

ABSTRACT

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Professional Work Activities The Role of the Loan Document Support Unit in Supporting the Marketing Process and Management of Home Ownership Credit (KPR) Documents at PT Bank Tabungan Negara (Persero) Tbk.

This report describes the Professional Work experience at PT Bank Tabungan Negara (Persero) Tbk. Bintaro Jaya Branch Office with placement in the Loan Document Support Unit. The focus of the Professional Work activity is to understand the role of the unit in supporting the Home Ownership Credit (KPR) administration process, starting from document verification and archiving to the archive digitization process. The intern is also involved in managing credit documents, administering arrears data, and managing savings and deposit product data. In addition, observation activities are also carried out to understand how KPR products are offered and delivered to prospective customers.

This Professional Work provides valuable experience in technical skills and soft skills, such as work accuracy, communication skills, and adaptation to professional work systems in the banking sector. Through this experience, the intern gains a real picture of the relationship between document management and the quality of banking services, and understands how the theory obtained in college can be applied directly in the world of work.

Keywords: *Internship, Loan Documents, KPR, Banking Administration, Credit Documentation, BTN, Marketing.*