found some difficulties since he only got a few lectures about translating legal text in Translation Class. To solve the problem, the writer discussed with his friend and tried to find some helps from the internet.

3. Writing the report

When writing the report, the writer was almost clueless how about to start. Since it was a report of sister cities' progress in the last five to three years. The writer didn't know how and what progress that had been done since he was still new in the office. Luckily, he also had given a sample of the last report and recapitulation of events and programs that had been done before.

4. Communicating with native tutors

When the writer was placed in Rumah Bahasa, the writer was a bit confused communicating with the native tutors. Since they were from Taiwan and English was not their native language, sometimes they mispronounced a word and spoke unclearly. Fortunately the writer could understand what they meant quickly.

5. Making a meeting resume

When the writer was in the first day of the second week, he was asked to join and be the minutes of the meeting with other department representatives and the committees of COMM-Tech ITS. As a minutes of the meeting, the writer had a responsibility to make the meeting resume. It really was a difficult time, since he did not know how to write a meeting resume. Fortunately, Mr. Estu helped him by dictating the resume.

3.3. Supporting Subjects

Before doing the internship as a front desk officer and as a staff of the International Cooperation Sub Division, the writer had learned many things in his major, English Diploma. His knowledge gained from college helped him to do the internship easier. There are subjects which supported the writer's work, as follows:

3.3.1. Etika dan Kepribadian (Ethics and Personalities)

This subject helped the writer to have courtesy and good characteristics. He learned how to behave with other staffs from this subject since the politeness is important to work in office.

3.3.2. Business Communication

By learning this subject, the writer knew how to have a good communication with other people. In this case, the subject was very helpful when he communicated with other staffs of the Cooperation Division.

3.3.3. Structure

This basic subject teaches how to know the correct English grammar and applies it in other English skills. The subject was used in most of the tasks given in the internship, especially in translating, speaking, and writing a letter. The writer could work easier because of knowing the English grammar.

3.3.4. Writing

The writer learned how to make a good sentence and paragraph from this basic subject. It helped him in making a good text, especially when writing a letter and report.

3.3.5. Reading

This basic subject is a lesson to improve skill of reading. By learning this subject, the writer was able to understand the text before translating and it made the tasks easier to do.

3.3.6. Speaking

Speaking is a basic subject which teaches how to speak English fluently in front of people. This subject was very useful for the writer because he had to speak English with all of the native tutors in Rumah Bahasa.

3.3.7. Listening

This basic subject made the writer communicate in English easier. By having this skill, the writer could understand what other people said in English.

3.3.8. Practice in Translation

The writer learned how to be a good translator from this subject. He knew how to translate sentences with good language and correct grammar, especially in translating the legal document.

3.3.9. Computer Application

This subject gave a lesson how to operate the computer system, especially Ms. Office. The writer could apply this subject so that the task could be finished faster.

3.3.10. Business Correspondence

Business Correspondence is a study about business communication by using letter, note, and fax. In the internship, this subject helped the writer write a good letter and make a meeting resume.

3.3.11. Cross Cultural Understanding

The purpose of learning this subject is to understand how the culture values can influence people in communicating with others. In this case, the writer could understand various behaviors, reactions, and responses from the cultures of the foreign visitors.

3.3.12. English for Office Management

The purpose of learning this subject is to understand what things that can be learnt in the office world. In this case, the writer could understand things to do in meeting, presentation, making resume, and many others. Besides, the writer could understand the manner in business or office world.

3.3.13. International Business Communication

The purpose of learning this subject is to understand how the culture values can influence people in communicating in business world. In this case, the writer could understand various behaviors, reactions, and responses from the cultures of the foreign visitors.



CHAPTER IV

CONCLUSION

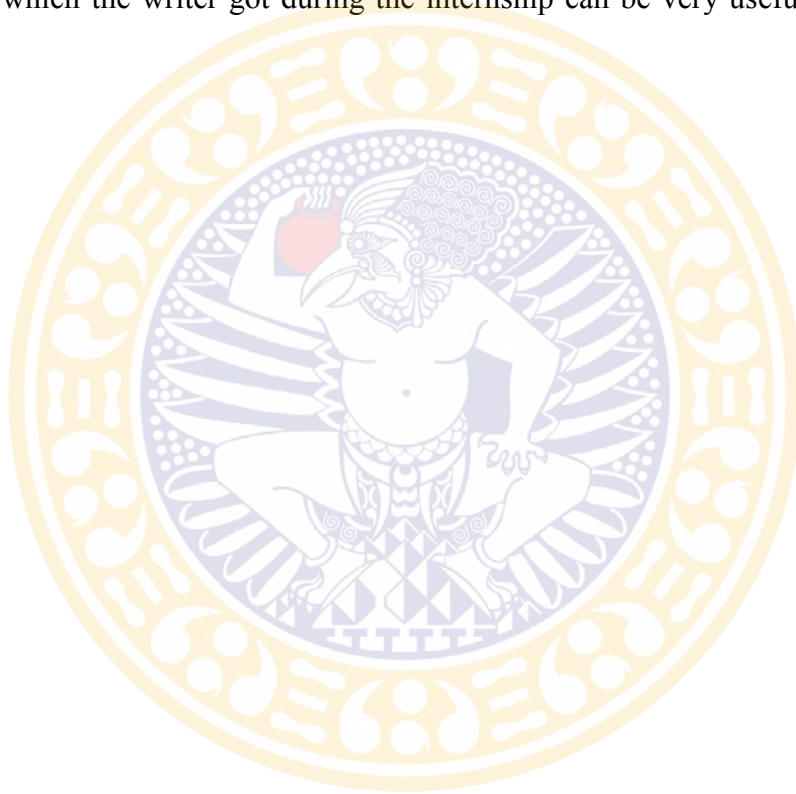
According to the Regional Regulation No. 12 Year 2005 on November 14, 2005 concerning Organization Regional Secretariat Surabaya, Cooperation Division was established with the hope to be a facilitator of cooperation forged Municipal Government with various stakeholders including local governments (provinces, cities, or districts), agencies, institutions, universities, organizations, and other groups both domestic and foreign cities.

Having an opportunity to do the internship at Surabaya City Government as a staff of the International Cooperation Sub Division gave the writer a lot of experiences and knowledge. During the internship, the writer learned about the tasks done by the International Sub Division staff members in the office. Translating, writing a letter and meeting resume are some examples of the tasks. The writer also got much information about Surabaya that he did not know previously.

In order to improve the quality of all staff members in the Cooperation Division, especially staff members of the International Cooperation Sub Division, the writer had some suggestions. First, they need to apply the English program every day. The program is not only for the staffs of the International Cooperation Sub Division, but also for other two divisions'. Since the staffs mostly work with people from other countries, they also need to have English skills both writing and speaking. The facility such as internet connection (Wi-Fi connection) needs to be improved, since the Cooperation Division has a main room and a branch room. When the writer did his internship, the writer was placed

in the branch room that did not have Wi-Fi connection, only a LAN cable for each staff's computer. The Cooperation Division also needs to add more partners especially sister city, so Surabaya could be well known overseas. The last is updating the official website regularly, so people could get what they need when they access the website.

In addition, the writer felt doing internship in the Cooperation Division was fun and the staff members were very kind and helpful. Hopefully, the experiences and knowledge which the writer got during the internship can be very useful and applied in the future.



REFERENCES

Anshory, I. (2004). *Asal Usul Nama Indonesia*.

Bagian Kerjasama Pemerintah Kota Surabaya. (2016). Surabaya, Jawa Timur, Indonesia.

Britannica. (2016, May). Retrieved from Britannica.com:
<http://www.britannica.com/place/Java-island-Indonesia>

Cambridge Dictionaries. (2016, March). Retrieved from Cambridge Dictionaries:
<http://www.cambridge.org/dictionary/english/twin-town>

Jatim, D. K. (2016, March). *Pemerintah Provinsi Jawa Timur*. Retrieved from
jatimprov.go.id: (www.jatimprov.go.id/site/sekilas-jatim-peta/)

Pamudji. (1985). Kerjasama Antar Daerah. In Pamudji, *Kerjasama Antar Daerah* (p. 12).
Jakarta: Bina Aksara.

Surabaya. (2016, March). Retrieved from <https://www.surabaya.go.id/berita/8224-profil-of-surabaya>

Tomascik, T., Mah, J., Nontji, A., & Moosa, M. (1996). *The Ecology of the Indonesian Seas - Part One*. Hong Kong: Periplus Editions.

APPENDICES

APPENDIX 1: IMAGES

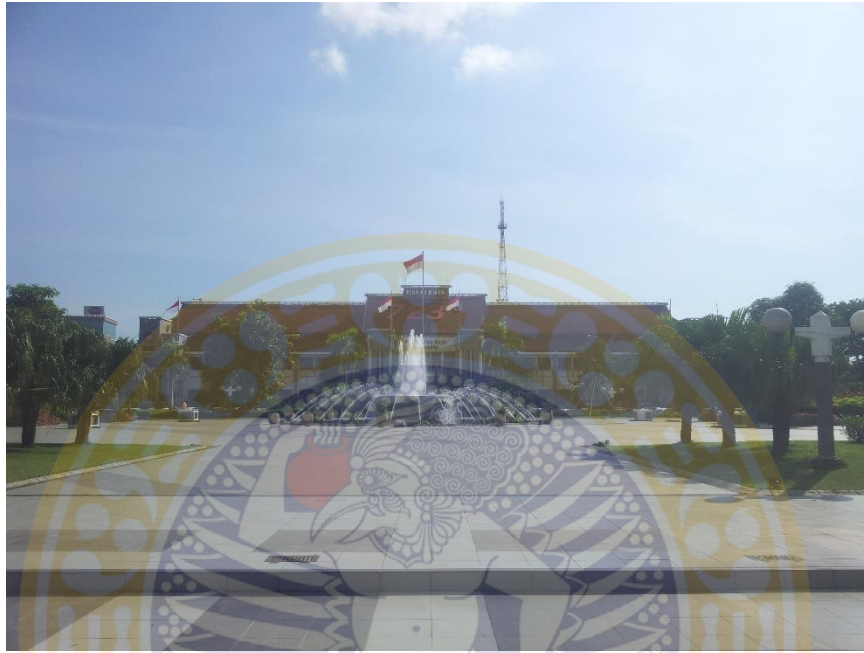


Image 1. The Head Office of Surabaya City Government




Image 2. The writer and his three friends with the Head and staffs of Rumah Bahasa Surabaya



Image 3. The writer and his three friends with the Head of Cooperation Division, the Head of Domestic Cooperation Sub Division, the Head of Control and Evaluation Sub Division, the Head of International Cooperation Sub Division, and staffs

APPENDIX 2: ASSESSMENT FORM



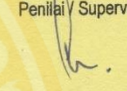
**FORMULIR PENILAIAN MAGANG
MAHASISWA PROGRAM STUDI D3 BAHASA INGGRIS
FAKULTAS VOKASI
UNIVERSITAS AIRLANGGA**

NAMA MAHASISWA: Bayu Noer Seto NIM: 121310113053
MATA KULIAH : Internship

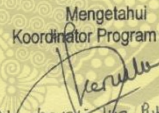
No.	Faktor Penilaian	Prosentase	Skor	NILAI (Skor X Prosentase)
1	Kemampuan	30%	93	27,9
2	Sikap dan Perilaku	20%	95	19
3	Penampilan	10%	94	9,4
4	Disiplin	10%	95	9,5
5	Tanggung Jawab	10%	93	9,3
6	Kerjasama	10%	94	9,4
7	Inisiatif	10%	93	9,3

Jangka Waktu : 18 Januari 2016 s.d. 12 Februari 2016
Tempat : Rumah Bahasa & Kerjasama PEMKOT-SBY

Jumlah	93,8
Grade	A


Surabaya, 23 Februari, 2016
Penilai / Supervisor,

Sony Ahadian, SS

SKOR	GRADE	KETERANGAN
≥ 75	A	Sangat Baik Sekali
70,0 – 74,9	AB	Baik Sekali
65,0 – 69,9	B	Baik
60,0 – 64,9	BC	Cukup Baik
55,0 – 59,9	C	Cukup
45,0 – 54,9	D	Kurang
< 45	E	Kurang Sekali

Mengetahui
Koordinator Program Studi,

Noerhayati Ika Putri, M.A.
NIP. 191807162005012002

*) Nilai dianggap sah apabila ada keterangan tertulis ataupun stempel dari lembaga / tempat pelaksanaan PKL

APPENDIX 3: CERTIFICATE OF INTERNSHIP



PEMERINTAH KOTA SURABAYA
SEKRETARIAT DAERAH
Jalan Jimerto No. 25-27 Lt.5 Surabaya 60272
Telp. (031) 5312144 psw. 192, 296, 392; Telefax. (031) 5491024

SURAT KETERANGAN
Nomor : 800 / 0412 / 436.2.3 / 2016

Yang bertanda tangan dibawah ini :

Nama : Dra. Dewi Wahyu Wardani, M.Si
Jabatan : Kepala Bagian Kerjasama

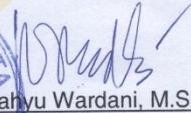
dengan ini menerangkan bahwa :


Nama : Bayu Noer Seto
Universitas : Universitas Airlangga
Fakultas : Fakultas Vokasi
Program Studi : D3 Bahasa Inggris

telah melaksanakan kegiatan magang di Bagian Kerjasama Pemerintah Kota Surabaya pada tanggal 18 Januari s/d 12 Februari 2016.

Demikian Surat Keterangan ini dibuat untuk dipergunakan seperlunya.

Surabaya, 23 Februari 2016
a.n. SEKRETARIS DAERAH
KOTA SURABAYA
Asisten Perekonomian dan Pembangunan
u.b.
Kepala Bagian Kerjasama,


Dra. Dewi Wahyu Wardani, M.Si
Pembina Tingkat I
NIP. 196703011995032002



Tembusan :
Yth. 1. Sekretaris Daerah
2. Dekan Fakultas Vokasi, Universitas Airlangga

APPENDIX 4: EXAMPLE OF THE WRITER'S WORK

TRANSLATING AN INVITATION LETTER ABOUT WORKSHOP OF AFFORDABLE HOUSING WHICH WAS HELD IN KUALA LUMPUR, MALAYSIA

Penyampaian Workshop Perumahan Terjangkau

Tantangan perumahan terjangkau di Asia Pasifik

Asia Pasifik merupakan wilayah dengan laju urbanisasi tercepat di dunia. Percepatan pertumbuhan ekonomi telah disertai beberapa tantangan sosial yang serius, salah satunya penyediaan perumahan yang terjangkau. Perumahan merupakan salah satu bagian utama dari kehidupan sehari-hari dan salah satu bentuk dari pengakumulasian masyarakat tidak mampu. Lokasi perumahan merupakan salah satu hal yang patut dipertimbangkan, demi menjamin kemudahan akses untuk lapangan pekerjaan, layanan kesehatan, transportasi, dan pendidikan.

Akan tetapi, wilayah tersebut menghadapi tantangan utama dalam menjamin perumahan yang layak, aman, dan terjangkau bagi masyarakat tidak mampu. Karena itu, masyarakat kota yang tidak mampu mencari perlindungan di pemukiman yang tidak layak, di mana akses layanan kebersihan, ruang yang aman, dan stabilitas yang membahayakan. Tantangan bagi pemerintah daerah adalah bagaimana merespon dengan baik untuk masalah perumahan yang terjangkau di kota-kota mereka. Mereka harus bekerja untuk mengetahui tantangan sosial yang menyertai kebutuhan tempat tinggal dan membentuk kebijakan untuk pasar perumahan tentang permintaan di masa mendatang.

Tujuan Workshop

Untuk 3 hari dalam seminggu pada tanggal 7-11 Maret 2016, CityNet, UN-Habitat, dan Pemerintah Kuala Lumpur akan menyelenggarakan *workshop* tentang perumahan yang terjangkau di Pusat Pelatihan Regional Kuala Lumpur (KLRTC).

Tujuan utama dari *workshop* ini adalah untuk mengembangkan keterampilan dan pengetahuan dalam kebijakan perumahan dan implementasi. Salah satu tujuan dari *workshop* ini adalah untuk memberikan pemahaman mendalam tentang bagaimana sektor perumahan bekerja dan peran yang dimainkan oleh berbagai pihak yang berkepentingan seperti, pemerintah pusat dan daerah, swasta, dan LSM dalam penyampaian tentang perumahan terjangkau.

Workshop ini akan mengenalkan para peserta tentang solusi perumahan perkotaan praktis dari kota-kota di Asia Pasifik dan memungkinkan mereka memperoleh pengetahuan secara nyata tentang sistem penyediaan perumahan konvensional dan alternatif.

Jadwal (TBC)

- **Hari pertama : Masalah Perumahan dan Solusi Kebijakan Nasional**
Pada hari pertama akan fokus pada penyediaan panorama situasi perumahan di Asia Pasifik dan memberikan rangka kerja untuk menganalisis unsur-unsurnya yang berbeda.
- **Hari kedua : Sistem Penyampaian Perumahan pada Tingkat Lokal**
Workshop hari kedua akan fokus pada penjelasan kerangka kelembagaan dan peraturan untuk memberikan solusi perumahan yang terjangkau.
- **Hari ketiga : Pasokan Tanah Perumahan dan Mekanisme Pembiayaan Perumahan**
Pada hari terakhir kami akan fokus pada instrumen pengelolaan lahan dan keuangan berbasis lahan serta pasokan lahan *inclusionary*.

Informasi Acara

- Tempat : Kuala Lumpur Regional Training Centre (KLRTC)
- Lokasi : Kuala Lumpur, Malaysia
- Tanggal : 8-10 Maret 2016 (TBC)
- Durasi : 3 Hari
- Peserta : ± 30 peserta (Internasional dan Malaysia)

Biaya

- Anggota CityNet / Kota-kota yang diundang KLRTC : \$250 USD
- Umum dan LSM (Bukan anggota CityNet) : \$500 USD
- Pihak Swasta (Bukan anggota CityNet) : \$1000 USD

Peserta

- Pegawai Pemerintah Pusat dan Daerah yang menangani masalah perumahan dan topik yang bersangkutan
- Perwakilan dari pihak swasta dan LSM yang bekerja untuk mempromosikan kelangsungan perkotaan

TRANSLATING A LETTER FROM THE EMBASSY OF BELARUS IN INDONESIA

**KEDUTAAN BESAR REPUBLIK BELARUSIA
DI INDONESIA**

N0 02-12/72

Kedutaan Besar Republik Belarusia di Indonesia memberikan salam hormat kepada Kementerian Luar Negeri Republik Indonesia dan selanjutnya untuk surat dari kedutaan tanggal 2 Februari 2016 No 02-12/68 yang berisi permintaan bantuan dari kementerian guna mengatur pertemuan pada tanggal 11 Februari 2016 bagi H.E Mr. Semyon Shapiro sebagai Anggota Komite Tetap Dewan Republik Majelis Nasional Republik Belarusia dari pertemuan ke-5 Perekonomian, Anggaran, dan Keuangan, Ketua komite eksekutif daerah minsk, yang mengunjungi Indonesia pada tanggal 9-11 Februari bersama H.E Mr. Nurwiyanto, perwakilan dari walikota Surabaya untuk pembahasan mengenai wilayah perspektif kerjasama antara Provinsi Minsk Republik Belarusia dan kota Surabaya.

Kedutaan Besar Republik Belarusia menggunakan kesempatan ini untuk memberikan penghargaan setinggi-tingginya kepada Kementerian Luar Negeri Republik Indonesia.

Lampiran : CV dari H.E.Mr Semyon Shapiro, 1 halaman

Jakarta 3 Februari 2016

KEMENTERIAN LUAR NEGERI REPUBLIK INDONESIA

Jakarta




Tembusan

PEMERINTAH KOTA SURABAYA, INDONESIA

Surabaya

WRITING A REPORT OF SURABAYA SISTER CITY: BUSAN, SOUTH KOREA

Busan, Korea Selatan

BUSAN	
	
Dynamic Busan, City of Tomorrow	
Location	
	
Coordinate	35°10'N 129°04'E
Administration	
Country	South Korea
State/Region	Yeongnam
Government Type	Kota Metropolitan
Mayor	Suh Byung-soo
Distric	15
City Statistic	
Area Total	767,35 km ²
Population (2014)	3,417 juta
Density	4.600/km ² (12.000/sq mi)
Miscellaneous	
Time Zone	GMT+9
Postal Code	600-010, 619-963, 612-022
Dialing Code	(+82) 051
Website	busan.go.kr

PROFIL BUSAN

Busan adalah sebuah kota pelabuhan dan metropolitan di sebelah tenggara Korea Selatan. Dengan populasi sekitar 4.000.000 jiwa, Busan adalah kota kedua terbesar di Korea Selatan setelah Seoul dan salah satu dari 3 pelabuhan tersibuk di dunia. Busan terletak di muara Sungai Nakdong, yang mengalir sepanjang 700 km dari pedalaman Semenanjung Korea. Letak astronomis $35^{\circ}6'10''$ LU, $129^{\circ}2'25''$ BT.

SISTER CITY SURABAYA-BUSAN

Busan juga merupakan partner sister city kedua Surabaya dan yang pertama dari Asia. Hubungan sister city ini dimulai pada tanggal 10 November 1994. Kedua belah pihak menyetujui kerjasama dalam berbagai bidang seperti; Pengembangan Pelabuhan, Perdagangan dan Perkembangan Ekonomi, Pendidikan, Kebudayaan, Pemuda, dan Olahraga, Lingkungan Hidup dan Pengelolaan Kota, Transportasi dan Pariwisata, Peningkatan SDM dan IPTEK.

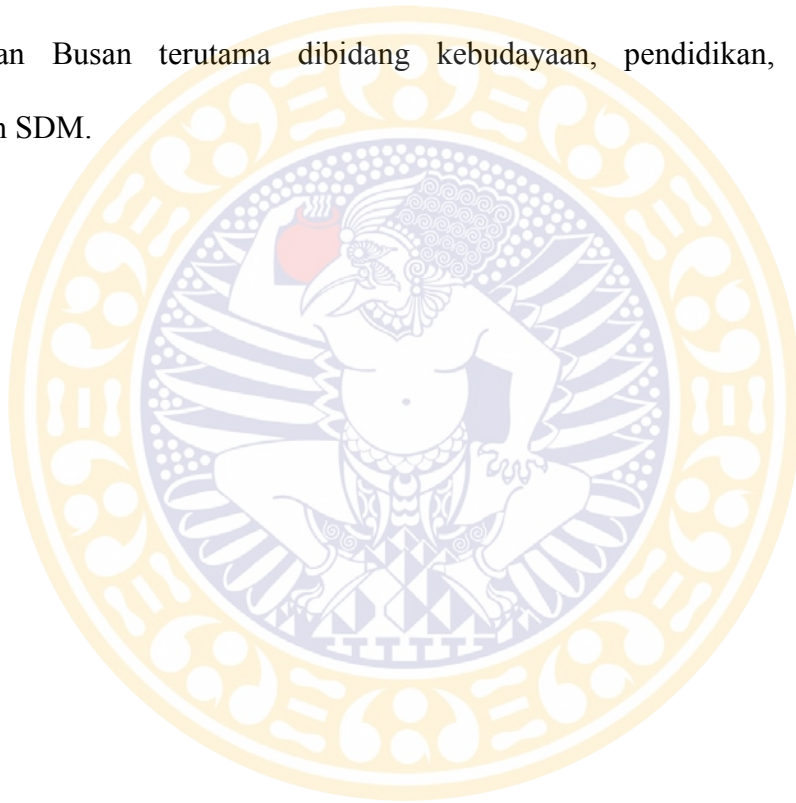
BIDANG-BIDANG KERJASAMA

- Pengembangan Pelabuhan
- Perdagangan dan Perkembangan Ekonomi
- Pendidikan, Kebudayaan, Pemuda, dan Olahraga
- Lingkungan Hidup dan Pengelolaan Kota
- Transportasi dan Pariwisata
- Peningkatan SDM dan IPTEK

PROGRES

Kerjasama di bidang kebudayaan dan pendidikan antara Surabaya dan Busan sangat aktif tiga tahun terakhir terhitung sejak 2013 hingga 2015. Pada bulan Januari dan Februari 2013, 14 desainer dari Busan Fashion Association datang untuk menandatangani MoU dengan Asosiasi Perancang Busana Indonesia. Juga ada pengiriman delegasi pendidikan

Busan ke beberapa sekolah menengah di Surabaya. Belum lagi peresmian patung Sura dan Baya di Busan semakin mempererat kerjasama kedua belah pihak. Pameran dan pertunjukan budaya juga sering dilakukan diantara Busan dan Surabaya. Selain bidang kebudayaan, kerjasama bidang pendidikan juga aktif melakukan pertukaran pendidikan, pelajar, hingga guru-guru sekolah. Universitas Dong-Eui menjadi salah satu universitas yang aktif bekerjasama dengan Surabaya. Hal tersebut masih aktif hingga awal tahun 2016. Dengan begitu dapat dilihat bahwa Surabaya memiliki hubungan kerjasama yang baik dengan Busan terutama dibidang kebudayaan, pendidikan, pariwisata dan peningkatan SDM.



TRANSLATING THE COMPANY'S ARTICLES FOR UPDATING THE OFFICIAL WEBSITE

Paragraph 3
Cooperation Division

Article 49

Cooperation division has the tasks to carry out some tasks of Region Secretary in cooperation division

Article 50

Details tasks of Cooperation Division as referred to in Article 49, as follows:

- a. Implementing the city-scale international cooperation
- b. Formulating the policy of development cooperation implementation among cities and private sectors in the outer countries
- c. Determining city policy in the cooperation sector with the third parties in the foreign countries
- d. Implementing cooperation or partnership between local government or world enterprises or society in the management and development of city infrastructure in cities environmental
- e. Formulating the implementation of cooperation development policy between local and private sectors in the domestic area
- f. Establishing local association or regional cooperation agency
- g. Determining city policy in the cooperation sector with the third parties in the domestic area
- h. Providing leadership, consultation, and coordination of cooperation development among regions and also between regions and private sectors, outside or inside countries in the city-scale

BIOGRAPHICAL SKETCH

The writer's name is Bayu Noer Seto. He is usually called Bayu. The writer was born on June 10th, 1995 in Surabaya. He is the second child from three children in his family. He has one elder sister and one younger sister.

After finishing his elementary school at SD Negeri Banyuurip 2 (2001-2007), junior high school at SMP Negeri 1 Sidayu (2007-2010), and senior high school at SMA Negeri 1 Sidayu (2010-2013), he continued his study at English Department, Faculty of Vocation, Universitas Airlangga majoring English Diploma-III program (2013-2016).

The writer's hobbies are listening to music, dancing, and cooking. He started to love studying any languages (especially English) since he was in elementary school. In addition, the writer also loves learning mythology, architecture, and interior design.

During his study, the writer was involved in and became a committee of some English Diploma program activities, such as EDSO Care, EDSO Cup, Fraternity Days, and Celebration of EDSO. Besides, the writer also joined a FIB dance club named SilverSteppers. From his formal education in English Department, he gained much knowledge from the lecturers both hard and soft skills. More knowledge and good experiences gained after he did the internship as a front desk officer of Rumah Bahasa and as a staff of the International Cooperation Division at Surabaya City Government.